

HOW TO 07

Practical Help

This factsheet looks at financial and practical support in the home for carers and the people they care for. For information on care providers and respite services, see our **Getting Support from Social Care** factsheet. 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.

Equipment and adaptations

Disability equipment and adaptations for the home for adults can be provided after an assessment from Croydon Adult Social Care (020 8726 6500, www.croydon.gov.uk) or Croydon Health Services. The assessment will usually be carried out by an occupational therapist (OT). The person you care for may be placed on a waiting list, though urgent cases will be assessed more quickly. They can also use the Croydon Council online assessment tool to find the right equipment, though this may not be suitable if the person has more complex needs: www.asksara.dlf.org.uk. To request an assessment, contact Croydon Adult Social Care (see contact details above).

If Croydon Adult Social Care agrees that an item of equipment or a minor adaptation is essential, it should be provided free of charge. There may be a charge for non-essential equipment. If a major adaptation is agreed, the person you care for may be financially assessed to see if they need to contribute towards the cost.

Loaned equipment is available free of charge, but supplies are limited and there is a waiting list for some items.

If you look after a child with a permanent and substantial disability who requires essential equipment or home adaptations, health trust staff will assess your child's needs and organise the appropriate services. For more information contact Croydon Children's Community Health Services on 020 8274 6850.

You can also buy equipment yourself, including second-hand. Before making a purchase, make sure you know what the person's needs are and that you get the right advice.

To help you make your choice, check whether any equipment you buy meets British Standards - if it does, it will have the British Standards Institute (BSI) Kitemark. You can find more information and advice at the Aztec Centre, or by talking to a physiotherapist or occupational therapist.

Carers Information Service



Local services

Aztec Centre (also known as Access Ability Centre)

020 8664 8860

www.croydon-care-solutions.com

Equipment and mobility shop run by Croydon Social Care and Croydon Health Services. Offers a large selection of assisted living and mobility aids to buy, and mobility aids to hire. Equipment demonstration showroom is open to the public Monday to Friday, 9am- 5pm, offering impartial information and advice.

Croydon Hearing

020 8686 0049

www.croydonhearing.org.uk

Assessments and home visits for free equipment (supplied by Croydon Social Services and Croydon Health Services) for people with a hearing impairment. Services provided include: free batteries for hearing aids, free NHS hearing aid checks, free re-tubing of hearing aids (appointment only), advice and assessments, home visits and drop-in hearing surgeries.

Croydon Neighbourhood Care

020 8662 1000

www.cnca.org.uk

Some Croydon Neighbourhood Care groups loan disability and mobility equipment to people in their catchment area. Contact directly for details.

Croydon Wheelchair Service

020 8665 9313

www.croydonhealthservices.nhs.uk/wheelchair-service.htm

Provides specialised buggies, manual wheelchairs and powered wheelchairs for adults or children with long-term mobility needs. Offers a range of specialist cushions to prevent pressure sores/support good posture and an in-house seating service where required. A GP or social worker referral is required and there may be a waiting list, depending on individual needs.

Going For Independence

01287 204 204

info@goingforindependence.org

www.goingforindependence.org

Helpline providing information and advice on equipment and adaptations that can support independent living. Can put people in touch with private occupational therapists (OTs).

NHS Equipment Services

020 8274 6300

www.croydonhealthservices.nhs.uk

Health or medical equipment such as wheelchairs, walking frames and pressure-relieving mattresses/cushions is provided by Croydon Health Services. Referrals for assessment are made via a GP.

Remap London South

01732 760 209

londonsouth.projectcoordinator@remapgroups.org.uk

www.londonsouth.remap.org.uk

South London branch of Remap. Designs and manufactures bespoke items free of charge when there is nothing suitable available commercially, through the NHS or via social services. Meets at Croydon Voluntary Action offices in Croydon town centre.

National services

British Healthcare Trades Association (BHTA)

020 7702 2141

info@bhta.com

www.bhta.net/find-a-member

National association for disability equipment providers. Members sign up to their Code of Practice as overseen by the Chartered Trading Standards Institute (CTSI). Consumers can look for the BHTA logo from providers.

The British Wireless for the Blind Fund

01622 754 757

info@blind.org.uk

www.blind.org.uk

Provides audio equipment specifically designed and adapted for visually impaired listeners. Applicants must be registered blind or partially sighted, live in the UK, be aged eight plus and receive a means-tested benefit. Equipment is provided on a free permanent loan.

DEMAND

01923 681 800

info@demand.org.uk

www.demand.org.uk

Designs and manufactures bespoke items free of charge when there is nothing suitable available commercially, through the NHS or via social services.

Disabled Living

0161 607 8200

info@disabledliving.co.uk

www.disabledliving.co.uk

Provides information about equipment, assistive technology and services for disabled adults and children, as well as older people.

Disabled Living Foundation

0300 999 0004

info@dlf.org.uk

www.dlf.org.uk

Provides information and advice on mobility and daily living equipment. Their Living Made Easy www.livingmadeeasy.org.uk/retailers.php website provides advice and information on daily living equipment, including a searchable database. The AskSARA online guided advice tool www.asksara.dlf.org.uk provides specific product recommendations based on responses to a short questionnaire.

Motability

0300 037 0100

www.motability.co.uk

Enables adults and children receiving certain benefits to exchange their mobility allowances to lease a new car, scooter or power wheelchair. Eligible benefits include Disability Living Allowance (higher rate mobility) and Personal Independence Payment (enhanced rate mobility). The disabled person does not need to drive the car, as long as the car is used for their benefit. For information about potential vehicle tax discounts, see our *Getting About* factsheet.

Radar Keys

<https://crm.disabilityrightsuk.org/radar-nks-key>

Radar keys give independent access to locked public toilets across the country for disabled people. Keys are available from the Carers Support Centre, 24 George Street, Croydon CR0 1PB for £3, or can be purchased online from Disability Rights UK for £4.50 (including post and packaging).

Rica

020 7427 2460

mail@rica.org.uk

www.rica.org.uk

Provides information and research for older and disabled consumers on household items, technology and mobility equipment. Produces consumer guides available to download or to order as a paper copy.



Continence products

For continence advice and products, referrals must be made to the Croydon Continence Service (020 8401 3647) by a health professional e.g. GP or health visitor.

PromoCon

0161 607 8219 (Helpline)
promocon@disabledliving.co.uk
www.disabledliving.co.uk/promocon
Provides information and advice on continence and continence products for disabled children and adults. Part of Disabled Living. Disabled Living also provides an online list of continence product manufacturers: www.disabledliving.co.uk

Second-hand equipment

A range of websites which allow you to buy and sell second-hand disability equipment:

Disability Equipment Service

07845 041 678
www.disabilityequipmentservice.co.uk

Disabled Gear

info@disabledgear.com
www.disabledgear.com

The Mobility Market

0161 788 8676
www.themobilitymarket.co.uk

Technology



AbilityNet

0800 269 545
enquiries@abilitynet.org.uk
www.abilitynet.org.uk
Free services to help disabled people get the most out of computers and the internet. Helpline offers advice about computers and disability for disabled people and carers. My Computer My Way provides information on changing your computer's settings to suit accessibility needs. Also produces a range of factsheets with expert advice for disabled people who may need specialised hardware or software. ITCanHelp volunteers offer free computer assistance to disabled and older people in their own homes.

IT Buddy at the Carers Support Centre

020 8649 9339, option 1
ruthlaws@carersinfo.org.uk
www.carersinfo.org.uk
Volunteer IT buddies can support carers with any IT issues at the Carers Support Centre. Please note volunteers cannot help with repairs. Must be booked in advance - see contact details above.

Jointly

jointlyappsupport@carersuk.org
www.jointlyapp.com
Online and mobile app made by Carers UK to help make care co-ordination easier for carers who share their caring role with others. App features include group messaging, a calendar, to-do lists and medication records. App costs £2.99 for individuals.

Local equipment providers

Below are some local suppliers of mobility and/or daily living equipment:

Barrie's Mobility Service

91 Homestead Way, New Addington CR0 0JG
01689 845 942

Type of equipment: Mobility

Items to purchase: Yes

Items to hire or loan: No

Specialises in wheelchair and scooter repairs. Home visits available.

Care Providers

175 Shirley Road Croydon CR0 8S
020 8656 4627
www.shirleypharmacy.co.uk

Type of equipment: Mobility, Daily Living

Items to purchase: Yes

Items to hire or loan: Yes

Products include wheelchairs and incontinence and pressure relief items.

London Mobility

Devon House, Eastbourne Road, Blindley Heath RH7 6JJ
01342 717 403
www.londonmobilityretail.co.uk

Type of equipment: Mobility, Daily Living

Items to purchase: Yes

Items to hire or loan: Yes

Mobility Centre

161 Stafford Road Wallington SM6 9BT
020 3375 3418
www.mobilitycentre-surrey.co.uk

Type of equipment: Mobility, Daily living

Items to purchase: Yes

Items to hire or loan: Yes

Repair wheelchairs and scooters. Home visits available.

Home adaptations

Disabled Facilities Grant

020 8726 6100 (Private Sector Housing Grants Team) Information
020 8726 6500 (Croydon Adult Social Care) Assessment
hsg-privatehousing@croydon.gov.uk (Private Sector Housing Grants Team)
Referral.team2@croydon.gov.uk (Croydon Adult Social Care)
www.croydon.gov.uk/housing/privatehousing/disability
Grants of up to £30,000 for owners and tenants of private and housing association properties to pay for adaptations to help a disabled person stay in their home. The grant is means-tested and individuals will be financially assessed. Applicants need to contact Croydon Adult Social Care and arrange for an occupational therapist (OT) to visit their home to assess which adaptations are needed. After this assessment, an application for the Disabled Facilities Grant can be made.

Home and garden maintenance

Age UK Croydon

020 8683 7120
homeservices@ageukcroydon.org.uk
www.ageukcroydon.org.uk
Handy Person Service can carry out small jobs around the home such as changing light bulbs, fitting draught proofing, unblocking sinks or putting up shelves. Can also help with fitting key safes. General service costs £25 for first hour and £22 per hour thereafter. Key safe fitting costs £71, including both supply and fitting. Home Help Service can help with domestic tasks such as housework, basic meal preparation, laundry, and shopping. Service costs £13 an hour.

Croydon Neighbourhood Care

020 8662 1000
info@cnca.org.uk
www.cnca.org.uk
Some Croydon Neighbourhood Care groups can provide occasional help with gardening, shopping and/or household tasks.

Private cleaning, gardening and handy person services

It is generally a good idea to check tradespeople before using their services:

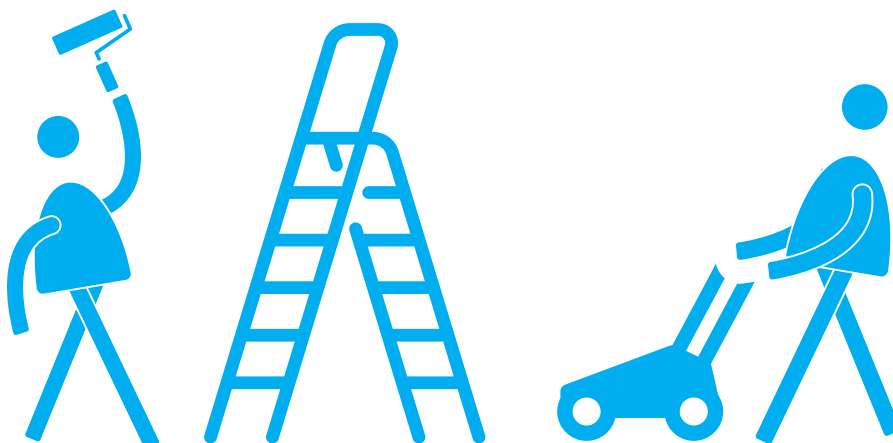
- Age UK Croydon (020 8680 5450, www.ageukcroydon.org.uk) holds a register of local tradespeople (including cleaners, gardeners and handy person services) who have been recommended as trustworthy and have undergone police checks.
- Checkatrade (0333 0146 190, www.checkatrade.com) lists tradespeople who have been vetted and whose work is monitored via customer feedback.
- Trustmark (0333 555 1234, www.trustmark.org.uk) lists tradespeople operating to government-endorsed standards.

Reablement

There are a number of organisations providing short-term reablement support to help people living independently after being discharged from hospital, including support with household tasks. For more information, see our *Health and Hospital Services* factsheet.

Staying Put

020 8760 5505
www.croydon.gov.uk
Organises low-cost home repairs or adaptations for older, disabled and other vulnerable people in Croydon. Service costs 10%-15% of the final cost of work. Can provide an interest-free loan to carry out work until the property is sold. Handy Person Service carries out minor repairs/odd jobs at £25 per hour (plus cost of materials) and a basic garden maintenance service at £25 an hour.



Utilities

Gas Safe Register

0800 408 5500
www.gassaferegister.co.uk
Maintains a list of gas engineers who are registered to work safely and legally on boilers, cookers, fires and all other gas appliances. By law, all gas engineers must be on the Gas Safe Register.

Grants

For details on grants towards utility bills, see our *Grant-Giving Organisations* factsheet.

Priority Services Register (PSR)

Scheme run by energy suppliers offering additional free services to disabled customers, customers with a long-term illness and customers receiving a pension. Services may include: moving the meter to make it easier to read, free quarterly meter reading, bills sent to a carer, annual safety checks and priority reconnection in case of any disruption of supply. Utility bills can be provided in large print, Braille or audio. Each energy supplier has its own Priority Services Register. Customers who receive gas and electricity from different suppliers will need to register with each company.

To be eligible for the PSR free annual gas safety check, customers must own their own home and receive a means-tested benefit such as Pension Credit or Income Support. Customers must either live alone; live with other adults who are aged over 60; have a disability or a long-term illness; or live with a child aged under five.

Warm Home Discount

The Warm Home Discount replaces the previous social tariff system which gave 'vulnerable' customers a discount on gas and electricity bills. Under the scheme, you can receive a £140 discount on electricity bills if your energy supplier is part of the scheme, your name (or partner's name) is on your energy bills and you receive the Guarantee Credit element of Pension Credit. If eligible, you should automatically receive the discount. Even if you are not automatically eligible, some energy suppliers have broader eligibility criteria; for example, you may be eligible if you are on a low-income and receive certain means-tested benefits. Check with your energy supplier for more information.

Water Sure Scheme

0800 980 8800

www.thameswater.co.uk

Thames Water customers who struggle with bills and need extra water can receive a cap on water bills if they are on a meter. To be eligible, customers must receive a means-tested benefit and either have three or more children under the age of 19 living with them or someone living in the household with a medical condition that requires significant additional water usage.



Landlines and mobile phones

Ofcom requires phone companies to offer a range of services to disabled customers, including:

- An approved text relay service for people with a hearing or speech impairment.
- Emergency text service for people who cannot make voice calls and need to contact emergency services. To register, send the word register in a text message to 999.
- Free directory enquiries for people who are unable to use a printed directory because of a disability. Call 0800 587 0195 to apply.
- Priority fault repair (fixed line only) for customers with an urgent repair who need their phone because of ill-health or disability.
- Third party bill management - nominate a friend or relative to manage bills.
- Bills and contracts in large print or Braille on request.

Contact the provider to register for these services.

Age UK - My Phone

0800 669 6644

www.ageuk.org.uk/products/computing-and-phones/mobile-phones

Sells mobile phone handsets for older people who prefer a more basic mobile phone.

Ofcom

0300 123 3333

www.consumers.ofcom.org.uk

National communications regulator. Provides online help and advice for consumers on phone, broadband, TV, radio and postal services. You can complain to Ofcom online, by phone or by post. Ofcom does not investigate individual complaints but may investigate national trends.



OwnFone

0800 669 6699

www.ownfone.com

Accessible basic mobile phone aimed at those who find conventional mobile phones difficult to use. To make a call, users can press the name or picture of the person they want to call. The phone can store up to twelve names or photos of contacts.

Telephone Preference Service (TPS)

0345 070 0707

www.tpsonline.org.uk

Record a preference not to receive unsolicited sales or marketing calls with the Telephone Preference Service. It is a legal requirement for telemarketers not to call TPS-registered numbers without your consent. This comes into effect 28 days after registering, though there may be a decline in calls before then. You can register a mobile and/or a landline. Being on the TPS register will not stop unsolicited SMS (text) messages.

Moving and handling

The Carers' Information Service offers Moving and Handling People training. See our monthly *What's On at the Carers Support Centre* guide or call 020 8649 9339, option 1 for future training dates.

Home safety and security

Age UK Croydon - Personal Safety Project

020 8680 5450

personalsafetyproject@ageukcroydon.org.uk (Personal Safety Project)

www.ageukcroydon.org.uk

Personal Safety Project aims to help older people who have fallen, or who are at risk of falling, in their own home. Following referral and an initial risk assessment, the project will provide ongoing support for up to six weeks to monitor and reduce the risk of further falls. For information on rehabilitation and reablement after being in hospital, see our *Hospital Services and Discharge* factsheet.

Care and Repair

0115 950 6500

info@careandrepair-england.org.uk

www.careandrepair-england.org.uk

Produces a range of publications for people with specific conditions on making their home as safe and comfortable as possible.

Croydon CarelinePlus (Telecare)

020 8654 7166

careline@croydon.gov.uk

www.croydon.gov.uk/healthsocial/adult-care/support-at-home/careline

Telecare sensors can help to manage risk in the home and enable people to live as independently as possible, while providing increased peace of mind for carers. Users wear a Careline button as a necklace or wrist strap and press the button to automatically dial the control centre in case of a fall or accident. Operators will stay on the line with the user until help arrives.

A range of telecare sensors can be programmed into the Croydon Careline unit such as:

- Smoke, flood, gas and carbon monoxide detectors.
- Reducing the risk of falls by using fall detectors.
- Property exit systems which reduce the risk of the person you care for leaving their home at inappropriate times.

- Automatically alerting a carer of a potential risk situation within the home.

There is a one-off installation fee and a weekly/quarterly charge for this service. You can also receive this service after a Needs Assessment of the person who needs support by Croydon Adult Social Care, who will be financially assessed for their ability to pay. Requests for telecare services need to be made via the Croydon Council Contact Centre (020 8726 6000), which will refer callers to the Careline Team for an assessment (020 8654 7166, careline@croydon.gov.uk). Contact Careline for a demonstration.

Croydon Trading Standards

020 8407 1311

www.croydon.gov.uk

Aims to raise awareness of, investigate and prevent doorstep crimes and scams. No longer provides a consumer advice service- call the Citizens Advice Consumer Service on 0345 404 0506 for advice. Services include:

- Doorstep crime advice packs, bogus caller packs for carers and scam avoidance packs.
- Promoting the Nominated Neighbour scheme and No Cold Calling Zones throughout the borough.
- Free door stickers which tell cold callers that they are not welcome.

Gas

0800 111 999 (National Gas Emergency Service)

If you smell gas, call the National Gas Emergency Service 24 hour reporting line on 0800 111 999.

LifeBook

0345 685 1061

www.ageuk.org.uk/home-and-care/home-safety-and-security/lifebook

Free booklet from Age UK. The person you care for can write important information about themselves in the booklet in case of an emergency.

London Fire Brigade

020 8555 1200

www.fireservice.co.uk

Provides free home safety checks and smoke alarm fittings.

Planning for emergencies

You can raise any concerns about what would happen to the person you care for in an emergency during your Carer's Assessment. See our *Getting Support from Social Care* factsheet for details on Carer's Assessments. To request an assessment, contact Help for Carers on 020 8663 5664.

The Carers' Information Service produces an emergency card to show that someone relies on you for care, and provides details of who to contact in an emergency. Collect your card from the Carers Support Centre, 24 George Street, Croydon CR0 1PB or call 020 8649 9339, option 1.

Croycare

0208 654 7166 (CarelinePlus)

careline@croydon.gov.uk

A free carers' emergency card service operated by Croydon Council. If you register as a carer in Croydon, you will receive a card with your name, unique ID number and an emergency phone number. If you have an accident, emergency or are taken seriously ill, you can call the 24 hour CarelinePlus team. A team member will visit the person you care for and stay with them for up to two hours. This period will allow more permanent care arrangements to be put into place if required.

Message in a Bottle

020 8689 7507 (Croydon Lions Club)

www.lions.org.uk

Message in a Bottle scheme aims to save emergency services time if they need to enter a property in an emergency. Stickers on the back of the front door and on the fridge door guide emergency services to a plastic bottle in the fridge, containing personal and medical information about members of the household and details of emergency contacts. Bottles are available for free from Croydon Lions Club (see contact details above) or from the Carers Support Centre, 24 George Street, Croydon CR0 1PB.

Falls

If the person you care for has a fall and cannot get up again, even with your assistance, call 999 and make the person as comfortable as possible until help arrives. When helping someone get up, be careful not to endanger your own health or safety, and, if in doubt, call 999. Calling 999 in these circumstances is recommended by the London Ambulance Service, and you should not be concerned about calling the emergency services in what may not seem to be a life-threatening situation.

Food delivery

Frozen Meal Delivery Services

There are a number of frozen meal delivery services in the borough:

- Oakhouse Foods: 0333 370 6700, www.oakhousefoods.co.uk.
- Wiltshire Farm Foods: 0800 077 3100, www.wiltshirefarmfoods.com.

Meals on Wheels

020 8726 6550 (Croydon Adult Social Care)
0808 250 8950 (Apetito)
www.mealsonwheels.info
Daily lunchtime meal delivery service on behalf of Croydon Adult Social Care provided by contracted company Apetito. The service is also available to private clients.

Supermarket Delivery

All major supermarkets now offer an online grocery shopping delivery service (delivery charges apply). Other services include:

- Sainsbury's offers a telephone order service (0800 328 1700) which has an additional cost of £2.95 per order (delivery charges still apply).
- Milk and More (0345 606 3606, www.milkandmore.co.uk) can deliver milk and other basic household items up to six times a week with free delivery.

Food banks

Food banks provide emergency supplies (usually three days' provision) of food to people in need. Access to food banks in Croydon is usually via a professional who has identified a person as 'in need' and referred them to a food bank, or given them a ticket or voucher to redeem for food. Food banks operating in the Croydon area are:

- Community Food Store (020 3643 8091, www.sa-ho.co.uk): People are referred by member organisations (including the Carers' Information Service).
- Croydon Food Bank (020 8686 5664, www.croydon.foodbank.org.uk): Vouchers issued by frontline professionals.
- Norwood and Brixton Food Bank (07722 121 108, www.norwoodbrixton.foodbank.org.uk): Vouchers issued by frontline professionals.
- Purley Food Hub (07546 635 295): Tickets provided by partner agencies (including the Carers' Information Service).
- Vine Foodbank- Salvation Army (07855 645 463, www.salvationarmy.org.uk/new-addington): People are referred by local agencies (including the Carers' Information Service).

Household goods



British Heart Foundation - Croydon Furniture and Electrical Store

020 8712 5420
www.bhf.org.uk

Sells a range of used and new items of furniture and domestic appliances.

Freecycle and Freegle

Croydon has a Freecycle group (www.freecycle.org) and a Freegle group (www.ilovefreegle.org) where people list unwanted items that are being given away for free, and people in need of an item can put up a wanted advert.



Notes

HOW TO 07

Practical Help

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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Carers
Information
Service

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www.croydon.gov.uk