

HOW TO 01

Information and Advice

It's important to get the right information when you are caring for someone. Whether you're a new carer or you've been caring a long time, this factsheet can tell you where to find the information and advice you need. Please note that any organisations listed are included for information only and listing does not mean recommendation.

This factsheet is part of **How To... A Guide for Carers in Croydon**. You can download the full series of factsheets from our website www.carersinfo.org.uk. You can also call us on 020 8649 9339, option 1, or visit the Carers Support Centre.

Support for Carers

Carers' Information Service

Carers Support Centre (open Monday to Friday, 10am - 4pm)
24 George Street, Croydon CR0 1PB
020 8649 9339, option 1
info@carersinfo.org.uk
www.carersinfo.org.uk

The Carers' Information Service provides information, advice, support, wellbeing activities and workshops for carers in the London Borough of Croydon. We are part of The Whitgift Foundation and supported by Croydon Council.

The Carers' Information Service runs the Carers Support Centre, a drop-in advice and support centre for carers on George Street in central Croydon. It is home to a number of organisations supporting carers across the London Borough of Croydon.

The centre is open Monday to Friday, 10am - 4pm. Why not drop in and see how we can help you?

What we offer:

The Carers' Information Service offers a range of services for carers at the Carers Support Centre, including:

- **Drop-in advice and support** from an advice worker.
- **Information and advice** by email, over the phone or online www.carersinfo.org.uk.
- **Casework support** for carers with more complex queries.
- **Regular advice surgeries** covering benefits, debt, legal advice and more.
- **Free training and workshops.**
- **Carers Café** offering a free hot drink and a selection of books and newspapers for carers. The Café is open weekday mornings, 10.30am - 12.30pm.
- **Regular wellbeing and social events** including massage, singing and dancing.
- **How To... A Guide for Carers in Croydon**, a series of factsheets bringing together everything you need to know as a carer in Croydon.
- **Regular newsletter and e-bulletin** to keep you up to date with the latest news and events.
- **Free membership** at the Carers Support Centre, giving you access to local discounts.
- **Emergency Carers Cards** to provide you with peace of mind
- **Radar keys** for sale (currently £3).

Carers Information Service



Local support for carers

Croydon Carers Centre

020 8688 7219
croydoncarers@hotmail.co.uk
www.croydoncarers.org.uk
Volunteer led drop-in facility for carers offering emotional and practical support.

Croydon Neighbourhood Care

020 8662 1000
info@cnca.org.uk
www.cnca.org.uk
Network of volunteer-run neighbourhood care groups across Croydon. Groups offer support to isolated, vulnerable and disabled people in the local area. Services differ from group to group, but examples include short breaks for carers, befriending, occasional gardening and DIY, shopping, lunch clubs and transport. Also runs a Carers Befriending Service.

- Home from Hospital and Reablement Service, offering emotional/practical support to people when leaving hospital and settling back into home life.
- Home Maintenance Service, which can help with large and small DIY jobs, including fitting key safes. Charges apply.
- Men's Project, encouraging men to be more active within their community.
- Nail Care service at venues across the borough. Charges apply.
- Personal Safety Project, which aims to help prevent falls in the home.
- Visiting service.

Support for parent carers

To find support for parent carers, please see our *Caring for a Child* factsheet.

Support for young carers

Young Carers Project

020 8649 9339, option 2

www.offtherecordcroydon.org

Supports young people aged 7-25 caring for someone due to disability or illness. Provides information, advice, advocacy, Carer's Assessments, one-to-one support and casework. Also provides workshops, respite (trips, activities, groups), counselling and art therapy. Specialist support available for young carers with a parent with a mental health problem.



Support for people with a specific condition and their carers

Autism

Autism Family Support (Croydon Resource Centre)

020 3005 4335

sarah.omari@nas.org.uk

Support service for families of children and young people (0-19) with autism. Provides home visits, clinic appointments, telephone support and topic-based workshops. Hosts short break schemes and Family Fun days during school holidays. Part of PRISM- see our *Caring for a Child* factsheet for details.

Burgess Autistic Trust

020 8464 2897

info@burgessautistictrust.org.uk

www.burgessautistictrust.org.uk

Practical and emotional support for people with autism and their carers and families.

Croydon Autism Service

020 8255 5473

autismteam@croydon.gov.uk

Support for people with autism, including focused support sessions, peer group sessions, training and linking with other services to increase independence. Also offers monthly support group for carers.

National Autistic Society

0808 800 4104 (Helpline)

0808 800 4106 (Parent to Parent)

www.autism.org.uk

National charity for people with autism (including Asperger syndrome) and their families. Helpline is open Monday to Thursday, 10am - 4pm and Fridays, 9am - 3pm. Parent to Parent service gives emotional support to parents and carers of children or adults with autism and is provided by trained parent volunteers.

Brain injury

Headway South West London

07722 861 642

carers@headwayswlonon.org

www.headwayswlonon.org

Provides advice and support about acquired brain injury. Their Family and Friends Support Group is available for any family member, friend or carer of a person with an acquired brain injury.

Cancer

African and African-Caribbean Cancer Support Group

07440 146 645

info@thelakefoundation.com

Monthly support group for cancer patients and survivors from African and African-Caribbean communities.

Brenda Kirby Cancer Centre

07785 626 812

thebkcc@hotmail.co.uk

www.thebkcc.co.uk

Offers information, support, counselling and complementary therapies for cancer patients and their carers.

Macmillan Cancer Information and Support Service at Croydon University Hospital

020 8401 3441

benny.millier@nhs.net

www.croydonhealthservices.nhs.uk

Information, support, counselling and complementary therapies for cancer patients and their carers. Offers a support group for carers, workshops, art classes, walking for health, meditation and yoga.

Macmillan CAB Advice Service for South West London

020 7042 0332

www.wandsworthcabx.org.uk/macmillan

Welfare benefits and money advice service for people living with cancer, their families and carers. Can help people on a low-income apply for a grant to fund unexpected costs or respite.

South East Cancer Help Centre

020 8668 0974

www.sechc.org.uk

Information, counselling, complementary therapies and groups for cancer patients and their carers.

Dementia

Alzheimer's Society Croydon

020 8653 2818

croydon@alzheimers.org.uk

www.alzheimers.org.uk

Provides information, advice and support for people diagnosed with dementia and their carers. Services include:

- Forget-Me-Not Café, which meets twice a month for people with dementia and their carers.
- Jasmine Café is also for people with dementia and their carers but has a specific BME focus.
- Singing for the Brain- music and singing therapy sessions.
- Support groups for people with early stage dementia and monthly carers support groups.

Croydon Memory Service

020 3228 9500

www.slam.nhs.uk

Provides early assessment, treatment and care for people over the age of 18 who have memory problems that may be associated with dementia.

Supports people with the first sign of memory problems to maintain their health and independence. Referral by health professionals only.

Diabetes

Bromley Healthcare: Croydon

Community Diabetes Service

01689 865 911 (Diabetes Specialist Nurse)

www.bromleyhealthcare.org.uk/explore-our-services/diabetes

Provides Croydon residents with clinical advice, education and support for people with diabetes and their family members/carers.

Croydon Voluntary Group

020 8656 5636

www.croydon.diabetesukgroup.org

Local branch of Diabetes UK, run by people living with diabetes under the care of Croydon University Hospital. Provides talks and social forums for people living with diabetes and their families and carers.

Purley Diabetes Voluntary

Support Group

020 8660 3735

Local branch of Diabetes UK. Offers a monthly support group with guest speakers, for people with diabetes and their families and carers living in Purley.

Down's syndrome

Down's Syndrome Association

0333 1212 300

info@downs-syndrome.org.uk

www.downs-syndrome.org.uk

National organisation for people with Down's syndrome and their families.

Provides online information, a telephone helpline service (open Monday to Friday, 10am- 4pm), local support groups, employment programme, sports programme and training.

Dyslexia

Croydon Dyslexia Association

08442 496 949

cdahelpline@hotmail.co.uk

www.croydondyslexia.wordpress.com

Information, advice, screening service, specialist teaching and literacy workshops for primary and secondary pupils.

Open meetings for people with dyslexia and other specific learning difficulties and their families and carers.

Epilepsy

Croydon Epilepsy Society

07926 372 711

croydonepilepsy@gmail.com

www.croydonepilepsysociety.org

Information and support for people with epilepsy and their carers.

Heart conditions

Croydon Cardiac Support Group

020 8860 3459

www.heartsupportgroup.org.uk

Support group for heart patients and their carers. Provides emotional support and counselling for patients in Croydon University Hospital's cardiac care and chest pain wards, via weekly visits.

HIV/AIDS

Metro HIV Support

020 7160 0949

www.metrocharity.org.uk

Co-ordinated community health services for residents of South London (including Croydon) living with HIV and their carers, including advice and advocacy, health support, counselling and peer support. Weekly outreach sessions at Croydon University Hospital.

Learning disability

Acute Liaison Nurse for Patients with a Learning Disability

020 8726 6500 ext 84369

Supports Croydon residents with a learning disability and their carers to use Croydon University Hospital services.

Croydon Mencap

020 8684 5890

www.croydonmencap.org.uk

Information, advice and support for people with a learning disability and their carers. Services include:

- Carers Welfare Advice Service offering information, advice and guidance for carers up to the age of 50.
- Carers Assessment and Support Service offering information, advice, carers assessments and social events to carers aged 50 and over.
- Welfare benefits advice and information service for people with a learning disability and their carers.
- Leslie Park Project supporting younger adults aged 18-40 with a learning disability to access leisure activities in the community. Access to this service is via a social services referral.
- Social club and discos for people with a learning disability and their carers.

Croydon People First

020 8253 7096

www.croydonpeoplefirst.org.uk

Peer-led support service for people with a learning disability. Provides personal support, regular activities and community hub. Accessible information service puts information into alternative formats. Charges apply.

VoiceAbility

07557 746 416

www.voiceability.org

Advocacy service for people with a learning disability living in Croydon. Carers are welcome to contact the advocate to discuss the service and to be involved in the advocacy process with the consent of the person with a learning disability.

Life-limiting conditions

St Christopher's Hospice

020 8768 4599 (Bereavement Service- adults)

020 8768 4500 (Candle Project- children)
info@stchristophers.org.uk

www.stchristophers.org.uk

Support for adults with a life-limiting condition and their carers. Patient services include home nursing, in-patient care, day services and outpatient clinics. Help for patients and carers includes practical and emotional support from social workers and welfare officers. Offers two bereavement services for families of service users (adults and children).

Lung conditions

Breathe Easy Croydon

020 8654 6940

www.blf.org.uk/breathe-easy

Support group for people with any kind of serious breathing problem and their carers.

Lupus

South London Lupus Group

07533 308 268

www.lupusuk.org.uk

Provides support for people living with lupus and their carers. Monthly support meetings, social events and an emotional support telephone service.

Mental health

Bipolar UK

0333 323 3880

www.bipolaruk.org

Monthly Croydon support group for people with bipolar. Carers are welcome.

Croydon Mental Health Forum

020 8253 7060

cva@cvalive.org.uk

www.cvalive.org.uk/empowering-the-community/networks/mental-health-forum

Forum for mental health service users, carers, interested members of the public and professionals to work in partnership and campaign to improve mental health services and bring about better quality of life for all.

Croydon Voices Forum

020 8464 7052

johnosullivan06@aol.com

Self-help group for people with schizophrenia and their carers.

Hear Us

020 8681 6888

info@hear-us.org

www.hear-us.org

Represents the views of people using mental health services and their carers in Croydon. Promotes positive mental health within the local community, holds regular meetings and produces a newsletter.

Mind in Croydon

020 8668 2210

admin@mindincroydon.org.uk

www.mindincroydon.org.uk

Wide range of services for people with mental health problems, including information, social networking service, leisure activities, employment support, advocacy and a welfare benefits advice service. Carers' Support Service (020 8688 1210) for carers aged 16 and over provides information on services, support to access help, advocacy, emotional support, events, workshops and carers support groups. Carers Counselling Service (020 8763 2064) offers six free individual/group counselling sessions to any carer aged 16 and over in Croydon.

Rethink Croydon Carers Support Service

020 8649 6294

ingrid.leggatt@rethink.org

Support, advice, information and advocacy for carers of adults with a severe mental health problem.

South London and Maudsley NHS Foundation Trust (SLaM)

0800 731 2864 (SLaM Support Helpline)

www.slam.nhs.uk

24-hour freephone helpline for people in Lambeth, Southwark, Lewisham and Croydon going through a mental health crisis and those who care for them. Provides advice on mental health and medication and help with accessing information and services. Also has an option for Patient Advice Liaison Service (PALS) which offers advice and information on SLaM's services for service users and carers.

Multiple sclerosis (MS)

Multiple Sclerosis Society (Croydon Branch)

01883 347 424 (Croydon)

0808 800 8000 (National)

secmscroydon@gmail.com

Local support group for people affected by MS and their carers. Affiliated to the national MS Society.

Myasthenia gravis (MG)

Croydon MG Support Group

020 8656 4222

shirkell@btinternet.com

Support and advice for people living with MG and their carers.

Parkinson's

Parkinson's Support Groups

020 8653 2179

martial12@gmail.com

The Carers' Group is for carers and former carers of people with Parkinson's. The Other Half is a support group for people with Parkinson's and their carers

Parkinson's UK Croydon Branch

01737 355 487

jackygreen234@hotmail.com

An active local group in Croydon providing friendship and support to people with Parkinson's and their carers. Offers monthly meetings with speakers, support groups, weekly exercise classes, outings, annual holiday and transport to meetings if needed.

Physical disability or sensory impairment

Croydon Hearing

020 8686 0049

www.croydonhearing.org.uk

Advice, information and practical help for Croydon residents with hearing loss and their carers. Conducts environmental equipment assessments on behalf of social services and offers advice on equipment. Nine drop-in surgeries across the borough offer help with re-tubing NHS hearing aids and provision of batteries.

Croydon Vision

020 8688 2486

info@croydonvision.org.uk

www.croydonvision.org.uk

Range of services for blind and partially sighted people including information, advice and guidance services, social and support groups, lunch clubs, IT training, counselling and children's activities.

Disability Croydon

020 8688 3622

info@disabilitycroydon.org.uk

www.disabilitycroydon.org.uk

Information, advice, support and advocacy for adults with a physical disability or sensory impairment and their carers.

Royal Association for Deaf People

0845 688 2525

info@royaldeaf.org.uk

www.royaldeaf.org.uk

Provides information, communication services, employment services, advocacy and other services for Deaf people in British Sign Language (BSL).

Sickle cell and thalassaemia

Croydon Sickle Cell and Thalassaemia Centre

020 8251 7229 (NHS)

020 8251 7259 (Support Group)

mhn-tr.Sicklethal@nhs.net (NHS)

info@cscats.org (Support Group)

www.cscats.org

The Medical Centre is a nurse-led walk-in centre provides information, advice, screening and counselling for people with sickle cell/thalassaemia and their carers. The voluntary support group provides support and fundraising.

Stroke

Croydon Stroke Support Group

01444 458 075 / 07952 565 285

www.croydonstrokesupport.co.uk

Information, advice, social and craft activities, entertainment and exercise for people who have had a stroke and their carers. People with Parkinson's are also welcome.

Family and Carer Support Croydon

020 8653 2069

strokeactioncroydon@yahoo.co.uk

Provides information, advice and support to people who have had a stroke and their families/carers. Offers home visits, friendship networks, carers' support, assistance to access local leisure activities and communication support.

The Stroke Association

0303 3033 100 (National Helpline)

www.stroke.org.uk

Information and advice for those who have had a stroke and their carers. Runs a number of local support groups.

Substance addiction

Alcoholics Anonymous (AA)

0800 917 7650

www.alcoholics-anonymous.org.uk

There are various AA groups meeting in Croydon, some of which are open to carers at least once a month.

Can arrange for someone to accompany a person to their first meeting.

Al-Anon Family Groups

020 7403 0888

www.al-anonuk.org.uk

Supports anyone whose life is, or has been, affected by someone else's drinking. Alateen (part of Al-Anon) is for young people aged 12- 17 who are affected by someone else's drinking. Contact for details of local support groups.

Croydon Drug and Alcohol Recovery Network

0300 123 9288 (open 24-hours)

croydonrecoverynetwork@turning-point.co.uk

www.turning-point.co.uk/croydon-recovery-network

Single access point drug and alcohol support service. You must live in Croydon or be registered with a Croydon GP to use the service.

Advice

Advice Services Croydon

020 8686 0066

asc@adviceservicescroydon.org.uk

www.adviceservicescroydon.org.uk

Provides a range of information, advice, advocacy and support services for people living in Croydon.

Bereavement support

Christ Church Purley

Bereavement Support Group

020 8660 2337 / 020 8651 3335

Support group for people who have been bereaved (open to everyone regardless of faith).

Cruse Bereavement Care Croydon

020 8916 0855 (24-hour answer phone)

www.crusecroydon.org.uk

Information, support and social groups for people who have been bereaved. Free one-to-one counselling in people's homes.

St Christopher's Candle Child Bereavement Service

020 8768 4533

www.stchristophers.org.uk

One-to-one and group counselling for children and young people in South East London who have been bereaved. Offers an advice service for parents.

Woodside Bereavement Service - The Listening Ear

020 3256 2009

www.thelisteningear.org.uk

Free counselling for anyone (child or adult) who has been bereaved, including pre-bereavement counselling for people with a life-limiting condition and their carers.

The Carers' Information Service

produces a factsheet for carers who have experienced bereavement. Copies of the factsheet can be ordered by visiting the Carers Support Centre, calling 020 8649 9339, option 1 or emailing enquiries@carersinfo.org.uk.

Counselling

Care to Listen

07956 891 203 / 07985 343 619

www.caretolisten.co.uk

Low-cost counselling service based in Croydon. Sessions start at £10 for people who are unemployed. Sessions cost £15-£35 for people in employment.

CPF Counselling Croydon

020 8760 0665

email@cpfcounselling.org.uk

www.cpf counselling.org.uk

Counselling service that aims to charge clients what they can realistically afford - this is usually between £15 and £45 a session. £10 registration fee applies.

Croydon Drop In

020 8680 0404

enquiries@croydondropin.org.uk

www.croydondropin.org.uk

Free counselling, information, advice, family support and advocacy services for young people aged 11-25 and their families. Young person must live, work or study in the London Borough of Croydon.

Mind in Croydon

020 8763 2064

admin@mindincroydon.org.uk

www.mindincroydon.org.uk

Carers' Counselling Service offers up to six free counselling sessions for any carer aged 16 or over in Croydon. Also provides low-cost counselling for Croydon residents with mental health problems and their carers. Clients are asked to pay what they can afford (minimum £5 if unemployed or £15 if employed).

Off the Record

020 8251 0251

info@offtherecordcroydon.org

www.offtherecordcroydon.org

Free counselling for young people aged 14-25, including young carers. Young person must refer themselves.

Employment

ACAS

0300 123 1100

www.acas.org.uk

Provides employment information, advice and early conciliation service (early resolution support before cases reach tribunal). Helpline is open Monday to Friday, 8am - 8pm and Saturday 9am - 1pm.

Access to Work

0345 268 8489

atwosu.london@dwp.gsi.gov.uk

www.gov.uk/access-to-work

Grants to help pay for practical support for disabled people who need help to start or stay in work, or start up their own business.

Croydon Supported Employment Service

020 8655 3344

www.statusemployment.org.uk/croydon-service

Supports people with a mental health problem in finding and keeping paid employment. Includes help with CVs, preparing for interviews and attending interviews with the individual.

Employers for Carers

www.employersforcarers.org

Advice and support for employers wanting to develop carer-friendly policies and practice. Website gives details of the business case for supporting carers and links to relevant research, which could strengthen a carer's argument when requesting flexible working.

Gateway Employment

gatewayemployment@croydon.gov.uk

Supports people aged 16 and over with learning disabilities, physical disabilities, sensory impairments and mental health needs and autism. Supports young people and adults to prepare for, secure and maintain employment, including paid and voluntary roles. Provides a fortnightly employment drop-in for carers at the centre.

Global Solution Services

020 8665 4297/8

www.globalsolutionservices.co.uk

Specialist support provider contracted by the National Careers Service to deliver careers advice. Can provide face-to-face appointment to offer careers guidance, information on training and education, interviews, application forms, Job Search and CVs. Further advice after the initial appointment is available by telephone.

Jobcentre Plus

0345 604 3719 (National Enquiry Line)

www.gov.uk/contact-jobcentre-plus

Work Preparation Support for Carers offers advice and training to help carers get back into employment.

National Careers Service

0800 100 900

www.nationalcareersservice.direct.gov.uk

Provides information, advice and guidance on education, training and career opportunities online or over the phone. Online career tools include a CV builder.

Mind Employment Support

020 8253 8203/4

www.mindincroydon.org.uk

Support for people aged 18-64 who have a mental health problem and want to access employment. Referrals from primary and secondary care health professionals are accepted. Clients must also complete an application form.

Work Choice

0345 604 3719 (National Enquiry Line)

www.gov.uk/work-choice

Work Choice replaces Work Preparation and helps disabled people get into employment. Provides job-finding support, interview coaching and skills development. Speak to a Disability Employment Adviser (DEA) at your Jobcentre Plus for details.

Working Carers Project

020 8663 5664 (Andy)

andy@helpforcarers.org.uk

Help for Carers Croydon employment project for carers funded by Croydon Council. Provides advice, advocacy and a monthly evening support group for unpaid carers in employment. Also supports employers to identify and support carers in the workplace.



Working Families

020 7017 0072

advice@workingfamilies.org.uk

www.workingfamilies.org.uk

'Waving not Drowning' project provides information and support to carers and parent carers who wish to combine work with caring responsibilities.

Equality Advisory and Support Service

0808 800 0082

www.equalityadvisoryservice.com

Provides information and guidance on equality law and discrimination. Helpline is open Monday to Friday, 9am - 8pm and Saturday 10am - 2pm.



Legal advice

Civil Legal Advice

0345 345 4345

www.gov.uk/civil-legal-advice

www.gov.uk/check-legal-aid

Free and confidential legal advice for people eligible for legal aid. Open Monday to Friday, 9am - 8pm and Saturday, 9am - 12.30pm. Provides legal advice online and by telephone, including online information on eligibility for legal aid.

Croydon Law Centre (part of South West London Law Centres)

020 8767 2777

croydon@swllc.org

www.swllc.org

Offers a daytime clinic and evening clinic two nights a week. Daytime clinic is appointment only and evening clinic is first-come, first-served. Clinics provide initial, one-off advice and signposting and referral where necessary. Services are intended for people who cannot afford legal services.

Bromley and Croydon Women's Aid

020 8313 9303

info@bawa.org.uk

Information, advice and support services for anyone suffering domestic abuse.

Croydon Council Adult Abuse Reporting Line

020 8726 6500

www.croydon.gov.uk/healthsocial/sva/reporting-abuse

Anyone who has concerns about the abuse or potential abuse of a vulnerable adult must report it to the adult abuse reporting line or report online. Concerns about child abuse or neglect should be reported to Croydon Children's Services on 020 8726 6400 (24 hours).

Family Justice Centre

020 8688 0100

fjc@croydon.gov.uk

Information, advice and support for anyone suffering from domestic abuse. Drop-in and appointments service is open Monday, Tuesday and Friday from 9am to 5pm, Wednesday from 8am to 5pm.

Social care

Adult Social Care

020 8726 6500

referral.team2@croydon.gov.uk

www.croydon.gov.uk/healthsocial/adult-care

Point of contact for adult social care for anyone with support needs aged 18 or over. Self-referrals can be made online, by phone or by email. For more information, see our *Getting Support from Social Care* factsheet (adults) or *Caring for a Child* factsheet (children).



HOW TO 01

Information and Advice

Every effort has been made to ensure the contents of this factsheet are correct, but the Carers' Information Service cannot accept responsibility for information that is inaccurate or for the quality of the services listed. All the *How To... A Guide for Carers in Croydon* factsheets are available at www.carersinfo.org.uk to download, where they will be regularly updated.

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Information
Service

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CROYDON
www.croydon.gov.uk