

# Carers Support Woking Information Pack



## Contents

1. Who is a Carer
2. Who Can Help Carers
3. Your Health and Leisure
4. Help at Home
5. Taking a Break
6. Transport
7. Money
8. Care of the Terminally Ill
9. Useful Contacts
10. Carers Emergency Checklist

The aim of this Carers Information pack is to provide you with a range of information about what support is available to you as a Carer, in the Woking borough, and Surrey. We hope that you find this pack useful, if you cannot find what you are looking for, have any comments or require further copies of this pack, please contact: Carers Support Woking on 01483 727277, or 01483 757272 for our Ethnic Minorities line. Email: [admin@carerswoking.co.uk](mailto:admin@carerswoking.co.uk) You can also visit our website at:

[www.carerswoking.co.uk](http://www.carerswoking.co.uk)

Alternatively, if you do not have access to the internet and would like a copy of the North West Surrey Carers Information pack, or the more specific Parent Carers, or Older Carers caring for someone with a Learning Disability pack, which are found on Carers net - [www.carersnet.org.uk](http://www.carersnet.org.uk) please contact the office.

## **1. Who is a Carer?**

A Carer is someone who is looking after a person who is ill, frail or disabled, and is not getting paid for doing so, or volunteering through an organisation. They could have mental ill health, learning difficulties, physical difficulties, be elderly and frail, or a combination of difficulties. This means you could be caring for a friend, neighbour or relative, for example it could be your child, husband, mother or cousin that you are caring for.

You may not see yourself as a Carer, but the job you are doing is invaluable, and you are one of over 6 million Carers in Britain. The care that you provide saves the nation billions of pounds each and every year. So you should never feel guilty about asking for help and support, and receiving the services that you deserve.



Carers have rights. Surrey Social Services departments acknowledge the need to work with Carers, to consult, value and support them, so ask Social Services to carry out a Care Assessment for the person you are Caring for, and a Carers Assessment for you. This is your legal right, whether or not the person you are caring for has the Care Assessment.

## **2. Who Can Help Carers**

Below are a list of organisations that may be able to help you whilst you are caring. You may find others throughout the pack, and there may be more specialised services that aren't detailed in here. If you require any more information please call the office and we will do our best to help.

**Age Concern (Surrey)**Care at Home, Footcare, walks etc.

Tel: 01483 453045

Email: [careathome@acsurrey.org.uk](mailto:careathome@acsurrey.org.uk)

Or visit [www.acsurrey.org.uk](http://www.acsurrey.org.uk) for more information

**Age Concern (Woking)** Information and befriending service for Woking Borough residents, over the age of 50.

Tel: 01483 770753

Email: [ageconcernwoking@btconnect.com](mailto:ageconcernwoking@btconnect.com)

**Carers Net** An internet site detailing a wide range of information for Carers in Surrey. Visit: [www.carersnet.org.uk](http://www.carersnet.org.uk)

**Carers Support** Information and support for Carers over the age of 18 years old.

**Woking** Tel (Generic) : 01483 727277 Tel (Ethnic Minorities): 01483 757272

Email: [admin@carerswoking.co.uk](mailto:admin@carerswoking.co.uk)

**Citizens Advice Bureau (CAB)** Free information and advice service on peoples rights and helping to enforce them.

Tel: 0845 120 2919

Email: [enquiries@wokingcab.org.uk](mailto:enquiries@wokingcab.org.uk)

For more information visit: [www.wokingcab.org.uk](http://www.wokingcab.org.uk)

**Emergency Duty Social Care Team**

Tel: 01483 517898

**Woking Borough Council**

Tel: 01483 755855

### Social Care Teams

**Services for Older people and people with a physical, sensory or cognitive disability** Tel: 08456 009 009 and press option 1

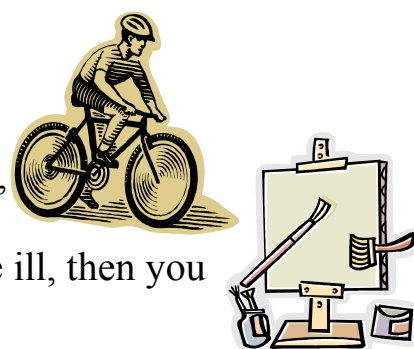
**Services for people with a Learning Disability** Tel: 01276 800280

**Services for people with Mental Health problems** Tel: 01483 756318

**Services for Children** Tel: 08456 009 009

## 3. Your Health and Leisure

Many Carers are so busy caring for someone else that they forget, or feel that they do not have the time, to look after their own health. It is vitally important that you do, after all, if you become ill, then you are another person who needs a Carer!



Caring can be a very rewarding, but also very stressful job. It is important that you have some time for yourself and take breaks from caring, so that you are doing things that you want to do. If at all possible then longer breaks should be taken so that you can recharge your batteries. It must be recognised that you have your own individual needs, as well as the person that you are caring for. To enable you to continue to care for them, you must also **care for yourself**.

Setting aside some time for yourself every day to relax is your right as a human being, and fundamental to your own well being. Ensure that you have some time to

read a book, listen to music, exercise, carry out your hobby, or meditate daily. This time must be used to forget your worries and the pressures of caring, it does not count if you spend it worrying about what to make for dinner, or when the next hospital appointment is.

It is also essential that you have emotional support. Having people you can trust to talk to is very important, these may be family members, close friends, your Carers Support Worker, or other Carers that you have met who share similar experiences to your own.

You and others around you must be realistic, the job you carry out in your caring role is always going to be stressful and tiring at times. However, you are carrying out a fantastic job and you must not put unrealistic expectations on yourself. If you need help it is important that you ask for it.

As part of the Carers Equal Opportunities Act (2004) Carers have the right to have their leisure and employment needs taken into account when an assessment by the Social Care Team is carried out.

Below are some leisure activities that you could get involved with:

### **Passport to Leisure**

If you live in the Borough of Woking and receive Carers Allowance, Income Support, Job Seekers' Allowance, Disability Living Allowance, Housing Benefit, Working Tax Benefit or Council Tax Benefit, in full time education, or over 60 years of age, then you may qualify for a gold or silver passport to leisure. Telephone: 01483 755855

### **Woking Leisure Centre**

**50+ Club** provides discounted activities to anyone over the age of 50.

Tel: 01483 771122

Email: leisure [centre@woking.gov.uk](mailto:leisure@woking.gov.uk)

Visit: [www.woking.gov.uk](http://www.woking.gov.uk)

### **Swimming - Pool in the Park**

60+ Health and Leisure Membership. Free swim sessions for Senior Leisure Pass Holders. Tel: 01483 771122

### **Cinema Exhibitors' Association card (CEA)**

This national card is for people claiming Disability Living Allowance, Registered Blind, or with a Disabled person's Railcard. The CEA card can then be used to get one free ticket for the person accompanying them. Tel: 0845 123 1295

Application Forms can also be downloaded from [www.ceacard.co.uk](http://www.ceacard.co.uk)

## **Day centres**

Brockhill Day Centre, Woking	Tel: 01483 765964
Buddies Group (Vyne Centre), Knaphill	Tel: 01483 743558
Cobham Centre, Cobham	Tel: 01932 867601
Moorcroft Centre for the Community, Westfield	Tel: 01483 743373
St Mary's Centre for the Community, Byfleet	Tel: 01932 353575

## **Carers Support Woking Support Groups**

- Relaxation Support Group - First Tuesday of every month, St Michael's Church, Sheerwater, 10am - 12pm
- Byfleet Precious Moments Carers Group - Last Friday of every month, The Residents Common Room, Stream Close, Byfleet, 2pm - 3.30pm.
- BME Precious Moments Carers Group - Third Wednesday of every month, The Maybury Centre, Board School Road, Woking, 1pm - 3pm.
- Sythwood Precious Moments Carers Group, Second Thursday of every month, The Salvation Army Centre, Sythwood, 10am - 12pm.
- Sythwood Precious Moments Carers Group, Last Thursday of every month, The Salvation Army Centre, Sythwood, 10am - 12pm.

There is a lending library of books available free of charge to Carers as well as a variety of information at the support groups.

Tel: 01483 727277/ 757272

Email: [admin@carerswoking.co.uk](mailto:admin@carerswoking.co.uk)

## **Carers Support Woking Take a Break days and Workshops**

Roughly once a month Carers are given the opportunity to go out for the day with other Carers, free of charge. Some previous outings have included, the London Eye, the Isle of Wight, Polesden Lacey, Pamper days and River Cruises.

Enquiries: 01483 727277

## **Allotments**

For information on allotments in your area

Tel: 01483 743808

Email: [parks@woking.gov.uk](mailto:parks@woking.gov.uk)

Visit: [www.woking.gov.uk](http://www.woking.gov.uk)

## **Work and Learning**

### **Action for Carers and Employment**

Exploring opportunities for Learning and Work

Tel: 01483 56587

Tel: 07736 561979

Email: [ace@actionforcarers.org.uk](mailto:ace@actionforcarers.org.uk)

### **Woking Adult and Community Learning Courses**

Tel: 01483 518568

E-mail: [woking.aec@surreycc.gov.uk](mailto:woking.aec@surreycc.gov.uk)

## **Woking Adult Learning Centre**

Tel: 01483 768826

Email: [woking.aec@surreycc.gov.uk](mailto:woking.aec@surreycc.gov.uk)

## **U3A University of the Third Age**

Membership enquiries: 01483 830156    General enquiries: 01932 347785

## **Counselling**

### **Liase**

Confidential support, advice and counselling for all women

Tel: 01483 599090

### **Relate**

Relationship counselling    Tel: 01483 715285

Email: [info@relatewestsurrey.org.uk](mailto:info@relatewestsurrey.org.uk)    Visit: [www.relatewestsurrey.org.uk](http://www.relatewestsurrey.org.uk)

Relate line (helpline)    Tel: 0845 130 40 10

Relate Direct (counselling over the phone)    Tel: 0845 130 40 16

## **Woking Counselling Service**

Information Tel: 01483 728778

Appointments Tel: 01483 730310

It is also important to remember to look after your own health. This includes regular health check ups, and all carers are entitled to a flu vaccination each winter. Ensure that your G.P. knows that you are a Carer so that they can keep a closer eye on your health and are aware of the extra stress that you may be under.

Eating a healthy, well-balanced diet, keeping fit and sleeping well are all vital to boosting your immune system and keeping you from falling ill.

Many Carers will suffer from Depression at some time during their Caring role. Depression is a common mental disorder that presents with depressed mood, loss of interest or pleasure, feelings of guilt or low self-worth, disturbed sleep or appetite, low energy, and poor concentration.

Many people find that talking with someone about their feelings is of great help in combating depression. This may be someone close to them, their G.P. or a counsellor. You should do whichever feels best for you. Talking to a professional counsellor will give you not only the chance to talk about your feelings, but also the opportunity to ask any questions you may have that you would find difficult or embarrassing to talk about with friends or family.

There is medication available for treating depression which may help in the short term, however, you will need to find a long term solution to whatever is causing your depression by talking it through with someone.

## 4. Help at Home



To enable you to continue caring for someone whilst they live at home you may need some additional help. It is not a weakness for you to ask for help, it is actually empowering you to do more and to continue to care for longer. Carers are entitled to a **Carers needs assessment**, carried out by Social Services, in their own right. This is independent of whether or not the person you are caring for has a Social Care assessment. To be eligible for an assessment you must be providing substantial and regular care. This does not mean that you have to be living with the person that you are caring for.

The Carers Assessment is NOT a test. It is an opportunity for you as the Carer to express your needs and wishes, allowing you to state whether or not you wish to continue Caring. It may highlight the need for extra equipment in the home, for example a hoist or bath aids, so that you as the Carer, do not get a back injury from moving and handling. You can also discuss your work, study and leisure activities, or a short term respite break. It should also look at what will happen if an emergency occurs and you cannot continue caring for a while, for example following an accident or during illness.

If you have been caring for some time and your circumstances have changed, you are entitled to ask for a re-assessment. Contact your local Social Care Team on the numbers in section **2. Who Can Help Carers.**

If you do require any additional equipment or adaptations to your home Woking Borough Council produce a leaflet entitled:

Guide to Grants and Loans from Housing Services

There are also contact numbers for:

Homelink - improvements and house maintenance for people who own or privately rent their home **and** are over 60 years old **or** on a low income **or** have a disability:

01483 743668

Houseproud: 0800 7837569

Grants: 01483 743660

### **Other Health Professionals**

Health Visitors - are attached to Doctors' Surgeries and work with all ages, providing health advice at home.

District Nurses - are available for people who have recently been discharged from hospital but still need nursing care, or to people who are disabled or terminally ill.

Continence Advisors - give specific advice on coping with incontinence and alleviating the problem. You can make contact via your G.P. or local hospital.

MacMillan Nurses - provide support and advice to cancer patients and their Carers.

Occupational Therapists - help people to achieve independence at home, they advise on equipment and adaptations to make life easier. Referral is through Social Care Teams.

Physiotherapists - treat physical problems through exercises and mobilisation techniques.

Home Care Assistants - help people in their own homes with personal care tasks, such as getting in and out of bed, washing, dressing and essential shopping. Home Care Assistants are primarily for people who live alone, however, if you are caring for someone who is highly dependent you may also be eligible. Contact your local Social Care Team and ask to speak to the Advisory Officer.

There are several schemes in the Woking Borough which offer help with shopping, transport, collecting prescriptions and visiting. Most groups may require a small donation to cover their expenses. For further details of each group contact their group organiser.

**Byfleet Community Action**

Tel: 07977583995

Email: [help@byfleetcare.org.uk](mailto:help@byfleetcare.org.uk)

Visit: [www.byfleetcare.org.uk](http://www.byfleetcare.org.uk)

**Goldsworth Care**

Tel: 07751801587

10am - 12 noon, Mon - Fri

**Horsell Care**

Tel: 01483 730740 (answer phone)

**Knaphill Care**

Tel: 01483 481990

10am - 12 noon, Mon - Fri

Tel: 07792514166

Email: [kendormoor@aol.com](mailto:kendormoor@aol.com)

**Pyrford and Wisley Helping Others**

Tel: 01932 341745 8am - 10pm.

**St Johns Care**

Tel: 07717597721

10am - 12 noon

**Woking Community Transport**

Tel: 01483 744800

8.30am - 5pm

Email: [enquiries@wokingbustler.org.uk](mailto:enquiries@wokingbustler.org.uk)

Visit: [www.wokingbustler.org.uk](http://www.wokingbustler.org.uk)

**S.W.A.N South-West Woking Assisting Neighbours**

Tel: 07913282346

10am - 12 noon, Mon - Fri

**British Red Cross** Transport and Escort Services 80pence per mile

Jenny Carter - Tel: 01483 447861

9.30am - 5pm, Mon - Fri

**Age Concern Woking** have a befriending service for people over the age of 50.

Tel: 01483 770753

Email: [ageconcernwoking@btconnect.com](mailto:ageconcernwoking@btconnect.com)

**Meals on Wheels**

A hot meal can be delivered to your home if you find it difficult to prepare meals.

**Brockhill**

Ask for meals on wheels. Tel: 01483 770777



**Frozen Meals** - these can be delivered in bulk. Brockhill, Goldsworth Park  
Tel: 01483 720423 (answer phone) Email: [meal.brockhill@woking.gov.uk](mailto:meal.brockhill@woking.gov.uk)

**Homefarm Foods** For a wide variety of meals, snacks and deserts  
Tel: Martin and Julie Smith, 01932 857755 Visit: [www.homefarmfoods.com](http://www.homefarmfoods.com)

### **Careline**

A 24 hour emergency call service, enabling you to call for help at the touch of a button if you have an accident or are suddenly taken ill. For more information, tel: 01483 743647

## **5. Taking a Break**

Everyone needs a break from time to time, this will allow you to have some time to yourself. This could be a short term break of a long weekend, or a holiday. If you require any assistance in getting respite, there are a number of different agencies and schemes that can help. Some of these are detailed below. If you would like any further information Carers Support Woking may be able to help.

**Carers Support Woking** provides Take a Break Days on a regular basis for Carers. For more information see our flyers, or contact the office 01483 727277.

**Crossroads Care Attendant Scheme** - is a free scheme where a trained Care attendant will come to the home of the person you are caring for and allow the Carer to have a few hours respite. Tel: 01483 766336.

**The Kiloran Trust** provides Residential breaks in London for Carers. Tel: 0207 6027404.

**Day Care Services** - Young and Physically Disabled people, people with Learning Disabilities, Mental Health problems.

For a comprehensive list of facilities contact the Social Care Team. Tel: 08456 009 009

### **Day Care Services - Older People**

Day Centres provide a variety of activities for older people, but cannot usually cope with those who have nursing needs.

Tel: Social Care: 08456 009 009

Age Concern: 01483 453045

Woking Borough Council: 01483 755855

There is also a short term break directory at [www.carersnet.org.uk](http://www.carersnet.org.uk) which provides information about a wide variety of short term break opportunities.

## **6. Transport**

There are several schemes in the Woking Borough which offer help with transport, shopping, collecting prescriptions and visiting. Most groups may require a small donation to cover their expenses. For further details of each group contact the group organiser (see section **4. Help at Home** for contact details).

The **Blue Badge Scheme** allows disabled people to park closer to the shops and other restricted areas. Contact The Social Care Team for an application form on 08456 009 009 **The Mobility and Advice Service (MAVIS)** can provide practical advice on driving, car adaptations and car choices for both disabled drivers and passengers. For more information telephone 01344 661000

Or visit [www.dft.gov.uk/access/mavis](http://www.dft.gov.uk/access/mavis)

**Motability** is a voluntary organisation which helps individuals to purchase a specially adapted car for their use, using the motability element of the Disability Living Allowance. Contact Motability, Goodman House, Station Approach, Harlow, Essex CM20 2ET. Telephone 0845 456 4566 Or Visit [www.motability.co.uk](http://www.motability.co.uk)

**Woking Shop mobility** provide wheelchairs or electric scooters for those who have difficulty walking around Woking town centre.

Level 1, The Peacocks, Woking

Tel: 01483 776612

Email: [mobility@wokingshopmobility.co.uk](mailto:mobility@wokingshopmobility.co.uk)

Visit: [www.wokingshopmobility.co.uk](http://www.wokingshopmobility.co.uk)

### **Town Centre Buggy**

A small vehicle for those who have difficulties walking around town. The service is free and sponsored by Friends of the Elderly.

Tel: 01483 744800

Visit: [www.wokingbustler.org.uk](http://www.wokingbustler.org.uk)

### **PeterBus - Service to St. Peters Hospital**

Tel: 01932 722218

Email: [david.golding@asph.nhs.uk](mailto:david.golding@asph.nhs.uk)

**Wheelchairs** (and other equipment) are available on short term loan (and to purchase) from the **British Red Cross Medical Loan Centre**. Contact them on 01483 772369.

**RADAR** runs a national key scheme for toilets for disabled people. Standard locks are fitted and keys are available from your local council. Keys can also be obtained, cheaper, from RADAR at £3.50 including postage & packaging.

Telephone 0207 250 3222 for details, or write to: 12 City Forum, 250 City Road, London, EC1V 8AF.

**Vehicle Excise Duty Exemption (Road Tax)** - Some people receiving Disability Living Allowance can also claim exemption from road tax. Write to the Disability

Benefits Unit, Warbreck House, Warbreck Hill, Blackpool FY2 0YE.  
Telephone 0845 7123456.

**Bus Permits** allow free fares in Surrey for people who are of state pension age, and people with disabilities. Companion permits are also available if assistance is needed. Bus permits are FREE. Telephone Woking Borough Council: 01483 755855

**A Disabled Person's Railcard** can be obtained from:  
Disabled Persons Railcard Office, PO Box 163, Newcastle-upon-Tyne, NE12 8WX  
Please send the following with your form:

- the proof we ask you for on the application form;
- your payment (£18 after 6 September 2006 for the one-year railcard, or £48 after 6 September for the three-year railcard).

Please allow 15 days to receive of your railcard. We issue most railcards well within this limit.

If you have any questions, please phone the Disabled Person's Railcard application helpline on:

- 08456 050525, or
- 08456 010132 (textphone) for people who have hearing difficulties.

If you would like to arrange help at station on your journey or find out about train times and prices, visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for more information.

You can also download an application form from <http://www.disabledpersons-railcard.co.uk/application/application.htm>

You can also get help at stations for transfers between trains and mainline stations. Before you travel ring London Transport Access and Mobility Unit on 0207 9414600.

Transport to Hospital, should be arranged through your G.P. or the outpatients department. Local community Neighbourhood schemes may also be able to help.

## **7. Money**



Certain Benefits are available for you and the person you are caring for.

### **Carers Allowance (CA)**

To qualify you must:

- Be 16 years or over
- Care for at least 35 hours per week
- Look after someone who gets the middle or higher rate of Disability Living Allowance or Attendance Allowance
- Earn less than a specific amount each week

- Study for less than 21 hours each week
- Not receive any of the following benefits at a higher rate; retirement pension, incapacity benefit/contribution based job seekers allowance/maternity allowance/severe disablement allowance/bereavement benefits

Sometimes claiming CA can affect the benefits that the person you are looking after is receiving. If they are in receipt of Income support, Pension credit, Income-based job seekers allowance, housing benefit or council tax benefit, then seek advice before you claim.

To claim CA contact the Department for Work and Pensions  
Telephone 0800 882200

Or the Carers Allowance Unit, new claims department  
Telephone 0845 6004254

### **Disability Living Allowance (DLA)**

This benefit is for people who first claim before the age of 65.

There are two parts to the benefit - the care component and the mobility component. The care component is paid at one of three rates and is for people who:

- Cannot cook a meal
- Find dressing, bathing or moving difficult
- Have a terminal illness
- Need someone to keep an eye on them to ensure they are safe

The Mobility component is for people who, because of their illness or disability, have difficulty walking. It is paid at one of two rates.

Claiming DLA does not reduce the amount you may receive in Income support, Pension credit, housing benefit or council tax.

To claim DLA contact the Department for Work and Pensions  
Telephone 0800 882200

### **Attendance Allowance (AA)**

This benefit is for people who first claim after their 65<sup>th</sup> birthday. It is paid at one of two rates to people who;

- Have a terminal illness
- Find dressing, communicating or moving around difficult
- Need someone to keep an eye on them to ensure their safety

To qualify people must have had these needs for at least 6 months; however, this does not apply to people who are terminally ill. AA is paid no matter what other income or savings you have. It can be paid in addition to most other benefits and does not

reduce the amount you receive in Pension credit, Housing benefit or Council tax rebate.

To claim AA contact the Department for Work and Pensions  
Telephone 0800 882200

**Council Tax** - you or the person you are caring for, may be eligible for a reduction in (or an exemption from) council tax.

To find out more contact Woking Borough Council. Telephone 01483 755855

For more advice on benefits contact your local **Citizen's advice Bureau**

Telephone 0845 120 2919

Email [enquiries@wokingcab.org.uk](mailto:enquiries@wokingcab.org.uk)

Or visit [www.wokingcab.org.uk](http://www.wokingcab.org.uk)

There are also many **charities** which offer a variety of support to individuals. It is generally best to contact the local branches of larger organisations.

If you are a **British Gas** customer and you are receiving certain benefits, for example, DLA, CA, AA, Pension credit, then you may be able to claim £60 off your gas bill and £30 off your electricity bill. Telephone 0845 6012006

If you are struggling to pay your gas, electricity or water bills then contact your provider immediately. They will try to arrange delayed payments for you and will discuss the options of spreading the cost of fuel bills over the year.

**Power of Attorney** can be arranged if the person you are caring for is struggling to manage their own affairs and needs someone to act on their behalf. Obtaining an enduring power of attorney allows situations to be addressed as and when they occur. A local solicitor can advise you about this. They can also give advice and information on setting up a trust fund for a disabled child.

## **8.Terminal Illness**

As a Carer it is extremely difficult to watch the person you are caring for change through an illness or their pain, and in some ways this is an experience of loss for you. When a terminal illness is diagnosed you have to cope with your own emotions, the emotions of the person you are caring for, and continue to do all of the practical things that need to be done. However, you cannot hold your feelings back all of the time, and it is healthy for you to share your feelings with someone. Grieving helps you to come to terms with whatever loss you are facing, it is a very personal process and you must grieve in your own way. Try not to let anyone else, no matter how kind and well meaning, tell you how to react to this intensely personal experience.

If you feel that you cannot talk to family members or friends, your local Carers Support Team are here to listen to you. Everything you say will be kept completely confidential and we can come out and visit you if you would prefer.

**Macmillan Cancer Relief** is a national charity exclusively involved in caring for people living with cancer. It offers nursing services, grants for patients with financial difficulties, cancer care centres and self help groups, general information and advice. To receive help, patients do not necessarily have to be diagnosed as being terminally ill, referrals are made through the G.P. or consultant. Telephone the Area Office on 01252 714818 for advice and information on your nearest branch.

Or telephone the helpline on 0808 8082020. Visit [www.macmillan.org.uk](http://www.macmillan.org.uk)

**AFIYA Trust** - provide a free audio CD for Carers from Black and Minority Ethnic and refugee communities. This CD is produced in nine different languages. For further information Tel: 020 7582 0434

**Woking Hospice** Telephone 01483 881750

Email [info@wokinghospice.co.uk](mailto:info@wokinghospice.co.uk) Or visit [www.wokinghospice.co.uk](http://www.wokinghospice.co.uk)

**Princess Alice Hospice, Esher**

Telephone 01372 468811

Email [enquiries@princess-alice-hospice.org.uk](mailto:enquiries@princess-alice-hospice.org.uk)

Or visit: [www.pah.org.uk](http://www.pah.org.uk)

## **Death and Bereavement**

Although this is a difficult subject to raise it is important to discuss the practical arrangements that will need to be dealt with and what peoples wishes are. You will also need to think about the financial costs of a funeral.

When someone you are caring for has died the first thing you need to do is get a death certificate from your G.P. or the Hospital doctor, if they died in Hospital. The certificate then has to be taken to the Registrar for Births, Deaths and Marriages. A certificate will be made for the funeral director, however, a charge may be made for any additional copies you may require for insurance or other purposes. If possible, take the deceased person's medical card along with you. The Department of Social Security can supply leaflets and advice on what is involved in making funeral arrangements.

If you do not know what the deceased's wishes were for the funeral you should consult their will before making any decisions. The Citizen's Advice Bureau can supply advice and the appropriate forms if you need to apply for a probate. If you are struggling to cover the cost of a funeral you can apply for a Funeral Payment from the Social Fund. This is done by completing form FS200, which can be obtained from your local job centre plus. Alternatively you can visit the following link to obtain a form: [http://www.dwp.gov.uk/advisers/claimforms/sf200\\_print.pdf](http://www.dwp.gov.uk/advisers/claimforms/sf200_print.pdf) You must be receiving certain benefits to be eligible to claim.

The Yellow Pages, or your local telephone directory will provide you with a list of funeral directors. You can ask the company for a detailed list of costs before you commit yourself. It is a condition of membership of the National Association of Funeral Directors that all members are prepared to offer a simple funeral at a low cost. If you wish, the funeral director can make all of the necessary arrangements, you will just need to tell them whether it will be a cremation or a burial, the religion of the deceased and if there is a particular minister or priest to contact. If the death is referred to a coroner, it cannot be registered until a death certificate is issued. Most funeral directors can advise on procedures in these circumstances.

**CRUSE** offers counselling, listening and practical advice on the telephone, in the home or in support groups. Telephone 01932 874914

**Information Pack Disclaimer: Whilst every effort has been made to ensure accuracy, Carers Support Woking cannot be held accountable for any errors or omissions in this publication.**

Charity Number 1053035

## **9. Useful Contacts**

The following are organisations that you may find useful.

### **Age Concern England**

Astral House  
1268 London Road  
London, SW16 4ER  
Telephone: 0208 6798000

### **Alzheimer's Society**

10 Greencoat Place  
London, SW1P 1PH  
Telephone: 0207 3060606  
Helpline: 0845 3000336  
8.00am - 6.00pm Monday - Friday

### **Arthritis Care**

18 Stephenson Way  
London, NW1 2HD  
Telephone: 0207 3806500  
Helpline: 0808 8004050  
12pm - 4.00pm Monday - Friday

### **Association for all Speech Impaired Children (AFASIC)**

Second Floor  
50-52 Great Sutton Street  
London, EC1V 0DJ  
Telephone: 0207 490 9410  
Helpline: 0845 3555577

### **Back Care Advisors for Carers**

White Lodge Centre  
Holloway Hill  
Chertsey  
Surrey, KT16 0AE  
Tel: 01932 568910

### **British Association of Cancer UnitedPatients (BACUP)**

3 Bath Place  
Rivington Street  
London, EC2A 3JR  
Telephone: 0207 6969003

### **British Colostomy Association**

15 Station Road  
Reading  
Berkshire, RG1 1LG  
Telephone: 0118 9391537  
Helpline: 0800 3284257  
9.00am - 10.00pm seven days a week

### **Cancerlink**

89 Albert Embankment  
London, SE1 7UQ  
Telephone: 0207 8407840  
Helpline: 0808 8082020  
9.30am - 6.00pm weekdays  
Supporting people through self-help and information. The service is free and confidential.

### **Careline**

24 hour community alarm system  
Tel: 01483 743647

### **Carers Support Woking**

Room 1  
15a Monument Way East  
Woking, Surrey, GU21 5LY  
Tel: 01483 727277  
or 01483 757272 Ethnic Minorities  
Email: [admin@carerswoking.co.uk](mailto:admin@carerswoking.co.uk)



**Carers UK**

20/25 Glasshouse Yard  
London, EC1A 4JT  
Telephone: 0207 4908818  
Carers Helpline: 0808 8087777  
Offer support and information for carers  
And supplies booklets and leaflets on  
most aspects of caring. Available  
Wednesday and Thursday from 10.00am -  
12 noon, and 2.00pm - 4.00pm.  
Or visit [www.carersuk.org.uk](http://www.carersuk.org.uk)

**Cerebral Palsy**

Helpline: 0808 8003333  
A friendly, confidential service offering  
Support and information (part of SCOPE).

**Citizens Advice Bureau (C.A.B.)**

Free advice and information on individual's  
rights and benefits.  
Provincial House  
26 Commercial Way  
Woking, Surrey, GU21 6EN  
Tel: 0845 1202919  
Email: [enquiries@wokingcab.org.uk](mailto:enquiries@wokingcab.org.uk)  
Visit: [www.wokingcab.org](http://www.wokingcab.org)

**Contact a Family**

209-211 City Road  
London, EC1V 1JN  
Telephone: 0207 6088700  
Helpline: 0808 8083555  
Assists families of children with special  
needs to form local self help groups.  
Website: [www.cafamily.org.uk](http://www.cafamily.org.uk)

**Counsel and Care for the Elderly**

Twyman House  
16 Bonny Street  
London, NW1 9PG  
Helpline: 0845 3007585  
10.00am - 1.00pm Monday - Friday

**Diabetes UK**

10 Parkway  
London, NW1 7AA  
Tel: 0207 4241000  
Helpline: 0207 4241045  
9.00am - 5.00pm Monday - Friday  
Website: [www.diabetes.org.uk](http://www.diabetes.org.uk)

**Epilepsy Action**

New Anstey House  
Gateway Drive  
Leeds, LS19 7XY  
Tel: 0113 2108800  
Helpline: 0808 8005050

**Friends of the Elderly**

Provide a range of services for  
older people.  
Tel: 0207 7308263  
Email: [enquiries@fote.org.uk](mailto:enquiries@fote.org.uk)  
Visit: [www.fote.org.uk](http://www.fote.org.uk)

**Headway Surrey**

Headway House  
North Road, Guildford  
Surrey, GU2 0PU  
Tel: 01483 455225  
Helpline: 01483 454433

**Hospitals****Frimley Park**

Tel: 01276 604604  
Website: [www.frimleypark.org.uk](http://www.frimleypark.org.uk)

**Royal Surrey Hospital**

Tel: 01483 571122  
Website: [www.royalsurrey.nhs.uk](http://www.royalsurrey.nhs.uk)

**St. Peter's Hospital**

Tel: 01932 872000  
Emergency Tel: 01932 872000  
Website: [www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

**Woking Community Hospital**

Tel: 01483 715911

**Huntingdon's Disease Association**

108 Battersea High Street

London, SW11 3HP

Tel: 0207 2237000

**Independent Complaints Advocacy Service (ICAS)**

Provides support to people if they have a complaint regarding their National Health Service treatment.

Unit 11, Highway Farm

Horsley Road, Downside

Cobham, Surrey

KT11 3JZ

Tel: 01932 589857

Email: [surrey@icassoutheast.org.uk](mailto:surrey@icassoutheast.org.uk)

**Mencap - Royal Society for Mentally Handicapped Children and Adults**

123 Golden Lane

London, EC1Y 0RT

Helpline: 0808 8081111

Tel: 0207 4540454

**MIND (National Association for Mental Health)**

Granta House, 15-19 Broadway  
Stratford

London, E15 4BQ

Tel: 0208 5192122

Helpline: 0845 7660163

**Motor Neurone Disease Association**

PO Box 246

Northampton, NN1 2PR

Helpline: 08457 626262

Website: [www.mndassociation.org](http://www.mndassociation.org)

**Multiple Sclerosis Society**

372 Edgware Road

London, NW2 6ND

Tel: 0208 4380700

Helpline: 0808 8008000

Website: [www.mssociety.org.uk](http://www.mssociety.org.uk)

**Muscular Dystrophy Campaign**

7-11 Prescott Place

London, SW4 6BS

Telephone: 0207 7208055

**National Autistic Society (NAS)**

Confidential information, advice and support for people with autistic spectrum disorders and their families.

Tel: 0845 0704004

10.00am-4.00pm Monday - Friday

**NHS Direct**

Is a 24 hour nurse led confidential helpline providing information and advice on what to do if you feel ill, health concerns, local health services and self-help/support organisations. Tel: 0845 4647

**Patient Advice and Liaison Service (PALS)**

Surrey Primary Care Trust

Woking Community Hospital,

Heathside Road

Woking, GU22 7HS

Tel: 01483 846212

**Parentline Plus**

Is a freephone confidential support service for parent carers.

Tel: 0808 8002222

**Parkinson's Disease Society**

215 Vauxhall Bridge Road  
London, SW1V 1EJ  
Tel: 0207 9318080  
Helpline: 0808 8000303  
9.30am - 5.30pm weekdays

**RADAR - Royal Association for Disability & Rehabilitation**

Unit 12, City Forum  
260 City Road  
London, EC1V 8AF  
Tel: 0207 2503222

**RETHINK - Mental Health****Resource Centre**

Offers advice, information and support  
To people with mental health problems  
and their carers.

9 Queen Street  
Godalming  
Surrey, GU7 1BA  
Tel: 01483 415950

**RELATE - Marriage Guidance**

Herbert Gray College  
Little Church Street  
Rugby, CV21 3AP  
Tel: 01788 573241

**RNIB - Royal National Institute for the Blind**

105 Judd Street  
London, WC1H 9NE  
Tel: 0207 3881266

**RNID - Royal National Institute for the Deaf**

19-23 Featherstone Street  
London, EC1Y 8SL  
Tel: 0207 2968000

**SAMARITANS**

Tel: 08457 909090

**SCOPE**

6 Market Road  
London, N7 9PW  
Helpline: 0808 8003333

**Seniorline**

Is an information and advice  
service for older people, their  
carers, relatives and friends.  
Helpline: 0808 8006565  
9.00am - 4.00pm Monday - Friday

**Support Dogs**

Tel: 0870 6093476  
Email: [supportdogs@btconnect.com](mailto:supportdogs@btconnect.com)  
Visit: [www.support-dogs.org.uk](http://www.support-dogs.org.uk)

**Surrey Association for Visual Impairment (SAVI)**

Rentwood, School Lane  
Fetcham  
Surrey, KT22 9JX  
Tel: 01372 377701

**Surrey Community Action**

Astolat, Coniers Way  
New Inn Lane, Burpham  
Guildford, GU4 7HL  
Tel: 01483 566072

**Surrey Young Carers**

Astolat, Coniers Way  
New Inn Lane, Burpham  
Guildford, GU4 7HL  
Tel: 01483 568269

**Stroke Association**

Stroke House  
240 City Road  
London, EC1V 2PR  
Tel: 0207 5660300

**Terrence Higgins Lighthouse Trust**

Offers support to people with Aids or HIV positive, and their carers.

52-54 Gray's Inn Road

London, WC1X 8JU

Tel: 0207 8310330

Helpline: 0845 1221200

10.00am - 10.00pm weekdays

12 noon - 6.00pm weekends

**Voluntary Association for Surrey****Disabled**

10 Havenbury Estate

Station Road

Dorking

Surrey, RH4 1ES

Tel: 01306 741500

**Woking Community Furniture Project**

Provides second-hand furniture for those on benefits.

Tel: 01483 750005 (answer phone)

Office and referrals - Monday and

Wednesday mornings

**Woking Information and Disability Enquiries (W.I.D.E.)**

Offer information about support, benefits, equipment, transport, leisure, holidays and education, etc.

Tel: 01483 747400