

Directory of Services for Older People in Epsom and Ewell



Introduction

Age Concern is the UK's largest organisation working for and with older people to enable them to make more of life. In England we are a federation of over 400 independent charities which share the same name, values and standards.

We believe that ageing is a normal part of life, and that later life should be fulfilling, enjoyable and productive. We enable older people by providing services and grants, researching their needs and opinions, influencing government and media, and through other innovative and dynamic projects.

Every day we provide vital services, information and support to thousands of older people – of all ages and backgrounds.

Age Concern also works with many older people from disadvantaged or marginalised groups, such as those living in rural areas and black and minority ethnic elders

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Advice

Age Concern advice - Epsom and Ewell

The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG

Tel: 01372 732456.

Email: info@ageconcernepsom.org.uk

Office Hours: Monday to Friday 9.30am -1.00pm

Provides information and advice on problems and services relating to older people. Also runs a Home Visiting Service, Befriending Scheme, Medical Transport Scheme, Hearing Aid Clinics, Security Reassurance, Message in a Bottle, 'Beat the Cold' Scheme and a Toenail Cutting Service. Can also arrange to fit smoke alarms and do minor DIY tasks.

Age Concern Information Line

0800 00 99 66

www.ageconcern.org.uk

Open 7 days a week from 8am – 7pm.

Birthday Messages from the Queen

Contact: The Anniversaries Office, Buckingham Palace,

Tel: 020 7930 4832

www.royal.gov.uk

Citizens Advice Bureau – Epsom & Ewell

The Old Town Hall, The Parade, Epsom, Surrey KT18 5AG Tel: 01372 720205

www.epsomewellcab.org.uk

Provides a free, independent, confidential information and advice service for legal, money and other problems. Online CAB advice can be obtained at www.advice.org.uk

Councillors

Details of local Councillors and how to contact them, can be found at www.epsom-ewell.gov.uk or by contacting the Council Contact Centre on **01372 732000** or by email to contactus@epsom-ewell.gov.uk

DICE – Disability Information Centre Epsom

Tel: 01372 735243

DICE offers a free and confidential information service for people with a disability, their relatives, friends and carers, as well as health professionals and service providers.

Help the Aged

Seniorline 0808 808 7575

Offers advice on a wide range of welfare rights issues.

www.helptheaged.org.uk

Mediation Service – Mid Surrey Mediation service

Tel: 01372 273435

Offers community mediation, usually for neighbour disputes.

Members of Parliament

Details of local Members of Parliament and how to contact them can be found at www.epsom-ewell.gov.uk, by contacting the Council Contact Centre on 01372 732000 or by email to contactus@epsom-ewell.gov.uk

Public Services Information

www.direct.gov.uk

The UK Government website containing information on Public Services. Includes contact details for public sector, charity and voluntary organisations in the UK as well as information about education, health, employment, crime, leisure, travel, money, motoring, rights and responsibilities.

Solicitors for the Elderly

Tel: 01992 471568

www.solicitorsfortheelderly.com

Can refer people to local lawyers and solicitors who specialise in legal issues concerning older people, such as, Power of Attorney, inheritance tax planning and wills.

Surrey Helpfinder

Tel: 0800 028 0871

A freephone telephone service run by Friends Care, which provides information and advice on local and national services to those in need.

Surrey Law Centre

Tel: 01483 215000

www.surreylawcentre.org.uk

Offers an outreach service based at the Citizens Advice Bureau, The Old Town Hall, The Parade, Epsom, Surrey between 2pm - 5pm on the 2nd and 4th Thursday of every month. Appointments can be made by ringing the number above. This service is only available to people eligible for legal aid.

Veterans Agency

Veterans Agency Helpline: 0800 169 2277

Benefits

Age Concern Factsheets

Age Concern produces a number of factsheets about benefits for older people. These can be obtained by phoning the Age Concern Information Line on **0800 00 99 66**. They will send you up to 5 information sheets free of charge. They can also be downloaded from the Age Concern website at www.ageconcern.org.uk

Attendance Allowance Helpline

Tel: 08457 123 456

Benefit Enquiry Line

Confidential advice and information about claiming benefits, for people with disabilities and their carers.

Tel: 0800 882 200

Benefits

A list of benefits and services provided by the Department of Works and Pensions can be accessed at www.dwp.gov.uk

Bereavement Benefits, Funeral Payments, Cold Weather Payments

These benefits are dealt with by the Epsom JobCentre Plus, 50 East Street, Epsom, KT17 1HQ. Tel: 01372 853300

Carer's Allowance Unit

Palatine House, Lancaster Road, Preston, Lancashire, PR1 1HB

Tel: 01253 856123

Cold Weather Payments – See Winter Fuel Payments

Council Tax and Housing Benefit

Contact Epsom & Ewell Borough Council for general information and advice, or to make a claim.

Tel: 01372 732269.

Email: contactus@epsom-ewell.gov.uk Details about how to pay can be found at www.epsom-ewell.gov.uk

Disability Allowance Helpline

Tel: 08457 123 456

Pension Credit Helpline

Tel: 0800 991 234

War Pensions

Contact the Veterans Agency Helpline

Tel: 0800 169 2277

www.veteransagency.mod.uk

Winter Fuel Payments

To make a claim or report a change in your circumstances.

Tel: 08459 15 15 15

Blind and Visually Impaired Services and Support

Action for Blind People

Helpline: 0800 915 4666

www.afbp.org

Offers practical support and information to blind and partially sighted people. Also runs Swail House in Ashley Road, Epsom, a complex of 55 flats for blind and partially sighted people who wish to live independently. For further information contact the manager on 01372 2720742.

Big Print Weekly Newspaper

To receive a sample issue or to subscribe contact:

0800 124 007

www.rnib.org.uk

Produced by the RNIB. The only British weekly newspaper published in bold text. Contains weekly national and international news, sports news and TV and radio listings.

Epsom & Ewell Club for the Blind

Contact Miss Mary Biggart Tel: 01372 723057

Held at Swail House, Ashley Road, Epsom.

Provides a social afternoon with entertainment by groups or speakers.

Macular Disease Society

Helpline: 0845 241 2041

www.maculardisease.org

Provides information and practical support to those with central vision impairment.

Royal National Institute for the Blind

Helpline: 0845 766 9999

www.rnib.org.uk

Offers information, support and advice to people with sight problems including information on eye health and welfare benefits. Also publishes a catalogue of products for people with sight loss and provides a talking book service.

SeeAbility

Tel: 01372 755000

www.seeability.org

Works with and supports people who are blind or partially sighted and who have additional disabilities.

SAVI - Surrey Association for Visual Impairment

Rentwood, Schools Lane, Fetcham, Surrey, KT22 9JX

Tel: 01372 377701

www.surreywebsight.org.uk

Provides service to blind and partially sighted people in Surrey, to enable them to live a fuller life.

Talking Newspaper

Tel: 01372 721519 (answerphone)

Offers an edited version of the local newspaper on a cassette tape.

Traveleyes

Tel: 08709 220221

www.traveleyes.co.uk

Arranges group holidays for both blind and visually impaired travellers and sighted travellers to many destinations around the world.

Charities and Grants

Association of Charity Officers

Helpline: 01707 651 777

www.aco.uk.net

The helpline can put you in touch with benevolent charities that are linked to particular trades and professions or to a specific condition or disability.

Beat the Cold in Epsom and Ewell

A trained volunteer can give advice on heating and insulation grants. For more details please contact the Age Concern office on 01372 732456

British Gas Energy Trust

Tel: 01733 421 021

www.britishgasenergytrust.org.uk

Will provide financial support to meet arrears of energy charges and other household bills for customers of British Gas who are facing household debt issues.

Charity Search

Tel: 0117 982 4060

Provides a free service to help elderly people in genuine need to find a charity that may give assistance.

Disabled Facilities Grants, Home Repair Assistance and Energy Efficiency Grants

For details about these grants, please ring the Epsom & Ewell Council Contact Centre on: 01372 732000.

Epsom Parochial Charities

Contact: Mrs G Heym. Tel: 01372 811135

Will provide assistance for people who live within the area of the ancient parish of Epsom.

Ewell Parochial Trusts

Contact Mrs Miriam Massey

Tel: 020 8394 0453

Will provide help to people resident in the ancient parish of Ewell.

Churches and Religious Groups

Churches and Religious Groups

A list of local churches and religious organisations is available on the Epsom & Ewell Borough Council website at www.epsom-ewell.gov.uk

Or contact Epsom and Ewell Borough Council on 01372 732000.

Consumer Services

BT – British Telecom

Sales, services and billing - 0800 800 150

Fault reporting – 0800 800 151

UK Operator – 100

International Operator – 155

BT UK Directory Enquiries – 118 500

BT 24 hr Self Service Line – 0800 443 311

Timeline (speaking clock) – 123

Malicious Calls Advice Line (recorded advice 24 hours) – 0800 666 700

Malicious Calls – 0800 661 441

BT has an Age and Disability Team to help older and disabled customers. For further information contact: **0800 800 150** to talk to a BT Customer Advisor.

Check-a-Trade

Tel: 0871 750 0211

www.checkatrade.com

Produces a register of local trades and services that are recommended, vetted and monitored.

Consumer Direct

Tel: 08454 04 05 06

www.consumerdirect.gov.uk

Provides help and advice on a whole range of consumer issues. Will also provide details of approved trade organisations that can provide lists of local contractors who have been independently assessed.

Consumer Council for Water Thames

Tel: 020 7831 4790. Lo-call: 08457 581 658

www.ccwater.org.uk

An Independent organisation that represents water and sewerage customers of Thames Water, Three Valleys Water and Sutton & East Surrey Water. It offers advice and investigates complaints about water companies.

Energy Supply Ombudsman

Tel: 0845 055 0760

www.energy-ombudsman.org.uk

Helps to resolve disputes between consumers and suppliers about bills and switching energy supplier.

Energywatch

Helpline: 08459 06 07 08

www.energywatch.org.uk

Independent gas and electricity watchdog. Provides free and impartial advice and will take up your case if you feel you have been treated unfairly by your energy supplier.

Mailing Preference Service

MPS Registration line: 0845 703 4599

www.mpsonline.org.uk

A free service that allows you to have your name and address removed from mailing lists to reduce the amount of junk mail you receive.

Postwatch

Tel: 08456 013 265

www.postwatch.co.uk

Watchdog for postal services.

Royal Mail Customer Helpline

www.royalmail.com

Tel: 08457 740 740

Silent Callguard Register

Tel: 0870 444 3969

This service will prevent your number being called by big companies who auto-dial.

Trading Standards

Surrey Trading Standards

Tel: 01372 371700

www.surreycc.gov.uk/tradingstandards

Advice and information about buying goods and services for people living and working in Surrey. It also has a 'Buy with Confidence' approved trader scheme and a 'Doorstep Busters' rapid action team who can challenge unwanted traders if called in time.

Telephone Preference Service

TPS Registration line: 0845 070 0707

www.tpsonline.org.uk

Registers your telephone number to prevent unsolicited sales and marketing telephone calls.

All gas and electricity suppliers are required under a Code of Practice to give priority services on request to people of pensionable age, people with disabilities, the chronically sick and those who are hearing or visually impaired. These free services include among other things, a password protection scheme, free gas safety checks and special controls and adapters. For more details contact Energywatch on: 08459 06 07 08

Deaf Services and Support

British Tinnitus Association

Tel: 0800 018 0527

www.tinnitus.org.uk

Helps all people with tinnitus.

Deaf Services Team

Tel: 01372 376558

www.surreycc.gov.uk

Rentwood Resource Centre, School Lane, Fetcham, Leatherhead.

Offers a range of services and support to help deaf and hard of hearing people to achieve independence. Offers information and advice, assessment of needs, equipment for the home and details of support groups.

Deafblind UK

Helpline: 0800 132 320

www.deafblind.org.uk

Supports deafblind people by offering an extensive range of services including specialist support services and a 24-hour free helpline.

Epsom & Ewell Hard of Hearing Group

Contact: Mrs Betty Scott, Tel: 01372 274675

Meets on the second Friday of the month from 2.00 - 4.00pm at Longmead Centre, Sefton Road, Epsom.

Royal Association for Deaf People

Tel: 01206 509 509

www.royaldeaf.org.uk

Works with the deaf community offering information, advice, advocacy and training.

Royal Association for Deaf People – Surrey

Tel: 01306 881 958

316 High Street, Dorking, Surrey, RH4 1QX

Offers an Information Resource Centre, equipment displays, drop-in facilities and sign language classes.

Surrey Tinnitus Group

For details contact Susan Millidge or Judith Hunt on 01372 735277

Death and Bereavement

Burial at Sea

Britannia Shipping Company for Burial at Sea

Tel: 01395 568 652

www.british-shipping.org

Bereavement Counselling – See Cruse Bereavement Care

Bereavement Register

Tel: 0870 600 7222

www.the-bereavement-register.org.uk

Aims to reduce the amount of direct mail sent to those who have died.

Bequeathing a body to medical science

London Anatomy Office

Tel: 020 8846 1216

British Humanist Association

Tel: 020 7079 3580

www.humanism.org.uk

Provides humanist and non-religious funerals.

Cemeteries – See Epsom Cemetery

Cruse Bereavement Care

Epsom, Ewell & Mole Valley Branch

Tel: 020 8393 7238

www.crusebereavementcare.org.uk

Eco Friendly Funerals

Tel: 01332 704 155

www.ecofunerals.co.uk

Epsom Cemetery

Ashley Road, Epsom, Surrey, KT18 5BP

For more information please ring: 01372 732000 or email: contactus@epsom-ewell.gov.uk

Funeral Plan – Age Concern

www.ageconcern.org.uk

Age Concern offers several funeral plans with a range of payment options. Acceptance is guaranteed, whatever your age or state of health. For a free information pack, call 0800 38 77 35.

Register Office

Leatherhead Register Office

The Mansion, Church Street, Leatherhead, Surrey, KT22 8DP

Tel: 01372 832800.

Natural Death Centre

Tel: 0871 288 2098

Information about living wills, eco funerals, woodland burials etc.

Organ Donation

To register, Tel: 0845 60 60 400 or sign up online at www.uktransplant.org.uk

Plant a Tree as a Memorial

National Memorial Arboretum

Tel: 01283 792 333.

Education

Epsom Adult Learning Centre,

1 Church Street, Epsom, KT 17 4PF

Tel: 01372 832752

People aged 60 and over who are not in full time employment may be entitled to 20% discount on some of the courses offered.

Epsom & Ewell University of the Third Age (U3A)

Membership Secretary, Mrs B. McCallum,

Tel: 020 8393 2447

www.u3aepsom.nescot.ac.uk/

Informal learning and leisure activities for the retired.

NESCOT

Reigate Road, Ewell, Surrey, KT17 3DS

Tel: 020 8394 1731

www.nescot.ac.uk

Nescot offers a range of higher and further education courses.

Open University in the South East

Tel: 01342 327 821

www.open.ac.uk

The OU is the United Kingdom's only university dedicated to distance learning. No upper age limits or previous qualifications are required.

Emergencies

Ambulance

In an emergency, **dial 999** and ask for the Ambulance Service.

Fire

In an emergency, **dial 999** and ask for the Fire service.

Gas Leaks

If you smell gas, call free on **0800 111 999**

Police

If you have a serious crime or accident to report always **dial 999**

For non-urgent incidents call the Surrey Police Switchboard on: 0845 125 2222

Epsom & Ewell Borough Council

Town Hall, The Parade, Epsom, Surrey, KT18 5BY

Contact Centre: 01372 732000.

email: contactus@epsom-ewell.gov.uk

For emergencies outside normal working hours, Tel: 01372 732555.

A complete list of Council services can be found at www.epsom-ewell.gov.uk This includes local information about sports, recreation and leisure facilities, libraries, schools and colleges. The site also features topical events, details of local Councillors and Members of Parliament as well as information on Council services.

The Council can also be contacted on matters relating to waste and recycling, street cleaning, graffiti, abandoned vehicles, grass verges, pest control, noise nuisance, council tax and housing advice.

The council also provides online forms for Housing Benefit, Planning Applications, Building Control, Council Tax, Licensing, Elections and Job Applications.

Community Alarm

Tel No: 01372 732000

or email: contactus@epsom-ewell.gov.uk for further information. For a monthly fee, the community alarm service provides elderly residents with a pendant that allows them to call for help in the event of an emergency.

Home Services Officer

Tel: 01372 732000 or email: contactus@epsom-ewell.gov.uk for further information.

The Home Services Officer will visit your home to assess your personal, medical or financial needs and will assist you in getting help from the Council and other organisations. This service is available to any elderly or disabled resident of the Borough.

Meals on Wheels

Tel: 01372 720563 or email: contactus@epsom-ewell.gov.uk for further information.

Requires a referral from Social Services, a doctor or other healthcare professional.

British Red Cross (Epsom)

117 East Street, Epsom, Surrey KT17 1EJ
Tel: 01372 723250 10am-12noon Monday to Saturday
www.redcross.org.uk
Equipment Loan Service

Chiropody see Podiatry

Clinics

Bourne Hall Health Centre, Chessington Road, Ewell, Surrey, KT17 1TG
Tel: 020 8394 8660

Epsom Health Clinic, Church Street Epsom, Surrey, KT17 4PP
Tel: 01372 723449
Dental Clinic: Tel: 01372 745349

Ewell Court Clinic, Ewell Court Avenue, Ewell, Surrey, KT19 0DZ
Dental Clinic Tel: 020 8393 7860

Poplars Day Hospital,
Horton Lane, Epsom, Surrey, KT19 8PB
Tel: 01372 734867

Tattenham Health Centre, Tattenham Crescent, Epsom Downs, Surrey KT18 5NU
Tel: 0173736103.
Dental Tel: 01737 351629

Community Nurse for the Elderly

Jo Baghdady, Tel: 01372 734840
Assesses the health and social needs of people over 60 years of age.

Community Nursing

Community nursing is provided at clinics and health centres across the borough, or if appropriate, in your own home. Contact your GP for further details and referrals.

Continence Treatment and Advice

Based at Epsom & Ewell New Cottage Hospital.
Provides outpatient treatment and a telephone consultation service. For more information, call 01372 734841.

Dental Access Centre

There are two local Dental Access Centres that can provide NHS dental treatment for those who are not registered with a dentist.
Epsom Clinic Tel: 01372 745349
East Surrey Hospital Tel: 01372 231844

Dental Emergencies

An NHS Emergency Dental Surgery is held at East Surrey Hospital.

Tel: 01737 231844

6.30pm - 8.30pm Monday to Friday

0900am -10.30am Saturday, Sunday and Bank Holidays.

Dentists - NHS

The Primary Care Support Service, Tel: 020 8335 1400, will give you the name of three NHS dentists nearest to you. The lists are updated daily.

Doctors - NHS

The details of local doctors can be found at NHS Direct

Tel: 0845 4647

www.nhs.uk

Falls Prevention

For information about falls prevention, please contact your GP or the Age Concern Epsom & Ewell Office on 01372 732456.

Forgetmenotuk

www.forgetmenotuk.org

An organisation that aims to bring about a change in the way that the elderly are treated by the NHS. If you are concerned about the care an elderly relative is receiving in hospital and you need help urgently, call 01233 645019.

Hearing Aid Clinics – Age Concern

These clinics are held monthly at Epsom Clinic, Longmead Day Centre and Servite House and provide advice, new batteries and new tubing. The clinics are free and no appointment is necessary. Ring Age Concern Epsom & Ewell on 01372 732456 for a list of dates and times.

Hospitals (NHS)

Epsom General Hospital

Dorking road, Epsom, Surrey, KT18 7EG

Tel: 01372 735735.

www.epsom-sthelier.nhs.uk

Has an Accident & Emergency Department.

Kingston Hospital

Galsworthy Road, Kingston – Upon Thames, Surrey, KT2 7BQ

Tel: 020 8546 7711.

www.kingstonhospital.nhs.uk

Has an Accident & Emergency Department.

New Epsom & Ewell Cottage Hospital

West Park, Horton Lane, Epsom, Surrey, KT19 8PB

Tel: 020 8296 2000

Does not have an Accident & Emergency Department.

Royal Marsden Hospital (Surrey)

Downs Road, Sutton, Surrey, SM2 5PT

Tel: 020 8642 6011.

www.royalmarsden.nhs.uk

Does not have an Accident & Emergency Department.

St. Helier Hospital

Wrythe Lane, Carshalton, Surrey, SM5 1AA

Tel: 020 8642 2000.

www.epsom-sthelier.nhs.uk

Has an Accident & Emergency Department.

Sutton Hospital

Cotswold Road, Sutton, Surrey, SM2 5NF

Tel: 020 8296 2000.

www.epsom-sthelier.nhs.uk

Does not have an Accident & Emergency Department.

Hospitals (Private)**Capio Ashtead Hospital**

The Warren, Ashtead, Surrey, KT21 2SB

Tel: 01372 221400. www.capio.co.uk

New Victoria Hospital

184 Coombe Lane, Kingston upon Thames, Surrey, KT2 7EG

Tel: 020 8949 9000.

www.newvictoriahospital.co.uk

St. Anthony's Hospital

London Road, North Cheam, Surrey, SM3 9DW

Tel: 020 8337 6691.

www.stanthonys.org.uk

Surrey Day Surgery Unit

Alexandra Road, Epsom, Surrey, KT17 4BL

Tel: 01372 739002

www.surreydaysurgery.co.uk

Medical Equipment Loan

British Red Cross Epsom Tel: 01372 723250

VASD (Voluntary Association for the Surrey Disabled)

Tel: 01306 741500 / 741600

Medical Equipment Shop

Lifelong Equipment Shop Tel: 020 8394 0444

NHS

www.nhs.uk

For general information about the NHS

NHS Complaints

Patients and their carers who wish to pursue a complaint about their NHS treatment or care should initially contact the Patient Advice Liaison Service (PALS), Tel: 01372 735 933. If they are unable to help, contact the Independent Complaints Advocacy Service who will help you pursue your complaint through the NHS complaints procedure. They can be contacted on 01256 463 758, or at www.pohwer.net

NHS Direct

Tel: 0845 4647

www.nhsdirect.nhs.uk

A 24 hour telephone helpline, staffed by qualified nurses, that can provide confidential information and advice about illnesses, operation tests and treatments.

Allows you to search for your nearest doctor, dentist, pharmacy and optician.

Opticians

For a list of local opticians contact NHS Direct on 0845 4647 or visit www.nhs.uk

For opticians who carry out professional eye examinations to people in their own homes contact, Community Eye Care on 01483 224914 or The Outside Clinic Service on 0500 295 245.

Patient Advice & Liaison Service (PALS)

Tel: 01372 735933. Based at Epsom General Hospital. First point of contact for enquiries about any aspect of local healthcare. Provides confidential advice and support about the NHS and health related matters.

Podiatry

NHS Podiatry Tel: 01372 735192.

You can register with the podiatry service on the number above. Free NHS podiatry treatment, is only available to people with certain medical conditions. If you do not meet the criteria, you will be invited to a footcare education course where a podiatrist will teach you how to look after your feet.

A list of local private podiatrists can be obtained from the Age Concern Office. Please ring 01372 732456.

Podiatry Emergencies

An emergency podiatry clinic is held every Friday from 1.30pm - 4.00pm at the Leatherhead Clinic, Poplar Road, Leatherhead, Surrey (next to Leatherhead Hospital). It is only for real emergencies such as infected ingrowing toenails or ulcers. It is not a toenail cutting service.

Primary Care Trust - East Elmbridge and Mid Surrey NHS Primary Care Trust

Tel: 01372 227300

www.eemspct.nhs.uk

Responsible for providing health services for people living in the local area.

Princess Alice Hospice

West End Lane, Esher, Surrey, KT10 8NA

Tel: 01372 468811

www.pah.org.uk

Offers specialist palliative care as an inpatient or at home. Also runs a day hospice and offers complementary therapies.

Smoking

NHS Smoking Helpline on 0800 169 0169

www.givingupsmoking.co.uk

Offers information and advice about how to give up smoking.

St. John Ambulance – Epsom

Tel: 01372 749171

www.sja.org.uk

Surrey Dental Helpline

Tel: 0845 271 2040

Can book an emergency appointment for patients not registered with a dentist. Will also provide details of the nearest dentist.

Toenail Cutting Service – Age Concern Toenail cutting only for which a charge will be made. For more details ring the Footcare Clinic on **020 8393 4797** between 10.00am – 3.00pm Tuesdays or Thursdays.

Age Concern Epsom & Ewell – (Help at Home)

Tel: 01372 732456

Age Concern can provide lists of local tradesmen, domestic agencies, gardeners, hairdressers, house clearance firms and organisations willing to take furniture. A volunteer is sometimes available to do small DIY tasks.

Aid – Call

Tel: Age Concern Surrey (Trading) Ltd, Tel: 01483 446620 Age Concern's Aid-Call is a personal SOS system, which summons help at the touch of a button by linking you to an Emergency Response Centre.

Assisted Bathing Service

This service is based at the Longmead Centre, Sefton Road, Epsom.

Tel: 01372 732000 or email to contactus@epsom-ewell.gov.uk for more details and to book a bath. The bathing service offers older and disabled people the facility of an ease of access bath, with the assistance of a care assistant. This service includes hair washing and shaving.

Bathing Service – See Assisted Bathing Service

Beat the Cold in Epsom and Ewell

Tel: Age Concern 01372 732456

Joanna Grant, a trained volunteer, can give advice on heating and insulation grants and Warm Front Grants.

Hometime

Tel: 01483 454 646

Run by Age Concern Surrey, Hometime is a domestic agency that can help with a variety of domestic chores. For further details and charges, ring the above number.

Shopping Service – Epsom & Ewell Borough Council

For details contact: 01372 732000 or email: contactus@epsom-ewell.gov.uk

This service is operated in partnership with Sainsbury's at Kiln Lane. It provides a home shopping delivery service for residents of the Borough who have difficulties in doing their own shopping. Referrals must be made through a GP, Health Visitor or Social Services.

Smoke Alarms and Home Fire Risk Check

Age Concern Epsom & Ewell, in conjunction with the Surrey Fire Service can arrange the fitting of a smoke alarm for vulnerable elderly residents. A Home Fire Risk Assessment can also be carried out. For more details, Contact Age Concern on 01372 732456.

Surrey and East Sussex Energy Efficiency Advice Centre

Tel: 0800 512 012

www.ecsc.org.uk

Offers independent advice, information and a telephone helpline service on energy efficiency. The Centre also gives advice on energy savings for individual homes using a home energy survey and follow-up advice.

Holidays

A.T.S. Travel

Tel: 01708 863 198

A travel service for the less able. It offers a programme of tailor made holidays throughout the UK, from simple self-catering to fully adapted holidays. Provides details of hotels, Respite Care Centres and other accommodation.

www.assistedholidays.com

Creative Travel

Age Concern Banstead, Tel: 01737 352156

Offers a holiday programme in conjunction with Age Concern Banstead. Good value for money holidays staying in excellent hotels. Ring the number above for further details or pop in to the Age Concern Epsom or Banstead offices for a holiday programme. Early booking is recommended.

Enable Holidays

Tel: 0871 222 4939

www.enableholidays.com

Offers a carefully selected programme of overseas holidays for disabled people, their families and friends.

Epsom Holidays

Tel: 01372 731705

www.epsomholidays.com

Day trips and Coach and Air Tours in the UK, Europe and Worldwide.

Grooms Holidays

Tel: 020 7452 2000

www.johngrooms.org.uk

Provides a wide range of accessible holidays at affordable prices.

Holiday Care

Tel: 0845 124 9971

www.holidaycare.org.uk

Offers information and support to disabled people and their carers. Can provide details about accessible hotels, self-catering and farm holidays, holiday centres and visitor attractions. Holds information on accessible venues in over 12 overseas countries and has a comprehensive database of respite care facilities in the UK.

Matching Houses Holiday Home Exchange

Tel: 01736 361871

www.matchinghouses.com

A holiday house exchange scheme that matches people with similar accessibility needs around the world.

VASD Holidays

Tel: 01306 741500 / 741600

www.vasd.org.uk

Offers an annual programme of group holidays with volunteer helpers and accessible transport and accommodation.

Vitalise Holidays

Tel: 0845 330 0149

www.vitalise.org.uk

Formerly the Winged Fellowship Trust, this organisation provides breaks for disabled people at five accessible centres in the UK.

Housing

Care Homes

Information on care homes and the support services available to carers is available from Surrey County Council,

Tel: 08456 009 009 or via their website at

www.surreycc.gov.uk

A list of local residential and nursing homes can also be obtained from Age Concern Epsom & Ewell,

Tel: 01372 732456.

Commission for Social Care Inspection

This organisation registers, inspects and reports twice yearly on every adult care home in England. These reports are available free from www.csci.org.uk. Up to 10 reports can be ordered by phoning the order line on 0870 240 7535. Any further reports will cost £5.00 each.

Counsel and Care

Telephone Advice line 0845 300 7585

www.counselandcare.org.uk

Free advice on community care, sheltered housing and paying for and choosing care homes, for people over 60, their carers, friends and relatives.

Disabled Facilities Grants

Please refer to section "Services for People with Disabilities".

Elderly Accommodation Council

Advice Line: 020 7820 1343

www.housingcare.org

Provides a free advice and information service to help older people make informed decisions about where to live. Maintains a detailed UK – wide database of care and nursing homes, sheltered and retirement housing.

Energy Efficiency Grants

For advice and information about Warm Front Grants and insulation grants, call Joanna Grant, the 'Beat the Cold' advisor at Age Concern Epsom & Ewell on 01372 732456.

Alternatively, for those who are not in receipt of benefits, please contact Epsom & Ewell Borough Council on 01372 732000 and ask for the Housing grants Officer, or email contactus@epsom-ewell.gov.uk

Home Repairs Assistance Grants

These means tested grants are available to owner-occupiers for works which will prevent hospitalisation or which will reduce the need for additional health care for the applicant.

For further information contact Epsom & Ewell Borough Council Contact Centre on 01372 732000 or email: contactus@epsom-ewell.gov.uk

Home Repairs - Rented Properties in Disrepair

For those in rented property who are experiencing problems with landlords or Housing Associations making necessary repairs or improvements to their property, please contact Epsom & Ewell Borough Council on 01372 732000 and ask to speak to an Environmental Health officer, or email contactus@epsom-ewell.gov.uk

Housing Benefit

Contact Epsom & Ewell Borough Council for general information and advice, or to make a claim.
Tel: 01372 732000 or email: contactus@epsom-ewell.gov.uk
Online applications can be made at www.epsom-ewell.gov.uk

Retirement Homesearch

Tel: 0845 800 5560
www.retirementhomesearch.co.uk
Specialises in the sale of retirement properties.

Sheltered Accommodation

A list of local Sheltered Housing Schemes can be obtained from Age Concern Epsom and Ewell. Tel: 01372 732456

Age Concern England also publish a range of factsheets giving information on a number of housing topics such as, looking for care home accommodation, local authority charging procedures, help with repairs and adaptations etc. You can receive up to five free factsheets from the Age Concern Information Line. Tel No: 0800 00 99 66. They can also be downloaded at www.ageconcern.org.uk

Leisure

The Council publishes a free directory of leisure facilities and organisations within the Borough of Epsom & Ewell. It can be obtained from the Town Hall, local libraries, by phoning the Council Contact Centre on: 01372 732000 or email: contactus@epsom-ewell.gov.uk Copies can also be downloaded from www.epsom-ewell.gov.uk The Council also provides many other leaflets of local facilities, free of charge.

Ebbisham Centre

6-7 Derby Square, Epsom, Surrey, KT19 8AG

Tel: 01372 846800

Accommodates Epsom Library, six meeting and conference rooms, Chapters Café, a pilates studio and a variety of bars and restaurants.

Epsom Playhouse

Ashley Avenue, Epsom, Surrey, KT18 5AL

Tel: 01372 742555

Run by Epsom & Ewell Borough Council, the Playhouse offers a varied programme of professional and community productions.

Epsom & Ewell Health Walks

Contact: Miss S. Piotrowski 01372 732185

A programme of free walks in and around Epsom and Ewell led by a trained walk leader and suitable for the over 50s and the disabled.

GO50

Tel: 01483 446624

Run by Age Concern, Surrey, GO50 offers a programme of gentle walks and cycle rides aimed at people aged fifty plus. The latest programmes can be downloaded at: www.acsurrey.org.uk

Heyday

Membership enquiries, 0845 888 2222, or contact Age Concern Epsom & Ewell on 01372 732 456. www.heyday.org.uk

A not-for-profit membership organisation backed by Age Concern that helps people prepare for and enjoy retirement. Members receive among other things, a magazine, discounts at famous name stores and information about finance, health, entertainment and the latest developments affecting retired people.

Odeon Cinema Epsom

Upper High Street, Epsom

Filmline: 0871 22 44 007. www.odeon.co.uk

Full wheelchair access to all screens and dedicated disabled parking bays at the rear of the cinema.

Rainbow Leisure Centre

East Street, Epsom, Surrey, KT17 1BN

Tel: 01372 727277

Includes a 25m swimming pool, sports hall, 120 station gym, bowling hall, dance studio, sauna and steam room. 'Club Rainbow' for the over 55s is available Mon - Fri 10am - 4pm. It gives full access to gym, pools and a health suite as well as badminton, bowls, table tennis and other social events. For further details contact the number above.

Mental Health Services

Advocacy – KAG Advocacy

Tel: 01883 383838 Ext.5849

Formerly Mid Surrey Advocacy for Mental Health.

Offers independent advocacy and support to people with mental health needs in the community and in hospital.

Community Mental Health Team for the Elderly

The Meadows, Horton Lane, West Park, Epsom, KT19 8PB

Tel: 01372 203440

Depression Alliance

Tel: 0845 123 23 20

www.depressionalliance.org

Provides information, support and understanding to those affected by depression.

First Steps

Tel: 0808 801 0325 (Tuesday and Wednesday 12noon - 4pm)

Offers advice and information for people with mild mental health, stress, anxiety and emotional problems. Also runs 'emotion gyms' which provides an opportunity for people to talk openly and receive advice on how to manage negative emotions. For details of the next 'emotion gym', telephone the number above.

Mencap

Learning Disability Helpline: 0808 808 1111

www.mencap.org.uk

Information and advice about money, benefits, support groups and other things related to learning disabilities.

Mind

Mindinfo: 0845 766 0163

www.mind.org.uk

Offers confidential help on a range of mental health issues. Also produces a range of publications and factsheets.

Saneline

0845 767 8000

www.sane.org.uk

Provides practical information, crisis care and support to people affected by mental health.

Threshold Women's Mental Health

National Women's Mental Health Infoline: 0808 808 6000

www.thresholdwomen.org.uk

Provides confidential information and support to women and their carers.

Pensions

Future Pension Centre

Tel: 0845 300 0168

www.thepensionservice.gov.uk

Provides State Pension forecasts.

Pension Service

www.thepensionservice.gov.uk

Tel: 0845 60 60 265

Provides information about pensions and other pensioner benefits in the UK.

Pension Credit Helpline

Tel: 0800 99 1234

For more information or to apply for pension credit, ring the above number.

Pension Tracing Service

To track down details of old occupational and personal pension schemes.

Tel: 0845 600 2537.

War Pensions

Veterans Agency Helpline: 0800 169 2277.

www.veteransagency.mod.uk

Action for Carers (Surrey)

Tel: 01483 302 748

Campaigns on behalf of Carers in Surrey.

Carers Assessment

You are entitled to an assessment from Social Services if you provide regular care for someone over 18. The assessment will look at your situation to see if you are entitled to any services that could make caring easier for you. For more information, ring Surrey County Council Contact Centre on 08456 009 009.

Carers Break Voucher Scheme

This scheme provides vouchers which allows carers to select a service provider to arrange short-term care. Contact your Care Manager for more information about the scheme.

Carers of Epsom

The Old Town Hall. The Parade, Epsom, Surrey, KT18 5AG

Tel: 01372 722269

Gives support and information to carers via regular newsletters. Holds coffee mornings and outings.

Carers UK

Carersline: 0808 808 7777

www.carersuk.org

A membership organisation of carers that campaigns for carers' rights and runs a free national advice line for carers.

Carersnet

www.carersnet.org.uk

A website containing information and advice for carers in Surrey.

Mid-Surrey Crossroads

Tel: 01372 363300

www.midsurreycrossroads.org.uk

Provides flexible relief care for a few hours on an occasional or regular basis. Referrals are made by Social Services, District Nurses etc. but self-referrals can also be made.

Services for People with Disabilities

AbilityNet

Tel: 0800 269 545

www.abilitynet.org.uk

Brings the benefits of computer technology to people with disabilities. Offers information and advice, assessment of technology needs and training courses.

Access Mobility Batteries

Contact: Mr S.Bennett Tel: 0776 212 4799

Sells batteries for mobility scooters. Also rents out scooters and wheelchairs.

Ask Enid

www.askenid.org.uk

A website containing a collection of useful links and information on living with a disability in Surrey. Includes links to local disability groups, countrywide services and support groups.

DICE – Disability Information Centre Epsom

Tel: 01372 735243

DICE offers a free and confidential information service for people with a disability, their relatives, friends and carers, as well as health professionals and service providers.

Disability Allowance Helpline

Tel: 08457 123 456.

DisabledGo

www.disabledgo.info

Provides free detailed accessibility information for disabled people across the UK. It will tell you if a particular venue is accessible to your particular needs.

Disabled Facilities Grants

For information and advice about getting financial help for adaptations to the home contact Epsom & Ewell Borough Council, Tel: 01372 732000, email: contactus@epsom-ewell.gov.uk or download a grant enquiry form at www.epsom-ewell.gov.uk

Disabled Living Foundation

Helpline 0845 130 9177

www.dlf.org.uk

Offers help and advice to older and disabled people to find equipment solutions that enable them to live independently.

Disability Equipment Register

Tel: 01454 318 818

www.disabilityequipment.org.uk

Enables disabled people to buy and sell second-hand aids and equipment, including bathroom equipment, furniture, hoists and stairlifts.

Door-to Door

www.dptac.gov.uk/door-to-door

A website produced by the 'Disabled Persons Transport Advisory Committee', that offers information and advice for disabled people about transport and travelling.

Queen Elizabeth's Foundation – Mobility Centre

Tel: 020 8770 1151

www.gefd.org/mobilitycentre

Provides training programmes, assessments and tuition for disabled people who want to learn to drive. Clients can also try a range of wheelchairs and scooters.

RADAR National Key Scheme

Contact: 020 7250 3222

Offers disabled people independent access to over 7,000 locked public toilets.

A key can be obtained by sending a cheque made payable to RADAR for £3.50.

The client must send a note with the cheque saying that they are disabled. Can also be ordered online at www.radar.org.uk

Shopmobility - Epsom & Ewell

Ashley Centre Car Park, Ashley Road, Epsom, Surrey, KT18 5AL

To join the scheme contact: 01372 732000 or email: contactus@epsom-ewell.gov.uk

To book contact: 01372 727086.

This scheme enables people with mobility problems to borrow a manual or electric wheelchair or an electric scooter when shopping in Epsom town centre.

SID - Social Information on Disability

Tel: 0800 043 9395

www.asksid.org.uk

Offers a free independent disability information service as well as second-hand disability equipment for sale. The website also lists key disability organisations in Surrey and holds a database of Short Term Breaks.

Voluntary Association for the Surrey Disabled (VASD)

Tel: 01306 741500

www.vasd.org.uk

Provides high quality services to disabled people in Surrey, including self-catering and group holidays, wheelchair-adapted vehicles to loan, equipment loan and mobile shops. It also has a disability equipment shop in Dorking.

VASD Disability Equipment Shop

10, Havenbury Estate, Station Road, Dorking, Surrey, RH1 1ES

Tel: 01306 741500

Wheelchair and Equipment Loan

British Red Cross Epsom Tel: 01372 723250

VASD Tel: 01306 741500

Wheelchair and Scooter Hire

Access Mobility Batteries Contact: Steven Bennett, Tel: 0776 212 4799

All Handling (Movability) Ltd. Tel: 020 8542 2217.

Wheelchair and Scooter Repairs

Rapley & Co, Dorking, Tel: 01306 882 605 (on site service only)

All Handling (Movability), Raynes Park, Tel: 020 8542 2217 (mobile service)

www.movability.com

Wheelchair Service

Tel: 01372 384383

Based at Leatherhead hospital. Offers assessments and provides wheelchairs for people with impaired mobility. A GP referral is required.

Wireless for the Bedridden

Tel: 0800 0182137

www.w4b.org.uk

Provides free radio and television sets to housebound and aged people who are unable to afford sets for themselves.

Your Level Best

www.yourlevelbest.com

Provides a list of wheelchair friendly pubs and restaurants.

Social Centres and Lunch Clubs

Christ Church Ewell

Tel: 020 8642 5822

Lunch club meets on the third Thursday of the month from 10.30am.

Cox Lane Centre

Cox Lane Centre, Cox Lane, West Ewell, KT19 9PS

Tel: 020 8391 5669

Operated by Epsom Borough Council, the Cox Lane Centre offers a variety of activities, events and other services. Lunch is served Monday to Friday at 12.30pm and must be booked in advanced. Further information can be found at

www.epsom-ewell.gov.uk

Langley Vale Lunch Club

Rosebery Road, Langley vale.

Tel: 01372 272503

Meets on the third Wednesday of the month. Lunch is served at 12.30pm.

Longmead Centre

Sefton Road, Epsom, KT19 9HG

Tel: 01372 720563

Operated by Epsom Borough Council, the Longmead Centre offers a range of services, recreational and social activities to anyone over 60. Lunch, which is served at 12.30pm Monday to Friday, must be booked in advance.

Further information can found at www.epsom-ewell.gov.uk

Servite Luncheon Club

Servite House, The Avenue, Worcester park

Tel: 020 8391 5669

Operated by Epsom & Ewell Borough Council, the lunch club is open on Tuesday 10.30am - 2.30pm and Friday 10.30am - 3.30pm. Lunch is served at 12.30pm.

Stoneleigh Baptist Church – The Vine Lunch Club

The Glade, Stoneleigh.

Tel: 020 8393 3012

www.stonechurch.co.uk

Tuesdays fortnightly. Lunch is served at 12.30pm.

Wells Centre

Spa Drive, Epsom

Tel: 01372 724614

Monday - Friday, 9.00am - 4.00pm. Lunch is served at 12.30pm.

Operated by Epsom & Ewell Borough Council, the Wells Centre offers a variety of classes, entertainment, outings and other services.

Further information can be found at www.epsom-ewell.gov.uk

Social Clubs

Christ Church Ewell

Tel: 020 8642 5822

Cheam Road, Ewell, Surrey, KT17 1AD

Ladies Fellowship meets at 2.15pm on Wednesday.

Christ Church Epsom Common

Tel: 01372 743133

www.christchurchewell.org.uk

Christ Church Road, Epsom, Surrey

Mother's Union meets monthly at 10.30am. Men's Group meets monthly in the evening. For more details, contact the parish office on the number above.

Epsom & Ewell Ladies' Club

Chairman: Mrs D Pritchard Tel: 020 8393 4731

Meets on the first Tuesday of the month from 2.00 - 4.00 pm at Glyn Hall, Ewell Village.

Epsom & Ewell Physically Handicapped Club

Contact: Mrs Olive Stokes, Tel: 020 8393 9527

Meets Tuesdays fortnightly after lunch at the Longmead Day Centre, Sefton Road, Epsom.

Epsom & Ewell Women's Institute

President: Geraldine Helyer, Tel: 01372 726 803

Meets at the United Reform Church, Church Street, Epsom on the first Wednesday of the month 2.00 - 4.00pm.

Epsom Methodist Church

Tel 01372 728535

www.emc.org.uk

Ashley Road, Epsom, Surrey, KT18 5AQ

Care and Share Group – Meets the last Thursday of the month at 2.15pm for hymn singing and a speaker.

The Coffee Cup – coffee mornings, Monday to Friday 10am - 12.00noon

Rendezvous – Saturday Coffee Morning 10am - 12 noon

Epsom United Reform Church

Tel: 01372 749103

Church Street, Epsom, Surrey, KT17 4PW

Afternoon Fellowship, on the fourth Thursday of the month at 3.00pm (Sept - Dec and March-May only).

Evening Church Fellowship, on the first Monday of each month at 8.00pm.

Ewell Townswomen's Guild

Chairman: Mrs A. Dunn, Tel: 01372 274661

Meets on the first Wednesday of the month 7.30 - 9.45pm at Glyn Hall, Ewell.

Activities include speakers, outings, musical evenings, theatre outings and an annual garden party.

Epsom Women's Institute

President: Mrs Thelma Hall, Tel: 020 8393 6837

Meets at Christchurch Hall, Christchurch Road, Epsom on the second Thursday of each month at 7.45pm.

Friendship and Harmony Club

Contact: Mrs Mina Snook Tel: 020 8224 5841

Meets Tuesdays 2.00 - 4.00pm, Church Hall, Fulford Road, West Ewell

Kings Church Over 50s Club (The)

Tel: 01372 811894

www.thekingschurch.org

Meets on Tuesday for tea and a chat at the King's Church, Longmead Road, Epsom, Surrey, KT19 9BU

Normandy Veterans Association (Croydon & District incl. Epsom & Ewell)

Contact: Fred Morton Tel: 020 8460 4538

Unites veterans from the Normandy campaign.

St. Martin's Parish Church Mothers Union

Tel: 01372 722567

Meets on the third Tuesday of the month (except August) at St Martins Parish Church, Church Street, Epsom, from 10.30 - 12.00.

St. Mary The Virgin Coffee Morning

Tel: 020 8393 2643

Held on Wednesday 10.30 - 12.00 noon at, Ewell Parish Church, London Road, Ewell, Surrey.

Stoneleigh Methodist Church

Tel: 020 8394 9743

Stoneleigh Crescent, Stoneleigh, Surrey, KT19 0RW

Women's Fellowship meets on Tuesday at 2.30pm. Activities include card games, scrabble, bingo, entertainment and day outings.

Thursday Club meets in the Link Room, on Thursdays 2.00 - 4.00pm. A place for retired people to meet up for a cup of tea and a chat.

Wells Centre

Spa drive, Epsom, Surrey, KT18 5BY

Tel: 01372 724614

Operated by Epsom & Ewell Borough Council, the Wells Centre welcomes anyone over 55. Holds variety of classes, entertainment and outings. Lunch is served at 12.30pm. Monday to Friday and must be ordered in advance.

Further information can be found at www.epsom-ewell.gov.uk

West Ewell Evangelical Church

Tel: 020 8394 0659

www.weec.org.uk

Lansdowne Road, Ewell, Surrey, KT19 9QJ

Sunshine Hour (ladies only) meets on Thursday at 2.30pm.

Social Services

Initial contact with Social Services must be made through the Surrey County Council Contact Centre on: 08456 009009.

Existing clients can contact the Epsom, Ewell and Banstead Social Care Team on: 01372 832360.

For emergency situations outside of office hours, contact the Emergency Duty Team on: 01483 517898.

Further details can be found at www.surrey.gov.uk

Epsom & Ewell and Banstead Social Care Team

Epsom General Hospital, Dorking Road, Epsom, Surrey, KT18 7EG

Tel: 01372 735297

Provides care and support to people who are being discharged from hospital.

Support Groups and Organisations

Action on Elder Abuse

National Helpline Tel: 0808 808 8141

www.elderabuse.org.uk

Offers confidential information on the nature of elder abuse, action that can be taken in response to abuse and ways to prevent it from happening.

Alcoholics Anonymous

National Helpline 0845 769 7555

www.alcoholics-anonymous.org.uk

Mid Surrey Helpline: 01252 521133

Alzheimer's Society

Helpline: 0845 300 0336

www.alzheimers.org.uk

National telephone helpline and website, providing information about all aspects of dementia.

Alzheimer's Society - Mid Surrey Outreach

Tel: 01372 729988

www.alzheimers.org.uk/midsurrey

Offers a telephone helpline, outreach service and support groups for people with any form of dementia and their carers.

Epsom & Ewell Carers Group meets at the Wells Centre, Wells Estate, Spa Drive, Epsom on the second Thursday of every month at 12.30pm.

Carers Drop-In Group meets at the Longmead Day Centre, Sefton Road, Epsom on the fourth Thursday of every month at 11am. Lunch can be ordered on the day.

Arthritis Care

Helpline: 0808 800 4050

www.arthritiscare.org.uk

Provides emotional support and practical information to anyone affected by arthritis.

British Heart Foundation

Heart Info Line: 08450 70 80 70

www.bhf.org.uk

Provides information on the prevention and management of coronary heart disease and related issues such as cholesterol, healthy eating and exercise.

Burma Star Association – Epsom Branch

Honorary Secretary: Mr Leonard Chandler

Tel: 01372 748536

Promotes comradeship and welfare of ex-service men and women who were involved in the Burma Campaign.

Cancer Backup

Helpline: 0808 800 1234

www.cancerbackup.org.uk

Offers free and confidential up-to-date information and support to anyone affected by cancer. Also produces information booklets and factsheets.

Colostomy Association

Helpline: 0800 587 6744

www.colostomyassociation.org.uk

Offers Information and support to colostomates and their carers.

Diabetes UK

Careline: 0845 120 2960

www.diabetes.org.uk

Provides support and information on diabetes-related topics.

Domestic Abuse

Surrey Domestic Abuse Helpline

Tel: 01483 776 822.

A 24 hour confidential service, that provides information and support on domestic abuse. Also provides information on somewhere safe to stay. In an emergency call 999.

Dyscover

Crown House Mews, Chequers Lane, Walton on the Hill, Surrey, KT20 7ST

Email: gilljackson@dyscover.org.uk

Offers support to dysphasic people through regular meetings, activities and outings.

Epilepsy Action

Formerly the British Epilepsy Association

Helpline: 0808 800 5050

www.epilepsy.org.uk

Provides information and advice about coping with epilepsy and seizures.

Epsom Dizzy Group

Contact: Mike Powell, Tel: 01372 457786

Supports people with dizziness, especially Ménière's disease. Meets on the first Monday of the month at 2pm, on the second floor of Epsom General Hospital.

Friends Care

The Poplars, West Park Hospital, Horton lane, Epsom, Surrey, KT19 8PB

Tel: 01372 742277

Offers short term practical and emotional support for vulnerable and older people living in Epsom & Ewell. Services include 'First Day Support, which helps older people on discharge from hospital and a 'Message in a bottle' scheme. The volunteer 'Community Alarm Support Team' can make home visits to ensure that community alarm equipment is working properly. Also runs 'Surrey Helpfinder', a freephone helpline providing information and advice on local and national services to those in need. Tel: 0800 028 0871

Macmillan Butterfly Centre

Tel: 01372 735456

Based on the 1st floor at Epsom General Hospital.

Provides a drop-in service from 9.30 - 12.30 and 1.30 - 4.30 Monday to Friday. Offers information and support for people affected by cancer. Also houses a resource library.

Mencap – Mid Surrey

Tel: 01737 353953

Offers friendship and support to families with a mentally handicapped person of any age.

Motor Neurone Disease Association

Helpline: 08457 626262

www.mndassociation.org

Gives confidential advice and information to anyone affected by MND.

The East Surrey Branch meets quarterly on Sunday afternoons in Jan, Apr, July & Oct at St Mark's Church Hall, Tattenham Corner. Contact: 01737 350 222.

Multiple Sclerosis Society

National MS Helpline: 0808 800 8000

www.msociety.org.uk

A national society for those affected by multiple sclerosis.

Multiple Sclerosis Society – North Surrey Branch

Tel: 020 8379 0393

National Osteoporosis Society

Helpline Tel: 0845 450 0230

www.nos.org.uk

Staffed by a team of experienced nurses, the helpline offers general information about osteoporosis and bone health. It can also answer queries about drugs, pain management, exercise and nutrition.

National Rheumatoid Arthritis Society

Helpline: 0845 458 3969

www.rheumatoid.org.uk

Offers support and information for people with rheumatoid arthritis, their families, friends and carers.

Parkinson's Disease Society

Helpline: 0808 800 0303

www.parkinsons.org.uk

Offers information and support to anyone affected by Parkinson's Disease

Parkinson's Disease Society – Sutton, Kingston & Epsom Branch

Up to date details can be obtained from the Parkinson's Disease Society Helpline on 0808 800 0303.

Holds coffee mornings, mobility and physiotherapy classes and 'Extend Exercise' classes. A Community Support Worker is also available.

Relate – Epsom

For an appointment telephone 01372 722976

Offers relationship and family counselling and a family mediation service.

Royal British Legion

Legionline: 08457 725 725

www.britishlegion.org.uk

Offers advice and support on a wide range of subjects to people who have served or are currently serving in the Armed Forces.

Royal British Legion – Ewell

Secretary: Mr Larter Tel: 020 8394 0243

Samaritans

National Helpline available 24 hours a day: 08457 90 90 90

www.samaritans.org.uk

Offers confidential emotional support to people in distress.

Samaritans – Leatherhead and Mid-Surrey

7 Church Road, Leatherhead, Surrey, KT22 8AT

Tel: 01372 375555

www.samaritans.org.uk/~leatherhead

SSAFA – Soldiers Sailors and Airmen Families Association Epsom & Ewell

Divisional Secretary: Helen Kimble-Kent

Tel: 020 8393 8041 (work), 020 8786 8609 (home)

Provides financial, practical and emotional assistance to service and ex-service men, women and their families, including widows and widowers in need.

Stroke Association

Stroke Helpline: 0845 303 3100

www.stroke.org.uk

Offers help and advice to people affected by strokes

Stroke Club Epsom (The Onward Club)

Contact: Betty Standing 01372 815776

Cox Lane Centre, Cox Lane, Ewell, Surrey, KT19 9PL

Run by the WRVS on Tuesday afternoons from 1.45 - 3.30, for people who have had a stroke. Social activities, games, tea and cakes.

Surrey Adult Protection Committee

Works towards safeguarding adults from all forms of abuse. To get help and advice or to report abuse, ring any of the numbers below.

Surrey County Council Contact Centre, Tel: 08456 009 009.

Elder Abuse Response Line, Tel: 080 8808 8141.

Surrey Police, Tel: 0845 125 2222.

Victim Support – Epsom and District

The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG

Tel: 01372 743650

www.victimsupport.org.uk

Provides help and support to people who have been the victim of crime.

Surrey County Council Contact Centre

Floor 3, Conquest House, Wood Street, Kingston upon Thames, KT1 1AB

Tel: 08456 009009

www.surreycc.gov.uk

Tax

HM Revenue & Customs

www.hmrc.gov.uk

Probate and Inheritance Tax Helpline

Tel: 0845 302 0900

Taxaid

Helpline: 0845 120 3779

A charity that provides a free and independent advisory service for people on low incomes who cannot afford the advice of a professional advisor.

Age Concern Transport for Medical Appointments

To make a booking tel: 01372 728758

Mon - Fri 10am – 12 noon (answerphone outside these hours).

This service helps people who have difficulty accessing transport, to go to and from medical appointments. Users must be aged over 60 and be a resident of the Borough of Epsom & Ewell. At least one week's notice must be given. A small charge is made for this service. Wheelchairs cannot be taken.

Blue Badge Scheme

To apply telephone: 08456 009 009

Online applications at www.surreycc.gov.uk

This scheme provide parking permits for people with disabilities, to enable them to park closer to shops and other services they need to access.

British Red Cross Transport Service – Surrey

Tel: 01483 573956

www.redcross.org.uk

Provides door-to-door transport with suitable vehicles for people who cannot get about easily.

Bus Permits

From 1st April 2006, if you are over 60, you are entitled to free bus travel throughout Surrey and on some other routes. For further details please ring the Epsom & Ewell Borough Council Contact Centre on: 01372 732000 or email: contactus@epsom-ewell.gov.uk

Car Parks

A list of local car park locations and charges can be found on the Epsom & Ewell Borough Council website at www.epsom-ewell.gov.uk or by calling the Contact Centre on 01372 732000.

Community Transport

See Routecall.

Dial-a-Bus

See Routecall.

Dial-a-Ride

See Routecall.

Epsom Buses/Quality Line

Tel: 01372 731 727

Gatwick Airport

Tel: 0870 000 2468

www.gatwickairport.com

Heathrow Airport

Tel: 0870 000 0123

www.heathrowairport.com

National Express

Booking Line: 08705 808 080

Disabled Persons Travel Helpline: 0121 423 8479

www.nationalexpress.com

National Rail Enquiries

Tel: 08457 484 950

www.nationalrail.co.uk

Routecall

A Council operated transport service for older residents of the Borough who have difficulty using public transport.

For further information about Routecall or to make a booking, ring Epsom & Ewell Borough Council Contact Centre on 01372 732000 or email: contactus@epsom-ewell.gov.uk

Dial-a-Bus

The bus will pick you up from home and take you to the Clock Tower Epsom (Tuesday to Saturday), or Sainsbury's Kiln Lane (Monday and Wednesday).

Dial-a-Ride

This is a Monday to Friday door-door service taking passengers to wherever they want to go in the Borough. This service can be used to visit friends, go to the hairdressers, the library or to medical appointments .

The normal service is restricted to travel within the Borough but passengers can be taken to appointments at the following hospitals: Ashted Hospital, Leatherhead Hospital, Royal Marsden Hospital, Sutton, St. Anthony's Hospital, St. Helier Hospital and Sutton Eye Hospital.

Transport to Social Centres

This door-door service takes passengers to the following Social Centres:

- Cox Lane Centre, Cox Lane, West Ewell.
- Longmead Centre, Sefton Road, Epsom.
- The Wells Centre, Spa Drive, Epsom.

Passengers are scheduled to arrive before 11.00am and return journeys begin around 2.30pm, with later collections for special events.

Clubs

There is additional transport to various clubs in the Borough. Currently, these are the Friendship & Harmony Club in West Ewell, The Stoneleigh Fellowship Club and the Hard of Hearing Club at the Longmead Centre.

Excursions

Members are also offered the opportunity to go on a wide variety of excursions. A quarterly brochure is sent to all members with details and prices.

Stoneleigh Care Transport

Tel: 020 8393 3110

A voluntary service, that takes people to medical appointments within the Epsom and Ewell area only. They will also take people shopping. There is no fixed charge but clients are asked to make a donation. Reasonable notice is required. They are unable to take wheelchairs.

Traveline Public Transport Information

Tel: 0870 608 2608

www.traveline.org.uk

Volunteering

Epsom & Ewell Volunteer Centre

Tel: 01372 740394

The Town Hall, The Parade, Epsom, Surrey.

Recruits people for the many local volunteering opportunities that are on offer.

Office hours, Mon-Fri, 11.00 - 2.00pm

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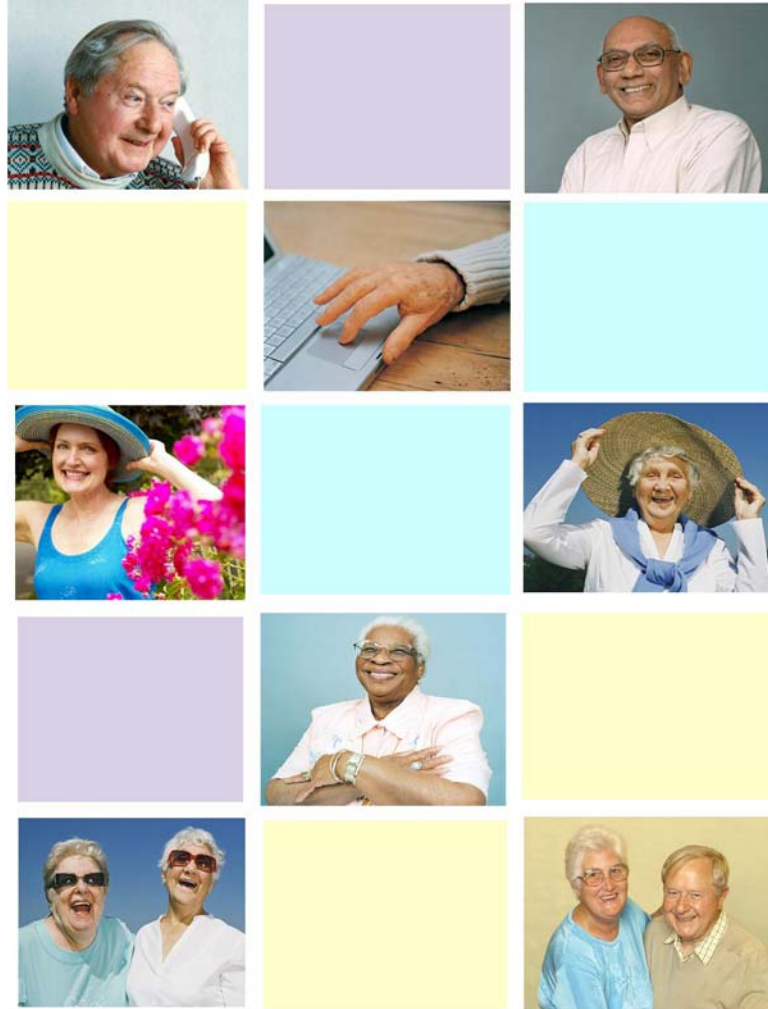
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Services for Older People in Epsom and Ewell Directory

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