

HOW TO 08

Leisure & Holidays



This factsheet provides information on leisure activities and holidays for carers and disabled people.

Leisure

All of the activities listed in the *Leisure* section of this factsheet are open to adults. Some are open to children as well, but for activities *specifically* aimed at children see our *Caring for a Child* factsheet.

Charges apply for most of the activities listed.

Information



Carers' Information Service

020 8649 9339, option 1
www.carersinfo.org.uk

- Join our mailing list to be kept up to date with events and activities for carers and disabled people in Croydon.

Croydon Online

www.croydononline.org

- Community website listing local organisations, activities and clubs for all ages and abilities.

DisabledGo

0845 270 4627

www.disabledgo.com

- Lists the accessibility of leisure and entertainment venues in Croydon (and around the UK), including pubs, restaurants, cinemas and shops.

Sport and Physical Activity Team

020 8726 6900

www.croydon.gov.uk

- Aims to improve the health of Croydon residents by encouraging participation in physical activities, and offering reasonably priced activities at local facilities.
- Projects include Cycling on Referral, Exercise Referral Scheme and Walking for Health.
- Produces *Get Up & Go!* - a guide to the range of physical activity opportunities in Croydon.

Leisure Link

020 8239 4393

andrew.slegg@croydon.gov.uk

- Leisure Link publishes a newsletter and holds meetings to share information about leisure activities for people with learning disabilities in Croydon.

Financial Help

Pensioners, disabled people and those on a low income may be able to get reductions on entrance fees for leisure activities and tourist attractions.

These concessions are sometimes not advertised, so it is always worthwhile asking, and carrying proof of age, disability or entitlement to income-related benefits.

Many attractions have a carer goes free policy, but the disabled person may need to show proof of their disability such as a letter confirming they are in receipt of a disability benefit. Carers who are members of the Carers Support Centre can use their membership card as proof of their caring status.

Carers Support Centre Membership Card

020 8649 9339, option 1

www.carersinfo.org.uk

- Carers who live in Croydon can become members of the Carers Support Centre, and be given a free membership card that is linked to discounts at a range of businesses in Croydon.

Cinema Exhibitor's Association Card

0845 123 1292

www.ceacard.co.uk

- Enables people receiving Disability Living Allowance, Attendance Allowance, Personal Independence Payment, or who are registered blind to get one free ticket for someone accompanying them to the cinema.

Croydon Council Leisure Centres

www.fusion-lifestyle.com

- If a disabled person needs a carer with them in order to access leisure centre services the carer is entitled to free entry.
- Disabled people are entitled to discounted rates for all leisure centre activities.
- These concessions only apply to Croydon residents, and proof of disability will be required in both instances.
- Residents aged 60 and over can swim for free during any public session (subject to applying for a membership card at a cost of £2).



Activities

Age UK Croydon

020 8683 7100

www.ageukcroydon.org.uk

- Range of social and keep fit activities including drama, dancing, Zumba and arts and crafts for people aged 50 and over.
- Regular events such as quiz nights, dances and seasonal celebrations.
- Men's Project encourages men to be more active within their community.

Alzheimer's Society Croydon

020 8653 2818

www.alzheimers.org.uk

- Forget-Me-Not Café is a monthly social event for people with dementia and their carers.

Anti-Gravity

01883 620971

www.ag-tc.co.uk

- Special needs trampolining for children and adults.

Association of Pastoral Care in Mental Health

020 8654 4010

www.croydon-apcmh.co.uk

- Drop-in sessions, creative workshops and social activities for people with mental health problems.

Carers Café

020 8649 6280

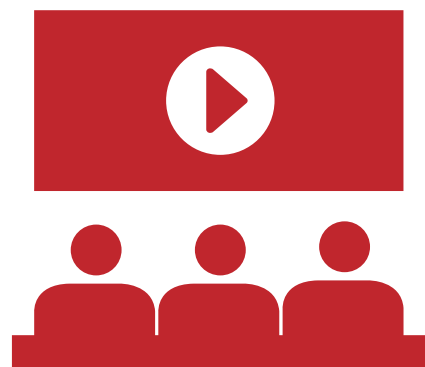
www.carersinfo.org.uk

- Carers are welcome to drop into the café at the Carers Support Centre, 24 George Street, Croydon CR0 1PB, and enjoy free refreshments while meeting other carers and chatting to staff and volunteers.
- Free books, magazines and newspapers are also available.
- Café is open Monday to Friday, 10.30am - 12.30pm.

Cinema

www.yourlocalcinema.com

- Details of local screenings of films with subtitles or audio description.



Club Soda

020 8253 1034

www.club soda.org.uk

- Events and club nights run by and for people with learning disabilities.

Community Access Service

020 8726 6000 ext 61661

- Supports adults under 65 with a physical disability and/or sensory impairment to access leisure opportunities (in addition to learning and job opportunities).
- Runs a number of weekly activities including cinema outings, computer sessions and swimming.
- Access is via a social services referral.

Contact the Elderly

0800 716 543

www.contact-the-elderly.org.uk

- Runs two schemes in Croydon for elderly people to meet one Sunday afternoon a month for tea, talk and companionship in a volunteer's home.

Crossroads Care - South Thames Carers Support and Advocacy Service

020 8649 9339, ext 664

www.crossroadscareouththames.org

- Coffee clubs, pub club, cinema club and one-off events and lunches for carers who are registered or would like to register with them.

Croydon Accessible Transport

020 8665 0861

www.croydonaccessibletransport.org.uk

- Explorers' Club offers regular trips to the coast and places of interest for older and disabled people.
- Carers are welcome, but will be expected to pay full price.

Croydon Adult Learning and Training (CALAT)

020 8726 7777

www.calat.ac.uk

- Range of adult education classes including creative arts, dancing, singing, exercise and cookery.

Croydon Carers Centre

020 8688 7219

www.croydoncarers.org.uk

- Occasional outings and events for carers throughout the year.

Croydon Contacts

020 8645 9448

www.croydoncontacts.com

- Provides supported leisure activities for disabled adults (over 18), including a drama club, cinema trips, bowling, cycling and a Sunday lunch club.

Croydon Leisure Centres



www.fusion-lifestyle.com

- All of Croydon's leisure centres are accessible, with accessible toilets, changing areas, lockers and parking.
- All swimming pools have a hoist and offer disabled swimming sessions.
- There is a range of accessible activities on offer such as trampolining, exclusive gym sessions, boccia, table tennis and seated aerobics. Not all activities are offered at all centres so call for details.
- New Addington (01689 842 553)
- Purley (020 8668 7251)
- South Norwood (020 8662 9464)
- Thornton Heath (020 8689 5300)
- Waddon (020 8760 0657).

Croydon Libraries

020 3700 1030

www.croydonlibraries.com

- Home library service delivers books (including large print, Braille and talking books) every four weeks for people who are housebound or visually impaired.

Croydon Neighbourhood Care

020 8662 1000

www.cnca.org.uk

- Network of neighbourhood care groups across Croydon. The groups are independent and have their own volunteers that offer a variety of services to meet the needs of people in their area who are isolated, vulnerable or disabled.
- Some groups offer befriending, coffee mornings and tea parties, entertainment and outings, exercise classes and lunch clubs.

Croydon Stroke Support Group

01444 458 075 or 07952 565 285

www.croydonstrokesupport.co.uk

- Range of services for people who have had a stroke or have Parkinson's and their carers, including social and craft activities, entertainment and exercise.



Croydon Mencap

020 8684 5890

www.croydonmencap.org.uk

- Leslie Park Project (020 8662 9201) offers daytime activities such as dance, gardening, arts and crafts and outings for younger adults (18-35) with learning disabilities. Access is via a social services referral.
- Disco nights for adults (over 18) with learning disabilities and their carers.
- Monday Evening Social Club offers leisure activities for adults (over 18) with a learning disability such as snooker, darts, tabletop activities and music.
- Older Carers Support Service holds regular coffee mornings, lunches and outings for carers aged 60 and over.
- Carers Welfare Service holds coffee mornings and lunches for carers under 60.

The Diamond Centre for Disabled Riders



020 8643 7764

www.diamondcentre.org.uk

- Therapeutic horse-riding for disabled children and adults.

Disability Rights UK

020 7250 8181

www.disabilityrightsuk.org

- Publishes *Doing Sport Differently* - a comprehensive guide to accessing sport and leisure opportunities for people living with a disability or health condition.
- Available to download for free, or a hard copy can be purchased for £3.99.

Disability Sports Club

07787 555 338

www.tandridgetrust.co.uk

- Sports club offering disabled people (16 and over) the opportunity to try indoor sports with professional coaching.
- Based at de Stafford Sports Centre, but Croydon residents are welcome.

Golden Age Community Group

07940 909 918

croydonseniorvolunteersforum@gmail.com

- Social activities and outings for people aged 60 and over.

Healing Waters

020 8668 2419

www.healingwaters.org.uk

- Caring4Carers Club is a support and social group for carers and ex-carers offering social activities, events, workshops and holidays.
- Healthy Minds Productions offers a range of creative and social activities for BME mental health/learning disability service users.

Imagine Mental Health Croydon

020 8253 7078

www.imagementalhealth.org.uk

- Services for Croydon residents experiencing mental health problems.
- User-Led Groups (020 8253 7078) at a range of venues across the borough provide social interaction and activities. These groups are self-referral and open to anyone with a mental health problem.
- Befriending Service (020 8253 7079) helps people to access social activities of their choice by providing trained volunteers. People will need to be assessed and referred by their care co-ordinator.
- Mentoring Service (020 8253 7069) provides a mentor to support people in their personal goals such as volunteering, employment or support towards becoming more independent. People will need to be assessed and referred by their care co-ordinator.

Magpie Dance

020 8290 6633

www.magpiedance.org.uk

- Weekly adult dance classes and regular Youth Group (age 15-25) and Youth Group Junior (age 11-16) sessions for people with learning disabilities.

Mind in Croydon

www.mindincroydon.org.uk

- Active Minds (020 8253 8205/6) aims to reduce social isolation by supporting people with mental health problems to take part in leisure, sports and social activities.
- The Social Networking Service (020 8688 1210) provides support for people who are experiencing or recovering from mental health problems to engage in activities in the community as part of their recovery.



MS Society Croydon Branch

0800 781 4502 or 020 8660 0389

www.croydonms.org

- Information, support and social events for people with MS and their carers.

South East Cancer Help Centre

020 8668 0974

www.sechc.org.uk

- Range of services for cancer patients and their carers, including complementary therapies and activities such as drama, singing, exercise and arts and crafts.

Turkish Youth and Community Association

020 8665 0425 or 07764 273 293

nilay_tyca@hotmail.com

- Range of services for people from the Turkish-speaking community, including a carers' support group offering outings and events.

Wheels for Wellbeing



020 7346 8482

www.wheelsforwellbeing.org.uk

- Cycling opportunities for disabled children (aged three and over) and adults.

Willow Foundation

01707 259777

www.willowfoundation.org.uk

- Special days out for seriously ill 16-40 year olds who have a life-threatening condition, or advanced stages of progressive life-threatening conditions.

Equality Act

www.equalityhumanrights.com

- Under the Equality Act 2010 disability discrimination is illegal in the provision of goods, facilities and services to members of the public.
- This includes sport and leisure related services, such as: leisure centres, swimming pools, sports clubs, gyms and sporting venues.
- People who think they have experienced discrimination can get information and advice from the Equality Advisory and Support Service Helpline (0808 800 0082, www.equalityadvisoryservice.com).

Holidays

All of the holidays listed in this section of the factsheet are open to adults. Some are open to children as well, but for holidays specifically aimed at children see our *Caring for a Child* factsheet.

Information & Advice

Disabled Travel Advice

www.disabledtraveladvice.co.uk

- Information and advice on travelling, days out and holidays for disabled people.

Gov.uk

www.gov.uk

- Information and advice on holidays and travelling by road, rail, air or sea for disabled people.

Flying with Disability

www.flying-with-disability.org

- Advice and information for disabled people who are planning to travel by air.

Passport Adviceline

0300 222 0000

www.gov.uk

- Advice and information for people whose disability may affect their ability to apply for a passport.

Pet Travel Scheme

0870 241 1710

www.gov.uk

- Allows people to take certain pets, including assistance dogs, into and out of countries in the European Union (and certain non-EU countries) without going through quarantine.

Tourism for All

0845 124 9971

www.tourismforall.org.uk

- Information and advice on all aspects of accessible travel, leisure and holidays in the UK and overseas.

Accessible Holiday Guides & Directories

Caravanable

www.caravanable.co.uk

- Information on caravan sites and beaches around the UK suitable for wheelchairs.

Ceiling Hoist Users Club

01604 805 839

www.chuc.org.uk

- Information on accommodation with ceiling hoists.

Disability Rights UK

020 7250 8181

www.disabilityrightsuk.org

- Publishes *Holidays in the British Isles: a guide for disabled people* (£12.99).

Disabled Holidays 4 U

www.disabledholidays4u.com

- Worldwide accessible holiday directory.

Good Access Guide

01502 566 005

www.goodaccessguide.co.uk

- Information on holidays, travel, leisure and accommodation for disabled people.

Open Britain

0845 124 9971

www.openbritain.net

- Information on accessible places to stay, eat, drink and shop in the UK.

Accessible Holiday Providers

Holidays for All

0845 124 9971

www.holidaysforall.org

- Group of holiday providers offering accessible holidays in the UK and abroad for disabled people with or without their carers.

Supported Holidays

Supported short breaks and holidays for those with learning disabilities are provided by a number of organisations, including:

- Breakaway Supported Holidays, 01245 260 330, www.breakawaysupportedholidays.co.uk.
- Jolly Days Holidays 01277 355 565, www.jollydaysholidays.co.uk.
- Options Holidays 01285 740 491, www.optionsholidays.co.uk.
- Smile Holidays 01273 597 995, www.smilehols.com.

Tour Operators

There are a number of tour operators specialising in arranging holidays for disabled people, including:

- Accessible Travel and Leisure 01452 729 739, www.accessibletravel.co.uk.
- Disabled Access Holidays 0800 622 6000, www.disabledaccessholidays.com.
- Enable Holidays 0871 222 4939, www.enableholidays.com.

Travel Insurance

Some travel insurance agencies specialise in policies for people with pre-existing medical conditions. These agencies may also be able to insure disability or mobility equipment, and provide cover for situations such as an airline being unable to carry an individual due to a change of plane to one that is not accessible.

There is a range of travel insurance comparison tools and websites:

- JustTravelCover.com 0800 231 5532, www.justtravelcover.com.
- Moneysupermarket.com www.moneysupermarket.com.
- Travelinsuranceguide.org.uk www.travelinsuranceguide.org.uk.

Flying

(Within the European Union)

Airlines and tour operators may not refuse to carry passengers, or to take bookings, on the basis of reduced mobility.

A reservation or boarding can only be refused for justified safety reasons, or if the boarding or transport of the disabled person is physically impossible due to the size of the aircraft or the width of its doors.

If someone is refused a reservation, a suitable alternative must be offered, and if boarding is refused, reimbursement or re-routing must be offered - without extra cost to the disabled person.

In addition to these rights, a person with a sensory, physical or learning disability which affects their mobility (or an older person, or someone with a temporary impairment such as a broken leg) has the right to:

- Help at specific arrival points, such as terminal entrances and car parks.
- Help with the check-in process.
- Help with moving through the airport, including to toilets.

Disabled travellers should inform their airline, travel agent or tour operator as soon as possible if they are taking a battery-powered wheelchair or mobility aid, and let the airline know at least 48 hours in advance if any of the above assistance will be needed.

Disabled people can travel with up to two items of mobility equipment free of charge - this is in addition to the baggage allowance. Airlines also have to carry assistance dogs free of charge.

Disabled people who will need help during the flight with tasks such as feeding, taking medication or using the toilet must travel with a carer. The airline will try to sit the disabled person and carer together, but will need 48 hours' notice.

Assistance dogs are allowed to travel in the aircraft cabin with their owner on approved routes and carriers registered to carry assistance dogs.

Airport authorities and airlines have a duty to train the relevant staff to ensure that those providing direct assistance to disabled people can do so appropriately and sensitively.

For more information see *Flying with Disability* on the previous page.

Blue Badge Scheme

The Blue Badge scheme is not recognised in all countries, but it is recognised throughout the European Union (EU).

When used in the EU the Blue Badge allows the holder to make use of the same parking concessions allowed for the country's own disabled citizens.

For more information on using the Blue Badge abroad visit www.fiadisabledtravellers.com.

Medical Care

In cases where emergency medical care is needed abroad, the UK has agreements with some countries which entitle travellers to receive free or low-cost emergency care. These agreements do not mean that travel insurance is not needed.

Travel within the European Economic Area & Switzerland

0300 3301350
www.ehic.org.uk

- The European Health Insurance Card (EHIC) entitles the holder to state healthcare for free or at a reduced cost.
- Covers treatment that is needed to allow an individual to continue their stay until their planned return (this includes treatment for pre-existing medical conditions).
- A smartphone app is available giving general information about the EHIC, emergency phone numbers, covered treatments and costs, how to claim reimbursement and who to contact in case of a lost card. Available from www.ec.europa.eu.

Travel outside the European Economic Area and Switzerland

www.nhs.uk

- The NHS provides a country by country guide to what individuals should expect to pay for medical care as a UK citizen.

Medication

People who take medication should pack more than is likely to be needed to allow for delays and emergencies. If the journey involves taking a flight, it is best to carry medication in hand luggage, as there is less chance of it being lost during the journey, and if the medication is liquid it may freeze if carried in the hold. Essential liquid medicines of over 100ml can be carried in hand luggage with pre-approval from the airline or airport, and supporting documentation such as a letter from a doctor or a copy of the prescription.

Always keep medication in the original packaging, preferably still with the pharmacy label visible. It may help to ask the prescribing doctor to write a letter stating the health condition/s and the medication that has been prescribed, so that the individual can prove there is a legitimate reason for carrying the medication and in case additional medication is needed while they are on holiday.

Some medication that is legal in the UK is illegal in other countries; it is therefore essential to check the status of the medication with the embassy of the country being visited before going on holiday. The Foreign and Commonwealth Office can give details of foreign embassies in the UK (020 7008 1500, www.fco.gov.uk).

Equipment

It is important to ensure any disability equipment taken on holiday is appropriately insured (see previous page). It may be possible to hire equipment at the holiday destination; many of the holiday providers featured below either offer an equipment hire service themselves, or can provide details of a local agent. Three equipment hire companies that operate across a range of countries are:

- Mobility Abroad
0871 277 0888,
www.mobilityabroad.com.
- Mobility at Sea
0800 328 1699,
www.mobilityatsea.co.uk.
- Mobility Equipment Hire Direct
0800 644 6062,
www.mobilityequipmenthiredirect.com.

Purchasing or hiring equipment specifically to take on holiday, perhaps more portable versions of equipment used at home, is also an option - for details of local suppliers of disability equipment see our *Practical Help* factsheet.

Alternative Care

If a carer is planning a holiday without the disabled person, it might be necessary to arrange alternative care. This could be in the form of care workers coming in to the disabled person's home, a respite stay in a residential home or an accessible holiday.

In this situation the carer and disabled person may choose to approach Croydon Social Services (020 8726 6500) to request an assessment and possible funding or practical help with arranging alternative care. For those who would rather arrange alternative care themselves there are a range of home care providers, and care homes offering respite care in Croydon. For full details on requesting an assessment from Croydon Social Services, and arranging care privately, see our *Taking a Break* factsheet.

Holiday Tips

1. Bring the instructions, spare parts and batteries for any mobility or disability equipment you are taking with you.
2. If the venue has a lift, is it big enough to accommodate a wheelchair or scooter?
3. Translate key phrases relating to your disability into the appropriate language, in case you have to seek medical help abroad.
4. Can the venue provide access to a fridge if you have medication that needs to be kept cold?
5. Can the venue cater for specific dietary requirements?
6. How near is the venue to health services such as pharmacies and hospitals? Is there an English-speaking doctor available locally?
7. Will you be able to access the entire venue? For example are there ramps, step-free access and wide doorways throughout?

And most important of all...

8. Get confirmation (in writing) of what the venue has promised in terms of disabled facilities.

Financial Help & Low Cost Holidays



The organisations listed below specialise in helping to fund and/or provide holidays for disabled people.

3H Fund

01892 860 207 (general enquiries)

01892 860 219 (grant programme)

www.3hfund.org.uk

- Subsidised group holidays for people with physical disabilities. Volunteer carers provide all necessary support during the holiday.
- Grants to assist disabled people and their carers who are on a low income to have a holiday in the UK.

The ACT Foundation

01753 753 900

www.theactfoundation.co.uk

- Grants to individuals in need, specifically those with learning and/or physical disabilities, to help towards the costs of short-term respite breaks at a registered respite centre.

Carers Holidays

0800 999 3365 or 0117 965 2365

www.carersholidays.org.uk

- Low cost holidays for carers, with or without the person they care for, in accessible caravans in Torbay and the Cotswolds.

Disability Aid Trust

0800 028 0647

www.disabilityaidtrust.org.uk

- Grants towards the cost of helpers to assist disabled adults (aged 17 and over) on holiday.

The Farrell Trust

www.farrelltrust.org.uk

- Grants towards respite breaks or holidays for wheelchair users with complex and multiple disabilities who are experiencing financial hardship.
- Grants are occasionally made to carers.

Florence Nightingale Aid in Sickness Trust

020 7605 4244

www.fnaist.org.uk

- Grants to individuals of any age who are ill or disabled to pay for medical items or services that improve quality of life, such as convalescent care.

Holiday Homes Trust

020 8433 7290/1

www.holidayhomestrust.org.uk

- Low cost accessible caravan/chalet holiday accommodation in popular UK resorts for families or individuals who are disadvantaged, whether through disability, low income or circumstances.

The Kiloran Trust

020 7602 7404

www.kilorantrust.org.uk

- Subsidised holidays at a house in West London for full-time carers.
- A Monday to Saturday stay in an ensuite room with full board is £295.
- Carers on a low income or income-related benefits are given support to obtain funding to cover the cost

Margaret Champney Rest & Holiday Fund

01394 388 746

www.ogilviecharities.org.uk

- Grants for carers to take a holiday while the disabled person stays in alternative care.

Margaret's Fund

www.margaretsfund.org

- Grants for women experiencing ill-health who are in financial need to pay for convalescent holidays.

National Benevolent Fund for the Aged

020 7828 0200

www.nbfa.org.uk

- Free holidays to UK seaside resorts for people aged over 65 who are living on a low income, have not had a holiday in the last three years and are able to care for themselves during the holiday.

The Papworth Trust - Kerry Farm

0800 952 5000

www.papworth.org.uk

- Free respite holidays at Kerry Farm in Wales for families where at least one member has a disability.

The Respite Association

01406 373 163

www.respiteassociation.org

- Funding for respite for carers living on a low income.
- Free breaks for carers at caravans in Skegness and near Blackpool.

Saga Respite for Carers Trust

01303 774 421

www.saga.co.uk/care

- Free holidays for carers aged over 50 and a friend, who have been caring for someone for more than a year and have not taken a significant holiday away from their caring responsibilities in that time. Respite care for the disabled person can be arranged if necessary.

The True Colours Trust

020 7410 0330

www.truecolourstrust.org.uk

- Grants for holidays for young people aged 18-26 and their families (including siblings) who have a disability or complex care need and are receiving income-related benefits or on a low income.
- Professional referrals only.

Victoria Convalescent Trust

020 8502 9339

vic.c.trust@gmail.com

- Grants for convalescent and respite care for people on low incomes.
- Preference is given to people living in Surrey and the London Borough of Croydon.
- Professional referrals only.



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 Guide for Carers in Croydon* factsheets are available at www.carersinfo.org.uk where they will be regularly updated.