

HOW TO
07Practical
Help

This factsheet looks at the support, both financial and practical, that is available to help carers and disabled people with practical help in the home.

Equipment

Croydon Adult Social Services

020 8726 6500

www.croydon.gov.uk

- Equipment and adaptations for the home can be provided after an assessment of need from social services; this will usually be carried out by an Occupational Therapist (OT).
- There is a waiting list for assessments, but urgent cases will be prioritised and responded to as quickly as possible.
- To request an assessment of need for equipment or adaptations contact Croydon Adult Social Services on the number above or visit the website and click on *Apply for it*, then select *Adult care initial referral*.
- If social services agrees that a piece of equipment or a minor adaptation costing less than £1000 is essential it should be provided free of charge.
- If it is agreed that a major adaptation is required, there may be a financial assessment to see if any contribution to the cost needs to be made.
- Loan equipment is available free of charge, but supplies are limited and there is a waiting list for some items.
- People intending to purchase their own equipment can find information and advice at the Aztec Centre.

Croydon Continence Service

- For continence products for children and adults a referral must be made by a professional such as a GP or Health Visitor.

**Croydon Wheelchair Service**

020 8665 9313

www.croydonhealthservices.nhs.uk

- Specialised buggies, manual wheelchairs and powered wheelchairs for adults or children with permanent mobility problems.
- A referral will need to be completed by a GP or social services.
- The waiting time will depend on the needs of the person.

NHS Equipment Services

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

Local Services

Age UK Croydon

020 8680 5450

www.ageukcroydon.org.uk

- Range of services for older people.
- Sells Elsan blue fluid for cleaning commodes. Free delivery to Croydon residents.

Aztec Centre (also known as Access Ability Centre)

020 8664 8860

www.croydon-care-solutions.com

- Equipment store run by Croydon Social Services and Croydon Health Services offering 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. It is advisable to contact the Centre to make an appointment beforehand.

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.
- Help to maintain hearing aids and provide free batteries for NHS hearing aids.

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.
- Dehumidifiers are available to loan, free of charge, to tenants with damp homes. Eligibility criteria applies.

Going For Independence

01287 204 204

www.goingforindependence.org

- Helpline providing information and advice on equipment and adaptations that can support independent living. Can conduct research on specialised issues and local providers.
- Independent Occupational Therapy (OT) service for those not eligible for council services and/or wanting to use independent service. Charges apply.

POP Service

020 8654 4440

www.croydonpop.org.uk

- Mobile information and advice service.
- Offers free replacement walking stick ends.



National Services

AbilityNet

0800 269 545

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.
- Range of factsheets giving expert advice for disabled people who may need special hardware or software.
- ITCanHelp has a network of disclosure checked volunteers who offer free computer assistance to disabled people in their own homes.

The British Wireless for the Blind Fund

01622 754 757

www.blind.org.uk

- Provides high quality, easy to use audio equipment which has been specially designed and adapted for listeners living with sight loss.
- Applicants should be registered as blind or partially sighted, aged nine or over and in receipt of a means-tested benefit.

DEMAND

01923 681 800

www.demand.org.uk

- Design and manufacture of bespoke items free of charge when there is nothing suitable available commercially, through the NHS or social services.

Disabled Living Foundation

0300 999 0004

www.dlf.org.uk

- Helpline offering impartial advice about mobility and daily living equipment.
- Living Made Easy is a companion website offering free, impartial advice and information on daily living equipment.
- AskSARA is an online guided advice tool that provides specific product recommendations based on users' answers to short questionnaires on targeted areas of need.

Motability

0845 456 4566

www.motability.co.uk

- Enables people (both adults and children) who receive either the higher rate mobility component of Disability Living Allowance (DLA) or the enhanced rate mobility component of Personal Independence Payment (PIP) to exchange their mobility allowance to lease a new car, scooter or powered wheelchair.

- The person with the disability does not need to be the person who will drive the car.

Radar National Key Scheme

www.radar-shop.org.uk

- Radar keys give independent access to 9000 locked public toilets around the country for disabled people.
- Keys are available from the Carers Support Centre, 24 George Street, Croydon CR0 1PB for £2, or from www.radar-shop.org.uk for £4 (including postage and packing).

Remap

0845 130 0456

www.remap.org.uk

- Design and manufacture of bespoke items free of charge when there is nothing suitable available commercially, through the NHS or social services.

Second Hand Equipment

- Brighter Future Mobility: 0800 999 4361, www.brighterfuturemobility.co.uk.
- Demand: 01484 666 261, www.useddisabilityequipment.com.
- The Disability Equipment Register: 01454 618 818, www.disabilityequipment.org.uk.
- The Mobility Market: 0161 788 8676, www.themobilitymarket.co.uk.

Local Equipment Providers

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

Name	Location	Contact Details	Type of Equipment	Items to Purchase	Items to hire or Loan	Extra Information
Barrie's Mobility Service	91 Homestead Way New Addington CR0 0JG	01689 845 942	Mobility	Yes	No	Specialises in wheelchair and scooter repairs. Home visits available.
Care Providers	Shirley Pharmacy 175 Shirley Road Croydon CR0 8SS	020 8656 4627 www.shirleypharmacy.co.uk	Mobility Daily Living	Yes	Yes	
Caterham Red Cross	Health Centre Eothan House Eothan Close Harestone Hill Caterham CR3 6JU	01883 344 718 Tuesday, Wednesday and Thursday, 10 - 11.30am Saturday, 10 - 11am	Mobility Daily Living	No	Yes	Open to residents in catchment area in exchange for donation. Deposit required.
Disability Aids	75 Stonecot Hill Sutton SM6 9HJ	020 8644 8465 www.thedisabilitystore.co.uk	Mobility Daily Living	Yes	Yes	Repair wheelchairs and scooters. Home visits available.
Mobility Centre	161 Stafford Road Wallington SM6 9BT	020 3375 3418 www.mobilitycentre-surrey.co.uk	Mobility Daily living	Yes	Yes	Repair wheelchairs and scooters. Home visits available.

Home & Garden Maintenance

Age UK Croydon

020 8683 7120

www.ageukcroydon.org.uk

- Services for people over 50 and those who are disabled or vulnerable.
- Handy Person Service can carry out small jobs around the home such as changing light bulbs, fitting draught proofing or putting up pictures. Charges apply.
- Help@Home Service helps with tasks such as housework, meal preparation, laundry, and shopping. Charges apply.

Croydon Neighbourhood Care

020 8662 1000

www.cnca.org.uk

- Some Croydon Neighbourhood Care groups can provide occasional help with gardening, shopping and/or general help around the house.

Private Cleaning, Gardening and Handyman Services

- Age UK Croydon (020 8680 5450, www.ageukcroydon.org.uk) holds a register of local tradespeople (including cleaners, gardeners and handymen) who have been recommended as trustworthy and have undergone police checks.
- Trustmark (01344 630 804, www.trustmark.org.uk) lists tradespeople operating to government-endorsed standards.
- Checkatrade (0845 408 4866, www.checkatrade.com) lists tradespeople who have been vetted and whose work is monitored via customer feedback.

Staying Put

020 8760 5505

www.croydon.gov.uk

- Handy Person Service carries out minor repairs and odd jobs at £25 per hour plus cost of materials (maximum 2 hours).
- Gardening and grass cutting available in certain wards in the borough and to those that are over 60 or disabled (this information is subject to change). There is an hourly charge, currently £20.



Electricity, Gas & Water Suppliers

Grants and Financial Help

- For details of grant-giving organisations that might be able to help with utility bills see our *Grants* factsheet.

Home Heat Helpline

0800 810 8303

www.heatinghelpline.org.uk

- Information and advice on saving money on energy bills, energy grants and finding a trusted heating engineer.

Priority Services Register (PSR)

- Scheme run by energy suppliers offering additional free services to customers who are of pensionable age or are disabled.
- Services may include moving the meter to make it easier to read, 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 PSR. Customers who receive gas and electricity from different suppliers will need to register with each company.

Water Sure Scheme

0845 641 0068

www.thameswater.co.uk

- Financial assistance with metered bills for qualifying households who have a higher than average water consumption.
- To qualify, a member of the household must be receiving a means-tested benefit, and in addition there must either be three or more children under the age of 19 who live at the property, or a member of the household who has been diagnosed with a medical condition that requires the use of a significant additional amount of water.

Landline and Mobile Phone Services

Ofcom requires communications providers to offer a range of services designed to benefit disabled customers, including:

- Access to an approved text relay service for people who are hearing- or speech-impaired.
- 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 who depend on the telephone because of ill-health or disability.
- Third party bill management.
- Bills and contracts in alternative formats.

People will need to contact their provider to register for these services.

Home Safety & Security

Age UK Croydon

020 8680 5450

www.ageukcroydon.org.uk

- Handy Person Service offers older people and disabled people of all ages a free home security check and can supply and fit a key safe. Charges apply.
- Personal Safety Project aims to help older people who have fallen, or are at risk of falling at home, by identifying and reducing risks.

Care and Repair

0115 950 6500

www.careandrepair-england.org.uk

- A range of publications advising people with specific conditions on making their home as safe and comfortable as possible.

Croydon CarelinePlus

020 8654 7166

www.croydon.gov.uk

- Home safety and personal security system to help people live independently.
- 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.
- 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.
- There is a one-off installation fee and a quarterly charge for this service.

Croydon Trading Standards

020 8407 1311

www.croydon.gov.uk

- Aims to raise awareness of instances of doorstep crime and scams, prevent such crimes from happening and investigate the ones that do occur.
- Offers doorstep crime advice packs, bogus callers carers packs and scams packs, which include information and advice on how to avoid falling victim to scams.
- Promotes a Nominated Neighbour scheme and No Cold Calling Zones throughout the borough.
- Distributes free door stickers which tell cold callers that they are not welcome.

London Fire Brigade

08000 284 428

www.fireservice.co.uk

- Free home safety checks and fitting of smoke alarms where needed.

Telecare

020 8654 7166

www.croydon.gov.uk

- 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.
- A range of telecare sensors can be programmed into the Croydon Careline unit (see page 3), such as:
- Smoke, flood, gas and carbon monoxide detectors.
- Systems that reduce the risk of falls by the use of fall detectors and bed sensors which send an alarm if the person does not return within a pre-set time.
- Property exit systems which reduce the risk of individuals leaving their homes at inappropriate times.
- Systems that can automatically page a carer to alert them of a potential risk situation within the home.
- Requests for telecare services need to be made via the Croydon Council Contact Centre (020 8726 6000), which will refer callers to the Telecare Team for an assessment.
- Following a financial assessment there may be a charge for telecare services.
- Telecare services are based at the Aztec Centre (see page 1) where demonstration of equipment is available. It is advisable to contact the Centre to make an appointment with the Telecare team beforehand.

Emergencies

Message in a Bottle

020 8689 5411

www.lions.org.uk

- Saves 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, including details of emergency contacts.
- Bottles are available free of charge from Croydon Lions Club (see contact details above) or from the Carers Support Centre, 24 George Street, Croydon CR0 1PB.

Falls

If a disabled person has a fall in the home and cannot get up again, even with the assistance of their carer, the carer should call 999, and make the person as comfortable as possible until help arrives. When trying to help the person get up the carer should be careful not to endanger their own health or safety, and if in doubt, call 999.

Calling 999 in these circumstances is recommended by the London Ambulance Service, and carers should not be concerned at calling the emergency services in what may not seem to be a life-threatening situation.

Meal & Shopping Delivery

Apetito Hot Meal Service

020 8683 0440

www.mealsonwheels.info

- Daily lunchtime meal delivery service on behalf of Croydon Adult Social Services.
- Service also available to private clients.

Frozen Meal Delivery Services

- Oakhouse Foods: 0845 643 2009, www.oakhousefoods.co.uk.
- Wiltshire Farm Foods: 0800 773 773, www.wiltshirefarmfoods.com.

Supermarket Delivery

- All major supermarkets now offer an online grocery shopping delivery service (delivery charges apply).
- Sainsbury's offers a telephone order service (0800 328 1700) which has an additional cost of £2.95 per order (delivery charges still apply).
- Dairy Crest (0845 606 3606, www.milkandmore.co.uk) can deliver milk and other basic household items up to six times a week (free delivery).

Food Banks

- 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.
- There are a number of food banks operating in the Croydon area:

- **Purley Food Hub:** tickets provided by partner agencies (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.
- **Community Food Store** (020 3643 8091, www.croydonfoodbank.org): people are referred by member organisations (including the Carers' Information Service).

Household Goods

British Heart Foundation - Croydon Furniture & Electrical Store

0800 915 4603

www.bhf.org.uk

- Mixture of used and new items of furniture and domestic appliances.

Croydon Online

www.croydononline.org

- The Great Giveaway section of the website allows people to swap, give away or collect unwanted items.

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.

Home Again

020 8667 0067

www.homeagain.org.uk

- Used furniture and refurbished domestic appliances.

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.

