



# Sutton Care At Home Directory 2013/14

Your local guide to personal care and support services in the Community Adult Social Services and Housing

**scill**

Sutton Centre for  
Independent Living  
And Learning  
[www.scill.org.uk](http://www.scill.org.uk)

Find SCILL inside

**transforming lives**



To advertise on our website or in any of our range of London Care Directories, please call **Peter Devall** on **020 8364 8428**



This Directory is also available to view on-line at:

[www.londoncaresdirectories.co.uk](http://www.londoncaresdirectories.co.uk)

You can also view our range of other London Care Directories in the same way.

Group and individual Directory rates and discounts, along with details of special positions are available on request.

*We publish care directories in the following boroughs:*



**Barnet, Barking and Dagenham, Croydon, Ealing, Enfield, Haringey, Hillingdon, Hounslow, Redbridge and Sutton**

 **LondonCare**  
Directories.co.uk

*Finding Care in London*

# Sherwoods Learning Cafe



Joseph is a student at Sherwoods Cafe in Sutton. Have you tried his speciality dish Joloff Chicken Curry?

Open to the Public weekdays between 9.30am and 3pm. Joseph hopes to see you soon.

020 8770 4059

[www.scill.org.uk/sherwoods](http://www.scill.org.uk/sherwoods)

3 Robin Hood Lane, Sutton, SM1 2SW

Code SC02

## Live well with dementia

*Memory problems needn't stop you making the most of life.*

*The Alzheimer's Society Sutton & Merton Office provide a range of services to support people living with dementia, carers & family members.*

For further details please contact:

**Alzheimer's Society Sutton Office**, Pandora House, 41-45 Lind Road, Sutton SM1 4PP

Tel: 020 8770 1875 Email: [sutton@merton@alzheimers.org.uk](mailto:sutton@merton@alzheimers.org.uk)

### Information & Support

Information throughout your journey. Support by telephone, email, and face to face. Sign posting to other services and help to enable social engagement.

### Peer Support

Cafes & Lunch clubs  
Entertainment  
Exercise classes  
Day Trips  
Reminiscence  
Life after diagnosis

### Carers Services

Carers Workshops  
Carers Information Programme  
Psychological Therapies  
Evening and Day time Support  
Groups



**Alzheimer's Society** | Leading the fight against dementia

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Disclaimer: The information in this directory about the listed organisations has been provided by these organisations themselves. We have ensured that this information is as up to date and as accurate as possible, however we do not accept responsibility for any errors. In addition, Sutton Council has a policy of not recommending any particular service provider. We gratefully acknowledge the support of the firms whose advertisements appear on these pages. As a reciprocal gesture we have pleasure in drawing the attention of our readers to their announcements. It is necessary however for it to be made clear that, whilst every care has been taken in compiling this publication and the statements it contains, neither the council nor the Publisher can accept responsibility for any inaccuracies, or for the products or services advertised.

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# INTRODUCTION

Welcome to the 2013/14 London Borough of Sutton Adult Social Services Care at Home Directory. Inside this directory you will find information on specialist social care and support services available, as well as a list of services and organisations that can support vulnerable adults to live safely and independently in Sutton.

Adult social care has changed to give you more independence and choice over your care and support, and we know that most people want to remain independent for as long as possible. This directory includes information which reflects the Council's emphasis on delivering services that help vulnerable people remain as independent as possible in their own homes.

You will find information on; personal care providers; social clubs and community groups; organisations and companies that can help you at home; voluntary organisations; and care providers that can help you remain mobile and independent with specialised equipment.

Since the introduction of personal budgets we have seen that a self-directed support approach to social care not only gives individuals more independence but also helps people gain more confidence and feel they can achieve more control in their lives. If you would like to know more about

self directed support and what a personal budget is, see the information about this on page 4.

One way people eligible for statutory social services can live more independently is through direct payments. Direct Payments are cash payments which are given if a vulnerable adult is eligible for a personal budget, so they can buy services themselves. Each person has the option to manage their funds themselves, giving them more choice in how to meet their needs. You will find more information in step 4, on page 6.

If you want to know more about residential care, the 'Sutton Care Homes Directory' is available. You can view it on [www.sutton.gov.uk](http://www.sutton.gov.uk) or pick it up from libraries and community organisations in Sutton. We hope you find this directory useful and helpful.



Dr Adi Cooper  
Strategic Director of Adult Social Services  
Housing & Health

This Directory is now also available to view on-line and download at Sutton Council's website: [www.sutton.gov.uk](http://www.sutton.gov.uk). The Directory can also be accessed via the publishers website: [www.londoncaresdirectories.co.uk](http://www.londoncaresdirectories.co.uk). Simply choose 'Sutton Care at Home Directory' from the drop down menu at the bottom left of the home page. You can also view the publishers range of other London borough directories in the same way.



# CARE VISITS AT HOME

## *Good Old Fashioned Service*

Call our professional team on **020 8644 5161**



### Bespoke

With visit times ranging from 15 minutes right up to 24 hour-a-day live-in care, our customers benefit from as much or as little care as they require.

### What we offer

We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

### Get in touch

Bluebird Care (Sutton)  
153 Epsom Road  
SM3 7EY

**020 8644 5161**  
sutton@bluebirdcare.co.uk

[www.bluebirdcare.co.uk](http://www.bluebirdcare.co.uk)

## 2. Social Care in Sutton

### Who we are and what we do

Sutton Adult Social Services, Housing and Health is part of the London Borough of Sutton Council. We support adults living in the London Borough of Sutton who need help to keep safe, well and independent. We also provide support services to carers looking after someone living in the borough.

We aim to offer you the best services and support so that you can live as independently as you can in your own home. If it is not possible to support you in your own home we will work with you to arrange somewhere suitable for you to live and be supported. We work with local health and housing services, voluntary organisations and independent care providers to achieve this.

## 3. What is Self-Directed Support?

Adult social care has changed to give you more independence, choice and control over your care and support. Gone are the days of a one size fits all approach, where standard packages were the norm, and people had to choose from a set number of available options. The introduction of self-directed support means, as the name suggests, that by offering you a personal budget and the option of managing your own money you will be able to have more choice over the support you need.

Once you have identified your social care needs, you can decide how to best support them. For example you may have problems going to the shops. You could then decide to use your personal budget to pay for a personal assistant to take you to the shops

once a week. Or if you identified that you needed to improve your quality of life with social activities, why not use your personal budget to pay for an assistant to help you attend college. It's all about you choosing so you can still consider traditional options, but the point is - **it's your choice.**

### What do I need to do?

If you are enquiring about social care support for the first time you should contact the Council and ask for an assessment to check your eligibility for services. Eligibility for support will be determined via the national guidance scheme Fair Access to Care Services (FACS) framework. In Sutton eligibility has been set at the levels of critical, substantial and 'moderate high'. If you are below these levels you are not eligible for council funding. You can find out more about the National Fair Access to Care Services framework from the Department of Health website [www.dh.gov.uk](http://www.dh.gov.uk)

If you are not eligible for council funded support, you can still pay for support yourself. There are a number of organisations that can help you source the support you may need. You can find a list of some of these organisations on pages 18 to 40.

To contact the London Borough of Sutton to ask for an assessment please phone the People's Contact Centre on 020 8770 6080.

Whether you are already receiving support for your social care or are eligible for help for the first time, there are seven steps involved in setting up your self directed support.

Help and advice is available to support you through each step.

Do you  
need help  
caring for a  
loved one?

**FREE  
four-hour  
trial**

Right at Home is one of the UK's most trusted care companies. Our local team of friendly, reliable carers specialise in assisting people who may need a helping hand with day-to-day tasks in their own home.

**Our services include:**

- Personal care
- Light housekeeping
- Medication reminders
- Post-operative support
- Specialist dementia care
- Companionship
- Meal preparation
- Transportation
- Shopping
- Managed live-in care



To find out how we can help care for you or your family or to learn more about our **FREE four-hour trial offer**

call **0208 642 4829** or  
visit [www.rightathomesutton.com](http://www.rightathomesutton.com)

Each Right at Home office is independently owned and operated. Registered with the Care Quality Commission.

## The seven steps to achieve Self-Directed Support

### STEP 1 - Your money - finding out how much your Personal Budget is

#### You will be asked to complete a Community Care Assessment

This asks key questions about your life right now. It helps you assess your needs and starts to identify the support you may need. Once you have completed your assessment with your social worker, or community care assessor from the Council you will then be advised whether you are eligible for support under the FACS framework, and you will be advised what your indicative personal budget is. An indicative personal budget is a helpful indicator of the amount of money that you may need to support your care needs. Your actual personal budget will be allocated to you once your support plan has been agreed.

Sutton has structured its indicative budgets against the FACS bandings:

Moderate High	£0 - £31 per week
Substantial	£0 - £82 per week
Critical	£0 - £226 per week

Therefore if you are assessed as being 'Moderate High' under FACS your indicative budget is between £0 and £31 per week.

The actual money you will receive will be agreed in step three. You will also be asked to complete a financial assessment to see how much money you will need to contribute towards your personal budget.

#### Who can help me complete my Community Care Assessment?

This is up to you, you can ask for support from the London Borough of Sutton, or you can ask a friend or

family member to support you. Alternatively you might choose to ask a carer, relative, advocate or voluntary organisation to help. However it will need to be approved by a social worker.

### STEP 2 - Producing your Support Plan

Your support plan lists your individual support needs and the goals that you want to achieve. It shows how your eligible needs will be met and the costs of meeting those needs. You can have help to produce your support plan from people you know, a family member, a friend, or voluntary organisation.

Your support plan will also need to be completed with your social worker or community care assessor.

### STEP 3 - Getting your Support Plan agreed

Your support plan is "owned" by you and agreed by the Council. Your social worker will need to ensure that it is lawful, effective, affordable and will keep you safe and well. We can only agree a support plan if we are confident that it meets your eligible needs and allows you to achieve the outcomes you have identified.

We need to ensure that any risks identified can be adequately managed and that you are not placing yourself in danger. We also have a duty to ensure that Council funds are used in a cost effective way.

We need to look at how much your support plan will cost to deliver and that the support and activities identified are the most cost effective to meet your needs. Once your support plan is agreed your personal budget will be allocated to you.

### STEP 4 - Spending your Personal Budget

Your personal budget allows you to choose the best ways to meet your support needs and achieve your goals. Once you have been allocated your personal budget you need to decide how to manage it. You have four choices:



1. To take all of your personal budget as a direct payment – a direct payment is a cash payment which is given to you so you can buy services yourself.
2. To ask any other agreed third party to pay directly for the support you have chosen.
3. To ask the Council to pay directly for the support you have chosen.
4. To choose a combination of the above. If you choose direct payments, our Self-Directed Support Service will be able to help you. This is an independent support organisation paid for by the Council to advise people thinking of taking up direct payments, they can support you to set up the services you need. You can contact them on 020 8770 4065.

If at any time you decide that you no longer wish to purchase your own support you can ask the Council to pay directly for you.

### STEP 5 - Organising your support

You could use your personal budget to buy support from an agency, to employ someone to help you, or to buy equipment that you need to meet the goals specified in your support plan. For example, if you want to you could use it to pay someone to support

you to go to the shops or get out in your garden, or to buy a specialised computer programme.

There are few constraints on how you use your personal budget as long as it is legal, effective, affordable and meets your eligible social care needs. You don't have to use a particular service if you don't want to or if you have other ideas on how to meet your needs and achieve your goals. The choice is yours.

If you need it, a social worker, community care assessor or other voluntary sector organisation can help you organise your support. You can also get help from your friends and family or anyone else who knows you well.

### STEP 6 - Living your life

You get on and live your life with the support and services identified in your support plan.

### STEP 7 - Reviewing how it is going

Your plan will be reviewed to check how things are going and if any changes need to be made. After the first review your reviews will take place according to the levels of need, risk and complexity in your support plan.

If you decide to take your personal budget as a direct payment you will be required to submit bank statements on a six monthly basis.

## Frequently asked questions about self-directed support

### Will I have to make any contributions towards my funding?

You may do. Part of the calculation to decide your personal budget will include a means-tested financial assessment to see if you have to make any contribution towards your social care costs. Your personal budget is not classed as “income” for the purposes of this or any other tax or benefits calculation, it is classed as a cost of your care needs.

### Are there benefits I am entitled to receive?

When you contact or you are referred to Adult Social Care, the LBS officer will offer to refer you to the Financial Assessments Team. This team consists of specialist trained staff from the Local Authority. Officers from this team will help you to claim any benefits that you may be entitled to but are not receiving. This is called Benefit Maximisation.

### What are Direct Payments?

Direct payments are just one way in which you can receive your personal budget. If you choose to take all or part of your personal budget as a direct payment you will be given an amount of money to arrange and purchase your own care and support services. This will be paid into a bank account separate to your current account. It will be paid monthly or quarterly, whichever is the best way for you to manage it. You cannot purchase a Council managed service through a direct payment.

### Will I be accountable for the use of the money?

Yes, if you have chosen to manage your personal budget yourself. If you have asked

someone to manage it for you then they will be accountable for how it is used. If you decide to take all or part of your personal budget as a direct payment your level of accountability may be higher.

### I am working, will this affect my funding?

No. Your personal budget will be the same whether you are working or not.

### Will my benefits be affected?

No. Any funding you receive as part of your personal budget is to meet your identified social care needs and is not treated as a benefit or as income.

### Who can help me?

If you need it you can have help with any of the steps for setting up your self-directed support. This could be help to complete your supported self assessment, to prepare your support plan, to organise your support or to manage your personal budget. Your social worker, occupational therapist, community care assessor or other social care professionals can help you. You may also want to ask for support from someone that knows you well, perhaps a friend or family member, or representative from a voluntary organisation to also be there when you meet with your social worker.

### What if my needs change?

If your needs change significantly, you should request a review. You will be reassessed and, if appropriate, your personal budget will be adjusted to meet your change in need.

### Where can I get information about services and support?

You will be able to find information about the

# Individual support for individual people

**Hft is a national charity with many years' experience supporting adults with learning disabilities and their families to make choices about the life they want to live.**

In Sutton we offer a range of opportunities for people with learning disabilities.



- **Supported Living** – support to live in your own home or to move from the family home to your own for more independence
- **Domiciliary Care** – support that comes to you in your own home or family home
- **Leisure** – supported activities within your local community from an educational course to going bowling. We also have use of a resource centre in Kingston
- **Supported Employment** – develop skills for work, either paid or voluntary and support to find a job.

We can support you from as little as one hour per week right up to 24 hours a day – it's your choice!

We put the individual at the centre of everything we do, so talk to us to find out how we can support you to live the life you choose.

**For more information about the opportunities available please contact:**

Michaela Webb – Service Manager Hft Sutton, Kingston Resource Centre, Springfield Place, New Malden, Surrey KT3 3LJ

T: 0208 942 9769 M: 07785 592966 E: michaela.webb@hft.org.uk

[www.hft.org.uk](http://www.hft.org.uk)



services available to support your social care needs and to help you to achieve your goals from:

- 'Our Sutton' - the online Adult Social Care Directory, found on [www.sutton.gov.uk](http://www.sutton.gov.uk)
- Social Worker
- Occupational therapist
- Community Care Assessor
- Local library
- Citizen's Advice Bureau
- Voluntary organisations

You will find a list of organizations on pages 18 to 40

### Who can get help?

Adult Social Care Services are available to residents of the London Borough of Sutton aged over 18 who need help to look after themselves. This can be due to:

- Illness or frailty
- Physical or Sensory disability
- Learning Disabilities
- Mental Health Needs
- Misuse of drugs or alcohol abuse
- HIV/ Aids
- Carers who live in the London Borough of Sutton who need support to help them to look after another adult or dependent child.

## Contributing Towards your Personal Budget

All new service users with identified social care needs require a financial assessment to work out what, if anything, they can afford to contribute towards the cost of their care. You will no longer be charged against individual services or how much you use that service.

Once your care needs have been assessed and you are eligible for social care, your personal budget will be calculated to cover the cost of your needs. A financial assessment will then be completed to find out how much you may need to contribute towards the cost of your social care needs.

The financial assessment officer will bring the financial assessment form with them when they meet with you. When the financial team phone you to arrange the meeting, they will confirm what information you need to have available for the meeting.

Don't worry you will be supported through each step of the financial assessment.

If you are unsure of anything please call the financial assessment team on 020 8770 5280.

Following the completion of the financial

assessment form we will assess your financial circumstances to determine how much money you have available to contribute towards the cost of your personal budget each week. We call this your weekly disposable income.

We look at the support that you need to keep you safe and meet your social care needs and agree an amount of money that will enable you to buy the support that you require. This is known as your personal budget. We then look at the information that you have provided in the financial assessment form and using that information we calculate how much you will need to contribute towards your personal budget.

## **Frequently Asked Questions about the financial assessment process**

### **Am I exempt from contributions?**

You will not be asked to pay anything towards your care or support if:

- Your income is less than basic Income Support or Pension Credit levels plus a 25% buffer.
- You are suffering from Creutzfeldt Jacob Disease (CJD).
- You are receiving services under Section 117 of the Mental Health Act 1983. S117 Aftercare services are not defined by the Mental Health Act (1983) however they would normally include social work, psychiatric support and community services such as domiciliary care and residential care. They cannot be charged for. Importantly the person must have been assessed via the NHS & Community Care Act (1990) and be eligible for support. The support must be to meet eligible needs arising from a mental health disorder and be in place to prevent readmission to a psychiatric hospital.

### **I do not want to complete a financial assessment?**

If you do not wish to complete a financial assessment you can opt to pay for the full cost of your identified social care needs.

### **I cannot make the financial assessment meeting?**

Please ensure you contact the financial assessment team if you are unable to proceed with the meeting to go through your financial assessment. If the financial assessment is not completed it will be assumed that you are able to afford all the total cost of the support you require.

### **What if my circumstances change?**

All citizens who choose to have a financial assessment will be asked to provide updated financial information at least every two years. This is to ensure you are only contributing what you can afford. You are able to request a review of your charge at any time and should consider doing so particularly if your circumstances have changed.

### **What if I think my assessment is wrong?**

If you think your assessed contribution is wrong, you can ask us to look at your circumstances again. This will usually be because:

- Incorrect amounts have been used.
- The contribution has been incorrectly calculated.
- You have additional expenditure which was not previously stated on the financial assessment form.
- There are exceptional personal circumstances concerning your financial situation, which mean you believe it is unreasonable for you to contribute the assessed amount.

Reasons that are not directly related to your financial circumstances will not be considered as grounds for review.

If you have requested for your case to be reviewed,

this will be completed by the Financial Assessment Team Manager. The manager will write to tell you the outcome of the review. If you are still not satisfied with the result of the review, you have the right to ask that your case be referred for an Appeal Hearing.

If you request that the contribution go to the Appeal stage, then the case and the issues that you have raised will be considered by a panel of officers, chaired by the responsible Executive Head of Service. After the Appeal Hearing, the Chair of the Hearing Panel will write to you and tell you of their decision and the reasons for the decision.

If you are still dissatisfied with the outcome then you will need to use the social services complaints procedure, which you will find on [www.sutton.gov.uk](http://www.sutton.gov.uk). You can also obtain this from the Complaints team on telephone number 020 8770 4946.

If you are unsure of any points please ask the financial assessor or contact your social worker. The main telephone number is 020 8770 6080.

## 5. Supporting you

If you ever need support, there is always someone there to help you.

**Sutton Council – Adult Social Services, Housing and Health**

**020 8770 6080 – 8am – 8pm Monday to Friday - People’s contact centre are there to support you whatever your query.** Or in an emergency outside of these hours by holding on the line you will go through to the Adults Emergency Duty Team.

You will also find a great deal of information on adult social services and housing on [www.sutton.gov.uk](http://www.sutton.gov.uk).

## Care Quality Commission (CQC)



### **CQC are the independent regulator of health and social care in England**

CQC regulate care provided by the NHS, local authorities, private companies and voluntary organisations. CQC aim to make sure better care is provided for everyone - in hospitals, care homes and people’s own homes. They also seek to protect the interests of people whose rights are restricted under the Mental Health Act.

To make sure that people get better care. CQC do this by:

- encouraging improvement across health and adult social care
- putting people first and standing up for their rights
- acting quickly to remedy bad practice
- gathering and using knowledge and expertise, and working with others.

### **Licensing and monitoring care services**

All health and adult social care providers are legally responsible for making sure they meet essential standards of quality and safety and must be licensed with CQC.

CQC register and therefore license care services if they meet essential standards and will monitor them to make sure they continue to do so. There are a wide range of actions that CQC can take if they find care services are not meeting essential standards.

## How CQC involve people

People who use health and social care services are at the heart of the Care Quality Commission's work.

We believe that involving the people who use care services will help to improve services for everyone.

There are many different ways CQC involve and get feedback from people who use services, for example:

- in our Mental Health Act visits
- through patient surveys
- in our social care inspections
- by working with local groups
- through consultations

## Voices into action

CQC are giving you a bigger say in how the health and social care services that you use should be improved. They are involving people who use care services in everything CQC do, working to ensure that care services respond to what people tell them.

## Contacting CQC

A great deal of information, including inspection reports and quality ratings for care homes and other care services, can be found on the website:

[www.cqc.org.uk](http://www.cqc.org.uk)

You can also call their National Contact Centre:

Telephone: 03000 616161

Fax: 03000 616171

Monday to Friday: 8.30am - 5:30pm

Address: CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

## Safer Sutton Trader Scheme



The Safer Sutton Trader Scheme has been introduced so that local residents who employ traders to carry out work in their homes can be confident that certain standards will be met. Additionally it will encourage businesses to demonstrate their commitment to fair, professional and honest trade, so that their names can be included on a list which is available to the Borough's residents.

### Contact

For further information please contact the Business Development and Regulation Service at Sutton Council on 020 8770 5070 or at [trading.standards@sutton.gov.uk](mailto:trading.standards@sutton.gov.uk)

## Consumer Direct

(Trading standards – Advice to Consumers)

Consumer Direct helps consumers sort out problems and disagreements with suppliers of goods or services. From overcharging to faulty goods, and poor workmanship to reporting dishonest traders and scams. Consumer Direct's trained advisers are ready to offer individual solutions for individual problems. Consumer Direct works in partnership with Local Authority Trading Standards Advice Services and Consumer Support Networks, providing first level advice and information on a wide range of consumer problems.

Telephone calls are initially dealt with by Consumer Direct, the government funded call centre, who will give initial consumer advice, and more complex or criminal matters are passed on to Trading Standards in Sutton. The Trading Standard Service consider all complaints about criminal consumer matters.

To speak to a Consumer Direct adviser, please call 08454 04 05 06 (Minicom users should call on 08451 28 13 84). A wide range of consumer information and advice is available online on [www.direct.gov.uk](http://www.direct.gov.uk) under the section 'Government, citizens and rights'.

## 6. Staying safe

### Safeguarding vulnerable adults

Some of us are more at risk of abuse than others due to our age, disability, physical or mental ill health or substance misuse. Sutton Council and our partners are committed to a zero tolerance approach to the abuse of vulnerable adults. Abuse occurs when someone's human and civil rights are violated by someone else. There are many different forms, including:

- Physical abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Neglect and poor care
- Discriminatory abuse
- Institutional abuse

Such actions are still counted as abuse, whether they happen just once, or many times. Often abuse is deliberate; but it can occur unintentionally or indirectly, by allowing abuse to continue, either by: ignoring it altogether or failing to report it.

### How do I report any concerns?

If you are concerned about the way you, or someone you know, is being treated please contact:

**Adults and Safeguarding Referral Point**

**Phone: 020 8770 4565**

**Email: [referralpoint@sutton.gov.uk](mailto:referralpoint@sutton.gov.uk)**

All calls are dealt with confidentially.

You can call after 5.00pm or at the weekend - please do not wait until the next working day. Calls at these times are dealt with by the Emergency Duty Team. If you would prefer to report the abuse without speaking to someone in person, please send us the completed Reporting Abuse Form that is available for download on the 'Staying Safe', 'Adult Health and Social Care' section on [www.sutton.gov.uk](http://www.sutton.gov.uk).

If you are concerned that a crime may have been committed, but there is no immediate risk or danger you can contact Sutton Police (Non-urgent enquiries): Phone: 0300 123 1212 When you call this number, please ask for your local police station.

### Helping you to stay safe in your own home

#### Telecare

Telecare is a term used to describe both community alarms and a range of sensors that can be set up to automatically activate the alarm if there is a gas leak, a fire, flooding or you have a fall. This alerts the call centre so that someone can talk directly to you and find out what has happened.

#### Who could benefit from telecare?

Telecare can help people who want to stay in their own home but may need some assistance. All the equipment can be individually programmed to meet your



specific situation and requirements. This service is only available if you receive the community alarm service.

### How will I know if Telecare could meet my needs?

You can talk to your community alarm provider directly or speak to an advisor in our First Contact Centre 020 8770 6080. They can provide you with more information based on your individual circumstances.

### How much do these services cost?

This will depend on your assessed needs and your income. The trained Telecare Assessor will be able to advise you and arrange for a 'Fairer Charging' assessment if necessary.

### Please note that you may be eligible for VAT exemption if:

you are disabled with a physical or mental impairment which is deemed to have a long term and substantial adverse effect on your daily life, or you suffer from a chronic illness. In order to claim VAT relief you must complete and sign a form from the service provider.

### Telecare Services Association

The TSA works to set standards and promote the benefits of telecare to the people who use the services, their carers and to governments responsible for social care and health care services.

The TSA code of Practice is an assurance of quality. Organisations with accreditation are rigorously assessed each year to ensure their services are in line with very high standards.

Telecare Services Association  
Suite 8 Wilmslow House Grove Way  
Wilmslow, Cheshire SK9 5AG

Telephone: 01625 520 320  
Email: admin@telecare.org.uk  
Website: www.telecare.org.uk

## Community Alarm Service

A community alarm service offers reassurance and peace of mind to those living independently at home.

The basic equipment consists of a small base unit and a push button pendant which can be worn around the neck or on the wrist.

The base unit plugs into a normal power socket and modern telephone socket.

When help is needed, you push the button and your call will be answered by specially trained staff in a control centre who will talk to you, find out what help is needed and contact the relevant service (ambulance, fire brigade), a friend or relative. The control centre will also have details of any medical conditions you have so that they can take the appropriate action in an emergency.

## Who can use community alarm services?

Community alarm services are for people of all ages and circumstances who would like extra peace of mind. The service can help people to live independently and feel secure in their own homes. The service can provide reassurance and support to carers and relatives.

## How does it work?

When the button is pressed, at any time of the day or night a fully trained, calm and friendly operator will talk to you and provide immediate action to summon whatever assistance is required.

The operator will contact a friend or relative and if necessary the emergency services. The operator will

give you reassurance until help arrives.

Even if you are not able to speak or cannot reach the phone, the operators know who you are, and where you are. Help will be on its way.

## **What do I need to have this service?**

You will need a private telephone line with a new style telephone socket.

Your telephone line must be capable of making outgoing calls.

You will also need a standard electrical socket situated no further than 3.66 metres (12 feet) away from the telephone socket.

The alarm unit plugs into the electricity and telephone sockets. Your telephone is connected through the alarm unit and works in the normal way, so you can still use your phone to call friends and family.

## **What happens in an emergency?**

### **Key Safe**

In order for emergency services to reach you if you are unable to open the door it is always advisable to have a key safe fitted to the outside of your property.

This provides a convenient way to store keys and ensures that should a key holder not be available the emergency services can gain access without the door being broken down or windows smashed.

The keys are stored securely in the key safe, which is opened with a combination code.

### **Key Holders**

You may be asked to provide details of a minimum of 2 people who live near you at separate addresses. These people must have

keys to get into your home and must be willing to be called in an emergency, at any time of the day or night.

## **When will key holders be called?**

When you press your pendant and ask for them.

When you press your pendant and do not confirm, either through the alarm unit or the telephone, that all is well.

To prevent any confusion or embarrassment in a time of need, please ensure that your key holders are aware of any potential situations for which they may be called to assist you.

## **Mobile Response service**

The service operates 24 hours a day, 365 days a year for people who do not have a local key holder who can get to their property easily and quickly in an emergency.

When a call is received by the call centre and a personal response is required, the operator will contact a mobile responder who will come to your home, assess the situation and co-ordinate an appropriate response. They will stay with you until a satisfactory outcome is obtained.

The service is delivered by a local team of specially trained and vetted, but not medically qualified staff.

In order to receive this service you must agree to have a key safe fitted outside your home. This will be done when the community alarm system is installed; there is usually a charge for the supply and fitting of a key safe.

## **Do all community alarm providers offer a mobile response service?**

No. When you are selecting a community alarm provider you should check if they provide this local service.

## **I am a Carer - how can I get help?**

Being a carer can be a major responsibility, causing anxiety, stress and exhaustion with little time to relax and enjoy time with other people. Adult Social Services work with local voluntary and health organisations to provide services specifically for carers, providing advice, support, training, social and recreational activities based on a carer's assessment.

Sutton Carers Forum provides the collective voice for carers, helping carers to get their views noticed and heard. Carers support groups give carers an opportunity to meet up with people in similar situations, as well as having a break away from their usual routine.

The Relatives and Residents Association is one of the many support groups that provides useful information. It is particularly helpful in providing support to cope with decisions and feelings around residential and nursing home care. Respite care gives carers a break from caring and time for themselves with the reassurance that the person they look after is in good hands. Flexible care in the home during the day or at night and day care and short term care away from the home can be provided, although there is a charge for this service. In the event of an unforeseen emergency, carers can use the new emergency home based respite service through the Council's single contact number Tel: 020 8770 5000.

See addresses and contact numbers of local support services and voluntary organisations in the borough on page 33.

# Introduction to Directory Listings

Our Sutton ([www.sutton.gov.uk/oursutton](http://www.sutton.gov.uk/oursutton)) is Sutton Council's online Adult Social Care Directory. It is an easy to use online directory where you will find, useful information and contacts on the following categories:

Homecare and support providers

Help At Home

Staying safe

Things to do

Money Matters

Getting Around

Working and Learning

Housing Options

Health & Wellbeing

Carers

Disability Equipment

For this directory we have selected a sample of categories and listings that will be useful for you to keep and refer to. For a full listing and to make sure you are up-to-date on any changes of information or new organisations, please visit Our Sutton.



# Homecare and support providers

The following is a list of community based care services that can help you with your personal care, basic everyday tasks in your own home and support you to access activities and services in the community. A more complete list is available on: [www.sutton.gov.uk/oursutton](http://www.sutton.gov.uk/oursutton)

## Absolute Care Services

McMillan House, 54 Cheam Common Road,  
Sutton KT4 8RH  
Contact: Jo Cummings  
Telephone: 020 8337 7887  
Website: [www.absolutecareservice.co.uk](http://www.absolutecareservice.co.uk)  
Email: [sutton@absolutecareservice.co.uk](mailto:sutton@absolutecareservice.co.uk)

## Ambition 24 Hours

Ambition House, 92 - 96 Lind Road, Sutton,  
Surrey SM1 4PL  
Contact: Mrs Sally Page  
Telephone: 0871 873 3333  
Website: [www.ambition24hours.co.uk](http://www.ambition24hours.co.uk)



## Specialists in providing older people with non-medical care in their own homes

Home Instead  
SENIOR CARE

*To us, it's personal<sup>sm</sup>*

Being able to live at home can be one of the most important comforts in an older person's life and because family and friends can't always be there, we are here to help.

Home Instead are rapidly building a reputation as one of the UK's leading care companies allowing older people to continue living in their own homes. Our Caregivers take great pride in helping our clients to lead a more comfortable and confident life, offering a variety of services tailored to their individual needs.

For Home Instead it's personal, nothing is more important than providing a friendly, flexible and reliable care service that works for everyone in your family. From just a couple of hours a day, to full time, our care is available 24 hours a day, seven days a week.

Services include:

- **Companionship**
- **Local transportation and errands**
- **Convalescence support**
- **Medication reminders**
- **Specialist dementia and Alzheimer's care**
- **Light housekeeping**
- **Meal preparation**
- **Shopping**
- **Personal care and much more...**

Telephone: 020 8773 7660 Email: [enquiries.sutton@homeinstead.co.uk](mailto:enquiries.sutton@homeinstead.co.uk) Website: [www.homeinstead.co.uk](http://www.homeinstead.co.uk)  
Home Instead Senior Care, Sutton Business Centre, Restmor Way, Wallington, Surrey, SM6 7AH



### Ark Home Health Care

3rd Floor, 22 Shand Street, London, SE1 2ES  
Registered Manager: Jenny Coates  
Telephone: 0845 034 2282  
Website: [www.arkhealth.co.uk](http://www.arkhealth.co.uk)  
Email: [info@arkhealth.co.uk](mailto:info@arkhealth.co.uk)

### Belsize Court Housing 21

18 Burnell Road, Sutton, Surrey SM1 4BH  
Contact: The Manager  
Telephone: 0370 192 4670

### Bluebird Care (Sutton)

153 Epsom Road, Sutton, Surrey SM3 7EY  
Contact: Paul Barry  
Telephone: 020 8644 5161  
Website: [www.bluebirdcare.co.uk](http://www.bluebirdcare.co.uk)  
Email: [sutton@bluebirdcare.co.uk](mailto:sutton@bluebirdcare.co.uk)  
See our advert on page 3

### BS Homecare

10/12 Norfolk House, Wellesley Road, Croydon,  
Surrey CR0 1LH  
Registered Manager: Farid Rezki  
Telephone: 020 8649 8333  
Website: [www.bshomecare.co.uk](http://www.bshomecare.co.uk)  
Email: [Croydon@bshomecare.co.uk](mailto:Croydon@bshomecare.co.uk) and  
[croydonhomecare.branch@brookstreet.co.uk](mailto:croydonhomecare.branch@brookstreet.co.uk)

### Care UK Homecare Limited

3rd Floor, Crowne House, 56-58 Southwark St,  
London SE1 1UN  
Registered Manager: Nick Barker  
Telephone: 0333 321 8305  
Website: [www.careuk.com](http://www.careuk.com)  
Email: [ricky.cunningham@careuk.com](mailto:ricky.cunningham@careuk.com)



**I need...**

someone to help  
me at home

**...someone to care**



Alongside our provision of the **highest quality**, person-centred care for the **elderly** and **vulnerable**, SureCare (Croydon & Sutton) can offer **learning difficulties support, mental health** and **complex needs** care.

**Whatever your homecare needs, talk to us...**

**0844 880 4275**

[w: surecare-croydonandsutton.com](http://www.surecare-croydonandsutton.com)

## Chatsworth Care

2 Royal Close, Worcester Park,  
Surrey KT4 7JS

Contact: Gabrielle Smith

Telephone: 020 8224 9304

Website: [www.chatsworthcare.com](http://www.chatsworthcare.com)

Email: [gabby@chatsworthcare.com](mailto:gabby@chatsworthcare.com)

## Cherchefelle Housing Association

Enterprise Court, 3 Mill Street, Redhill, Surrey RH1 6PA

Registered Manager: Eleanor Smith

Telephone: 01737 244312

Website: [www.cherchefelle.org.uk](http://www.cherchefelle.org.uk)

Email: [info@cherchefelle.org.uk](mailto:info@cherchefelle.org.uk)

## Christies Care

The Old Post Office, Saxmundham, Suffolk IP17 1AB

Contact: Client Care Adviser Team

Telephone: 08444 776 4601

Website: [www.christiescare.com](http://www.christiescare.com)

Email: [care@christiescare.com](mailto:care@christiescare.com)

## Community Home Care Provider

24 London Road, Morden, Surrey SM4 5BQ

Registered Manager: Charmaine Perera

Telephone: 020 3166 0061

Website: [www.chcp.org.uk](http://www.chcp.org.uk)

Email: [info@chcp.org.uk](mailto:info@chcp.org.uk)

## Croft Community Service

17 Gordon Road, Carshalton Beeches,  
Surrey SM5 3RG

Registered Manager: Anna Pady

Telephone: 020 8669 6464

Website: [www.enara.co.uk](http://www.enara.co.uk)

**Providers of high quality  
personalised care and support  
services at home for people with a  
learning disability, a mental health  
issue or an older person.**



- Services available on a 24 hours basis, 365 days a year
- Helping with personal care
- Supporting people to develop and maintain friendships, attend social or educational events
- Supporting people with the use of assistive technology to enable them to be independent and safe
- Helping with Tenancy and Housing support needs
- Supporting people with employment, education & training
- Developing independent living skills
- Community networking

Heritage Care is a registered charity. Number 1135353

Please contact the Homecare Services Manager:

Tel: 020 7476 3999

Email: [general.enquiries@heritagecare.co.uk](mailto:general.enquiries@heritagecare.co.uk)

[www.heritagecare.co.uk](http://www.heritagecare.co.uk)

New Avenue, 285 - 287 Barking Road, Plaistow E13 8EQ

To advertise on our website  
or in any of our range of  
London Care Directories,  
please call **Peter Devall** on  
**020 8364 8428**



This Directory is also available to view on-line at:

[www.londoncaredirectories.co.uk](http://www.londoncaredirectories.co.uk)

You can also view our range of other London Care Directories in the same way.

Group and individual Directory rates and discounts, along with details of special positions are available on request.

*We publish care directories in the following boroughs:*



**Barnet, Barking and Dagenham,  
Croydon, Ealing, Enfield,  
Haringey, Hillingdon, Hounslow,  
Redbridge and Sutton**

 **LondonCare**  
Directories.co.uk

*Finding Care in London*

### **Crossroads Care South Thames**

The Vestry Hall, London Road, Mitcham,  
Surrey CR4 3UD  
Telephone: 020 8648 9677  
Email: admin@souththamescrossroads.org  
Website: www.souththamescrossroads.org

### **Direct Care and Support Services**

20 Fairway, Carshalton, Surrey SM5 4HS  
Contact: Miss Sunita Larka  
Telephone: 020 8915 0771  
Website: www.dcss24.co.uk

### **Enara**

Unit 21, Image House, 326 Molesey Road,  
Hersham, Surrey KT12 3PD  
Contact: Anna Pady  
Telephone: 01932 223 050  
Website: www.enara.co.uk  
Email: anna.pady@enara.co.uk

### **Headstart Employment**

1 High Street, Sutton, Surrey SM1 1DF  
Contact: Stuart Roach – Care Consultant  
Telephone: 020 8642 9333  
Email: stuart@headstartemployment.com  
Website: www.headstartemployment.com

### **Heritage Care**

285-287 Barking Road, Plaistow, London E13 8EQ  
Registered Manager: Phillipa Jones  
Telephone: 020 7476 3999  
Website: www.heritagecare.co.uk  
Email: phillipajones@heritagecare.co.uk  
See our advert on page 21

### **Hillside Care Services**

Unit 14b, 2nd Floor, Day Lewis House,  
320-340 Bensham Lane, Thornton Heath,  
Surrey CR7 7EQ  
Contact: Richard Mukasa  
Telephone: 020 8684 4392  
Website: www.hillsidecare.co.uk  
Email: admin@hillsidecare.co.uk

### **Home From Hospital**

St George's House, 3-5 Pepys Road,  
Raynes Park, London SW20 8ZU  
Registered Manager: Jan Heath  
Telephone: 020 8879 3472  
Website: www.hfhhomecare.co.uk  
Email: jan.heath@hfhhomecare.co.uk

### **Home Instead Senior Care**

SBC House, Restmor Way, Wallington, Surrey SM6 7AH  
Contact: Care Manager: Laura Robery  
Telephone: 020 8773 7660  
Website: www.homeinstead.co.uk  
Email: sutton@homeinstead.co.uk  
See our advert on page 19

### **Impress Recruitment Services Ltd.**

Vulcan House, Unit 5, Restmor Way,  
Wallington, Surrey SM6 7AH  
Contact: Mr Ebrahim Sheik  
Telephone: 020 8544 4640  
Website: www.impressrecruitment.com  
Email: info@impressrecruitment.com

**Live and Learn Ltd**

131 Woodmansterne Road, Carshalton,  
Surrey SM5 4AF  
Contact: Arlene Dearlove  
Telephone: 020 8255 9347  
Email: office@liveandlearnltd.co.uk

**London Care**

79 Wandsworth High Street, London SW18 4LQ  
Registered Manager: Diane DaCosta  
Telephone: 020 8877 7360  
Website: www.londoncare.co.uk  
Email: wandsworth@londoncare.co.uk

**Mears Care**, 83 Stafford Road, Wallington,  
Surrey SM6 9AP  
Telephone: 020 8669 4477  
Website: www.mearsgroup.co.uk

**Medacs Homecare**

2nd Floor, Surrey House, Scarbrook Road,  
Croydon, Surrey CR0 1SQ  
Registered Manager: Rebekah Green  
Telephone: 020 8686 3842  
Email: rebekah.green@medacs.com

**Mencap Housing & Support Domiciliary  
Care Service**

1st Floor, Athena House, 86-88 London Road,  
Morden, Surrey SM4 5AZ  
Contact: Iqbal Sohawon  
Telephone: 020 8545 6940  
Website: www.mencap.org.uk

**Metropolitan Support Trust**

Telephone: 020 3535 3535  
Website: www.metropolitan.org.uk  
Email: contactus@metropolitan.org.uk

**The Nursing Services of the UK**

Group House, 92-96 Lind Road, Sutton,  
Surrey SM1 4PL  
Contact: Ms Pauline Atkins  
Telephone: 0871 873 3380  
Website: www.nsofuk.com  
Email: info@nsofuk.com

**One To One Homecare Services**

Suite 1, Charter House, 26 Claremont Road,  
Surbiton, Surrey KT6 4QZ  
Registered Manager: Maureen Holloway  
Telephone: 020 8399 3388  
Email: nancy.canelin@121surbiton.co.uk

**Plan Personnel**

19 London Road, Croydon, Surrey CR0 2RE  
Registered Manager: Paul Percival  
Telephone: 020 8681 3541  
Email: epost@planpersonnel.co.uk

**Prestige Nursing & Care**

115 Stafford Road, Wallington, Surrey SM6 9BN  
Registered Manager: Donna Foley  
Telephone: 020 8681 6620  
Website: www.prestige-nursing.co.uk  
Email: sutton@prestige-nursing.co.uk

**Rainbow Care and Support**

290 Links Road, London SW17 9ER  
Registered Manager: Effie Smillie  
Telephone: 020 8715 6392  
Website: www.rainbowmedicalservices.com  
Email: info@rainbowmedicalservices.com

**Reliable Personnel**

32 Crown Lane, Morden, Surrey SM4 5BL  
Contact: Ashwin Patel  
Telephone: 020 8540 8660  
Website: [www.reliablepersonnel.co.uk](http://www.reliablepersonnel.co.uk)

**Right at Home**

Old Inn House, 2 Carshalton Road, Sutton,  
Surrey SM1 4RA  
Contact: Tim Haigh  
Telephone: 020 8642 4829  
Website: [www.rightathomesutton.com](http://www.rightathomesutton.com)  
See our advert on page 5

**Solace Community Care Limited**

5 Beechcroft Road, Tooting, London SW17 7BU  
Registered Manager: Ravindranath Rungoo  
Telephone: 020 8767 5455  
Website: [www.solacecommunitycare.org.uk](http://www.solacecommunitycare.org.uk)  
Email: [info@solacecommunitycare.org.uk](mailto:info@solacecommunitycare.org.uk)

**Spiritlife Care**

Square Root Business Centre, 102-116 Windmill  
Road, Croydon, Surrey CR0 2XQ  
Contact: Juliet Ade-Agbaje – Registered Manager  
Telephone: 020 8405 3852  
Website: [www.spiritlifecare.com](http://www.spiritlifecare.com)  
Email: [info@spiritlifecare.com](mailto:info@spiritlifecare.com)

**Supreme Care**

9 Crown Parade, Crown Lane, Morden,  
Surrey SM4 5DA  
Registered Manager: Rebecca Efeotor  
Telephone: 020 8545 0030  
Website: [www.supremecare.co.uk](http://www.supremecare.co.uk)  
Email: [info@supremecare.co.uk](mailto:info@supremecare.co.uk)

**Sure Care (Croydon and Sutton)**

22-24 Napier Road, Croydon, Surrey CR2 6HG  
Contact: Lisa Lakatos  
Telephone: 0844 880 4275/6  
Mobile: 07967 672131  
Website: [www.homecaresutton.co.uk](http://www.homecaresutton.co.uk)  
Email: [liz@surecarecroydon.com](mailto:liz@surecarecroydon.com)  
And: [kym@surecaresutton.com](mailto:kym@surecaresutton.com)  
And : [lisa@surecaresutton.com](mailto:lisa@surecaresutton.com)  
See our advert on page 20

**Synergy Personnel Solutions Limited**

3-4 Tudor Court, Station Parade, Brighton Road,  
Sutton SM2 5AE  
Contact: Judy Wacha  
Telephone: 020 8643 6448  
Website: [www.synergypersonnel.co.uk](http://www.synergypersonnel.co.uk)  
Email: [homecare@synergypersonnel.co.uk](mailto:homecare@synergypersonnel.co.uk)

**Westminster Home Care**

Suite 32, Challenge House, 161 Mitcham Road,  
Croydon CR0 3AA  
Registered Manager: Yousuf Hingah  
Telephone: 020 8684 1282  
Website: [www.westminsterhomecare.co.uk](http://www.westminsterhomecare.co.uk)  
Email: [croydon@whc.uk.com](mailto:croydon@whc.uk.com)

# Help at home

There are a wide range of services offered by a range of organisations to help you to maintain your independence at home. These include home based support, assistive technology, Telecare, occupational therapy and independent living. Many organisations can visit you at home, including health services, advice agencies, library services and many more. For homeowners and private tenants there is information on how to apply for house renovation grants, home repair assistance and other improvements. A more complete list is available on [www.sutton.gov.uk/oursutton](http://www.sutton.gov.uk/oursutton)

## **Age UK Handyperson Service**

2 Lower Square, Civic Centre, Sutton SM1 1EA

Telephone: 020 8770 4089

Contact: Central Services Administration

Website: [www.ageuksutton.org.uk](http://www.ageuksutton.org.uk)

Email: [centralservices@ageuksutton.org.uk](mailto:centralservices@ageuksutton.org.uk)

Covers small jobs around the home including gardening, decorating, fitting key safes, door entry systems, grab rails and galvanised rails for garden paths plus much more, all at reasonable fees.

## **Age UK Sutton Helping Hands**

### **Domestic and social support keeping you independent at home**

2 Lower Square, St Nicholas Way, Sutton

Surrey SM1 1EA

Telephone: 020 8770 4091

Contact: Robin Smart - Helping Hands Coordinator

Website: [www.ageuksutton.org.uk](http://www.ageuksutton.org.uk)

Email: [helpinghands@ageuksutton.org.uk](mailto:helpinghands@ageuksutton.org.uk)

We help support a happy and independent lifestyle both in and outside the home. Simple practical affordable help with tasks like housework, shopping and social visits. Peace of mind for you, your family, and those around you from a person you trust.

**Call today to arrange an assessment**

## **Barnardo's Sutton Short Break Service**

St Helier Community Association, Hill House,

Bishopsford Road, Morden, Surrey SM4 6BL

Telephone: 020 8648 3200

Contact: Mr Paul Taylor

Website: [www.barnardos.org.uk](http://www.barnardos.org.uk)

Barnardo's short breaks are an agency that provides a service to children and young people who have autism, severe learning difficulties or challenging behaviour.

## **CMG**

The Care House, Randalls Way,

Leatherhead, Surrey, KT22 7TW

Telephone: 0137 236 4000

Contact: Aine Ni Chonchuir - Assessment and Referral Manager

Website: [www.cmg.co.uk](http://www.cmg.co.uk)

Email: [aine.nichonchuir@cmg.co.uk](mailto:aine.nichonchuir@cmg.co.uk)

CMG provide specialist support to children and adults with learning and physical disabilities, Autism, Asperger's syndrome, mental health needs, sensory and communication impairments and associated complex needs including behaviours that challenge.

## **Complete Care Centre Limited**

4 Lind Road, Sutton, Surrey SM1 4PJ

Telephone: 020 8288 0902

Email: [completecareltd1@btconnect.com](mailto:completecareltd1@btconnect.com)

### **Eldercare**

Eldercare, 847 Burnley Road, Loveclough,  
Rossendale, Lancashire BB4 8QL

Telephone: 01706 232085

Contact: Richard Mickleburgh

Website: [www.eldercare.co.uk](http://www.eldercare.co.uk)

Email: [rita.bhullar@eldercare.co.uk](mailto:rita.bhullar@eldercare.co.uk)

Eldercare provide community alarm units and a 24/7 mobile response service for vulnerable adults living in their own homes.

### **Friends at Home Sutton**

Woodcote Grove House, Meadow Hill,  
Coulston, Surrey CR5 2XL

Telephone: 020 8660 4565

Mobile: 07843 211050

Contact: Marisse Gliddon - Manager

Website: [www.fote.org.uk](http://www.fote.org.uk)

Email: [sutton@friendsathome.fote.org.uk](mailto:sutton@friendsathome.fote.org.uk)

Working under the umbrella of our charity 'Friends of the Elderly' ([www.fote.org.uk](http://www.fote.org.uk)) we provide practical help and emotional support to people living in the borough of Sutton, prioritising those who have suspected or diagnosed dementia.

### **Home Farm Trust, HFT South and East**

Springfield Resource Centre, Springfield Place  
New Malden, Surrey KT3 3LJ

Telephone: 020 8942 9769

Contact: Michaela Webb – Service Manager

Website: [www.hft.org.uk](http://www.hft.org.uk)

Hft is a national charity with many years' experience supporting adults with learning disabilities and their families to make choices about the life they want to live. We put the individual at the centre of everything we do, so talk to us to find out how we can support you to live the life you choose.

See our advert on page 9

### **MD Rollings & Son**

9 Holmwood Road, Cheam, Surrey SM2 7JR

Telephone: 020 8394 2260

Private contractor who will supply and fit grab rails, stair rails and galvanised rails outside the property.

Also supplies rails only if preferred.

### **malecarer.com**

8 Church lane, Wallington, Surrey SM6 7ND

Telephone: 07738 286572

Contact: Jamie Arnold - Malecarer

Website: [www.malecarer.com](http://www.malecarer.com)

Email: [enquiries@malecarer.com](mailto:enquiries@malecarer.com)

I am an experienced professional male carer who offers one to one care to service users who want a male carer

### **MASCOT Telecare**

Telephone: 020 8274 5940

Contact: MASCOT control room Mobile Response Officers

Website: [www.mascot-telecare.org.uk](http://www.mascot-telecare.org.uk)

Email: [mascot@merton.gov.uk](mailto:mascot@merton.gov.uk)

Provides a range of initiatives enabling people to remain at home with independence and security. We offer carelines and telecare services to vulnerable people and those with a disability.

### **MCCH Society Limited**

One Hermitage Court, Hermitage Lane,  
Maidstone, Kent ME16 9NT

Telephone: 01622 722 400

Website: [www.mcch.org.uk](http://www.mcch.org.uk)

Mcch supports individuals with a learning disability, autism or mental health needs.

### **Night Nursing Service - Sutton & Merton Primary Care Trust**

120 The Broadway, Wimbledon,  
London SW19 1RH

Telephone: 020 8254 8489

Contact: Jane Crossan - Night Service Facilitator

Email: jane.crossan@smcs.nhs.uk

Provides nursing care and support to patients and carers who require assistance from a qualified nurse.

Contact for the service, from 5.00pm -7.00am, is via calling 111. Referrals are made via District Nurses and the Primary Care Team.

### **Norrington Property Maintenance Ltd**

62 Chiltern Road, Sutton, Surrey SM2 5RD

Telephone: 020 8395 0491

Mobile: 07974 449645

Contact: David Norrington

Email: david@npm-ltd.co.uk

Complete property maintenance and repair service.

No job is too small, all residential work undertaken including: kitchens and bathrooms, flatpack assembly, shelving and hanging, grass cutting and clearing, changing sockets and switches, fixing leaks, flooring, home entertainment systems and TV, etc.

### **Penderels Trust - Direct Payments Support Service**

Access Office Suite, Office 106, 250 York Road,  
Battersea, SW11 3SJ

Telephone: 020 3031 9155

Website: [www.penderelstrust.org.uk](http://www.penderelstrust.org.uk)

Email: [wandsworth@penderelstrust.org.uk](mailto:wandsworth@penderelstrust.org.uk)

Penderels Trust is an established provider of direct payment and personal budget advice with over 20 years experience working with disabled people to enable them to live independently and be active in their local community.

### **Southside Partnership**

31-33 Lumiere Court, 209 Balham High Road,  
London SW17 7BQ

Telephone: 020 8772 6222

Website: [www.southsidepartnership.org.uk](http://www.southsidepartnership.org.uk)

Each year Southside Partnership supports around 1300 people, with mental health support needs and learning disabilities, to lead more independent lives.

### **Supported Living Team**

Telephone: 020 8770 4358

Email: [Alison.steinmetz@sutton.gov.uk](mailto:Alison.steinmetz@sutton.gov.uk)

Sutton Councils Supported Living Team supports, enables and empowers people to live in their own home as independently as possible.

To advertise on our website  
or in any of our range of  
London Care Directories,  
please call **Peter Devall** on  
**020 8364 8428**



This Directory is also available to view on-line at:

[www.londoncaredirectories.co.uk](http://www.londoncaredirectories.co.uk)

You can also view our range of other London Care Directories in the same way.

Group and individual Directory rates and discounts, along with details of special positions are available on request.

*We publish care directories in the following boroughs:*



**Barnet, Barking and Dagenham,  
Croydon, Ealing, Enfield,  
Haringey, Hillingdon, Hounslow,  
Redbridge and Sutton**

 **LondonCare**  
Directories.co.uk  
*Finding Care in London*

### **Sutton Family Church**

101 Stayton Rd, Sutton, Surrey SM1 2PS

Telephone: 020 8296 9785

Contact: Steve Musters - Lead Pastor

Website: [www.suttonfamilychurch.com](http://www.suttonfamilychurch.com)

Email: [info@suttonfamilychurch.com](mailto:info@suttonfamilychurch.com)

We are a local church made up of volunteers who are willing to help those in need. This could include gardening, DIY, shopping, visiting, and generally being a listening ear.

### **Sutton Staying Put**

24 Denmark Road, Carshalton, Surrey SM5 2JG

Telephone: 020 8770 5070

Email: [sue.bennett@sutton.gov.uk](mailto:sue.bennett@sutton.gov.uk)

Sutton Staying Put is a London Borough of Sutton in-house not-for-profit home improvement agency which helps enable disabled and other vulnerable people to carry on living in their own homes when building work is required.

### **VineWorks Handyperson Service**

The Vine Project, Unit 3, 24 Wandle Way,

Willow Lane Industrial Estate, Mitcham CR4 4NB

Telephone: 020 8685 6640

Contact: Monica Tyler – Chief Executive

Website: [www.thevineproject.org](http://www.thevineproject.org)

Email: [handyperson@thevineproject.org](mailto:handyperson@thevineproject.org)

VineWorks is a handyperson service which offers small household repairs to residents in the London Borough of Sutton. A discounted service will be provided to those on means tested benefits.

### **Volunteer Centre Sutton**

#### **Befriending Plus**

31 West Street, Sutton, Surrey SM1 1SJ

Telephone: 020 8661 5900

Contact: Befriending Coordinator

Website: [www.vcsutton.org.uk](http://www.vcsutton.org.uk)

Email: [vcsutton@vcsutton.org.uk](mailto:vcsutton@vcsutton.org.uk)

### **Walsingham - Support Provider to people with learning disabilities**

Walsingham House, 1331-1337 High Road,

Whetstone, London N20 9HR

Telephone: 020 8343 5600

Contact: Jocelyn Smith - Operations and Development Manager

Website: [www.walsingham.com](http://www.walsingham.com)

Email: [jocelyn.smith@walsingham.com](mailto:jocelyn.smith@walsingham.com)

# Things to do

There are a wide range of things to do in Sutton. Below you will find details about opportunities to enjoy the arts, entertainment, social activities, sports and volunteering. We have listed here a few of them that are either FREE or very reasonably priced so why not contact them to find out more. A more complete list is available on [www.sutton.gov.uk/oursutton](http://www.sutton.gov.uk/oursutton)

## **African Caribbean Heritage Association**

The Phoenix Centre, Mollison Drive, Wallington, Surrey SM6 9NZ

Telephone: 07957 385 071

Email: [achasutton@yahoo.com](mailto:achasutton@yahoo.com)

Description: bringing together the senior members of Sutton's African and Caribbean communities and others who share our interests. Meeting fortnightly on Thursdays 1pm to 3pm. Many social activities including exercise classes.

Price: annual membership £10 and free entry thereafter.

## **Community Gardening**

Contact: Simon Honey

Telephone: 020 8770 6611

Website: [www.ecolocal.org.uk](http://www.ecolocal.org.uk)

Email: [food@ecolocal.org.uk](mailto:food@ecolocal.org.uk)

Description: community gardening. Every Monday from 1pm to 3pm and Friday from 10.30am to 1pm.

Please call or visit our website for further details.

Price: free.

## **Eco-local**

Sutton Arena, Middleton Road, Carshalton SM5 1SL

Telephone: 020 8770 6611

Email: [cycling@ecolocal.org.uk](mailto:cycling@ecolocal.org.uk)

Description: Get Cycling

Start times: Monday, Wednesday and Thursday 11am to 12pm (Closed Bank Holidays)

Price: £3 per person. Carer goes free.

## **Forget Me Knots**

Riverside Centre, 113 Culvers Avenue, Carshalton, Surrey SM5 2FJ

Contact: David Lunn

Telephone: 020 8669 9050

Email: [mail@riversidecentre.org](mailto:mail@riversidecentre.org)

Description: friendship and support group for older people which meets every Tuesday morning.

Price: under £3.



**scill GYM** JOIN OUR GYM!

SCILL has 18 years experience assisting people in our gym to recover from illness and operations.

We can also help you if you just wish to get fit! Anyone can join no matter what their ability. Prices start from £20pcm with no minimum contract period.

code SC01

[www.scill.org.uk](http://www.scill.org.uk) 020 8770 4056

### **The Friendly Club for the Blind**

The Thomas Wall Centre, 52 Benhill Avenue,  
Sutton SM1 4DP

Telephone: 020 8669 4106

Email: [handkclaridge@tiscali.co.uk](mailto:handkclaridge@tiscali.co.uk)

Description: social club for the blind meeting alternate  
Wednesday afternoons from 2pm to 4pm. Including  
entertainment, refreshments and a raffle.

Price: £3 includes transport to and from the club.

### **Home League**

Sutton Salvation Army Church, 45 Benhill Avenue,  
Sutton SM1 4DD

Telephone: 020 8642 9862

Email: [suttonsa@xalt.co.uk](mailto:suttonsa@xalt.co.uk)

Description: A social club with spiritual focus which  
meets every Thursday from 2 to 3pm featuring a wide  
range of speakers and social entertainment.

Price: under £3.

### **The New Wands Club**

The Thomas Wall Centre, 1st Floor,  
52 Benhill Avenue, Sutton SM1 4DP

Contact: Beryl Howard

Telephone: 020 8688 4864

Description: social club for people over 60 years and  
living alone. Meeting 10.30am to 12.30pm on the first  
Wednesday of every month.

### **Parkinson's UK - Sutton, Kingston & Epsom Branch**

Contact: Ms I Lee

Telephone: 01737 359 489

Description: a support group for sufferers of  
Parkinson's and their carers and friends. Subsidised  
exercise classes also available.

Price: membership free. Please enquire for cost of  
exercise classes.

### **Pastimes**

The Centre, Milton Road, Wallington,  
Surrey SM6 9RP

Telephone: 07714 603724

Description: Muslim Elders Senior Club

Price: £4 including exercise and lunch.

### **The Priory Club**

316 Malden Road, North Cheam, Surrey SM3 8EP

Contact: Carol Message

Telephone: 020 8770 4930

Email: [carol.message@cheampriorycentre.co.uk](mailto:carol.message@cheampriorycentre.co.uk)

Description: Social club for the active elderly meeting  
every Tuesday from 4pm to 6.30pm.

Price: Membership £3 per month.

### **Scrabble Club**

All Saints Centre, New Road, Hackbridge,  
Mitcham Junction CR4 4JN

Telephone: 020 8646 1937

Description: games for all ages, every Thursday  
evening 7.30pm to 9.30pm. Includes table tennis,  
badminton, board games, internet and a Wii. Please  
also enquire about our Lunch Club (every Tuesday  
from 1pm to 2pm). Only £5 for a freshly cooked 2  
course meal.

Price: £2 entry includes refreshments.

### **SMASH**

Sutton and Merton Aphasia Self Help Group

Telephone: 020 8642 8320

Website: [www.smash-uk.org](http://www.smash-uk.org)

Email: [smash@smash-uk.org](mailto:smash@smash-uk.org)

Description: social and support group. People come  
together to help each other cope with the effects of  
aphasia.

Price: under £3

### **Sutton Christian Centre**

25 Tate Road, Sutton, Surrey SM1 2SY

Telephone: 020 8642 8117

Email: [office@suttonchristiancentre.org](mailto:office@suttonchristiancentre.org)

Website: [www.suttonchristiancentre.org](http://www.suttonchristiancentre.org)

Description: seniors coffee afternoon every

Wednesday starting 2.15pm

Also Rising Stars and Bliss. Group for Babies and Toddlers born prematurely or with additional needs.

Thursday at 9.30am to 11.30am (term time)

Price: free

### **Sutton Mental Health Foundation**

63 Downs Road, Sutton SM2 5NR

Contact: Angelina Campisi

Telephone: 020 8770 0172

Website: [www.smhf.org.uk](http://www.smhf.org.uk)

Email: [admin@smhf.org.uk](mailto:admin@smhf.org.uk)

Description: Sutton Connect Learn Support open

Monday, Tuesday, Thursday and Friday 10am to 3pm.

Price: free

### **Sutton Seniors' Forum**

The Granfers Centre, 73-79 Oakhill Road,

Sutton SM1 3AA

Telephone: 020 8401 2741

Description: social meetings, talks, outings, exercise classes and much more. Monthly Public Meetings are held in the Thomas Wall Community Centre, Benhill Avenue, Sutton SM1 4DP.

Price: annual membership £12 with subsidised outings.

### **Sutton Stroke Club at SCOLA**

St Nicholas Way, Sutton SM1 1EA

Telephone: 020 8770 6901 and leave a message

Or contact Penny Clark on 01372 452337 (preferably evenings after 8pm)

Email: [penelope.m.clark@gmail.com](mailto:penelope.m.clark@gmail.com)

Description: club to increase the morale and confidence of those who have suffered a stroke.

Group activities aimed at mental/cognitive, physical and emotional rehabilitation. Meeting Friday afternoons 1.30pm to 3.30pm.

Price: £11 per college term

### **Leisure Centres**

#### **Cheam Leisure Centre**

Malden Road, North Cheam SM3 8EP

Telephone: 020 8644 2891

#### **Sutton Arena Leisure Centre**

Middleton Road, Carshalton, Surrey SM5 1SL

Telephone: 020 8641 9480

#### **Phoenix Leisure Centre**

Mollison Drive, Wallington, Surrey SM6 9NZ

Telephone: 020 8773 6060

#### **Westcroft Leisure Centre**

Westcroft Road, Carshalton, Surrey SM5 2TG

Telephone: 020 8669 8666

### **Library Services**

Sutton Central Library, St Nicholas Way,

Sutton SM1 1EA

Telephone: 020 8770 4740

Website: [www.sutton.gov.uk](http://www.sutton.gov.uk)

Home Library Service & Homecare Mobile Library - for people who cannot get to their local library.

# Getting around

Here you will find details of organisations that can advise you on easier ways of getting around. If you have mobility problems, there is information on travel concessions you may be entitled to, such as rail cards and travel passes. You may also be able to get special parking concessions, such as Blue Badges, support to go shopping in Sutton and help with taxi fares or shared vehicle schemes. A more complete list is available on [www.sutton.gov.uk/oursutton](http://www.sutton.gov.uk/oursutton)

## **Becketts Transport Services**

Unit 5, College Fields, Prince George's Road  
Colliers Wood, London SW19 2PT

Telephone: 020 8640 6710

Website: [www.beckettcorp.co.uk](http://www.beckettcorp.co.uk)

Transport services for disabled and vulnerable people.

## **D P Consulting (Disability Equality Services) Ltd**

Unit 4, Tygan House, The Broadway  
Cheam, Surrey SM3 8AY

Telephone: 0845 094 2380

Website: [www.dpconsulting.org.uk](http://www.dpconsulting.org.uk)

DP Consulting (Disability Equality Services) Ltd offers a wide range of disability equality services.

## **Sutton Family Church**

101 Stayton Rd, Sutton, Surrey SM1 2PS

Telephone: 020 8296 9785

Contact: Steve Musters - Lead Pastor

Website: [www.suttonfamilychurch.com](http://www.suttonfamilychurch.com)

Email: [info@suttonfamilychurch.com](mailto:info@suttonfamilychurch.com)

We are a local church made up of volunteers who are willing to help those in need. This could include gardening, DIY, shopping, visiting, and generally being a listening ear.

## **Voluntary Association for Surrey Disabled**

Leatherhead Court, Woodlands Road,  
Leatherhead, KT22 0BN

Telephone: 01372 841148

Contact: Olivia Edwards -Manager

Website: [www.vasd.org.uk](http://www.vasd.org.uk)

Email: [enquiries@vasd.org.uk](mailto:enquiries@vasd.org.uk)

We run a disability equipment service including a shop/showroom at Leatherhead. Mail order catalogue available.

## **Wheelchair Service**

Queen Mary's Hospital, Roehampton Lane, London,  
SW15 5PR

Telephone: 020 8487 6084/5

Contact: Emma Wakeling and Caroline Stanfield

Offers wheelchair assessments and equipment to clients with permanent disabilities and who are registered with GP's in the Merton and Sutton areas.

# Carers

Carers look after a friend, relative, partner or neighbour who cannot manage on their own. Carers provide a range of care from helping with the shopping on a regular basis, to providing care 24 hours a day. If you are a carer of someone ill, disabled or frail, or an older person who is a carer, this section describes services that will give you support and an opportunity to have a break from caring and have time for yourself. A more complete list is available on: [www.sutton.gov.uk/oursutton](http://www.sutton.gov.uk/oursutton)

## **ADHD - Parent/Carers Support Group**

For further information please telephone:

020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

Support group for parents and carers of children with ADHD. Meets monthly on Wednesday at Sutton Carers Centre from 9.40 am - 11.40am. Friendship, mutual support, information sharing, parenting skills, speakers.

## **Aspergers - Parents/Carers Support Group**

For further information please telephone:

020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

Support Group for parents/carers of children with Aspergers. Meets bi-monthly on Thursday mornings from 9.30am - 11.30am in the Sutton Civic Offices for information sharing and mutual support. Guest speakers are often invited.

## **The Avenues Trust**

River House, 1 Maidstone Road, Sidcup  
Kent DA14 5TA

Telephone: 0800 292 2762

Website: [www.avenuesgroup.org.uk](http://www.avenuesgroup.org.uk)

The Avenues Trust Dementia Support Service supports people with dementia, and their carers', in their own homes.

## **Bipolar UK**

11 Belgrave Road, London SW1V 1RB

Telephone: 020 7931 6480

Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

Email: [info@bipolaruk.org.uk](mailto:info@bipolaruk.org.uk)

Bipolar UK is a national user led organisation which works to enable people affected by manic depression/bipolar to take control of their lives.

## **CDS for Carers**

35 Manor Road, Wallington SM6 0BW

Telephone: 020 8773 1881

Contact: Vera Andrew –Carers Coordinator

Website: [www.cdsslforcarers.org.uk](http://www.cdsslforcarers.org.uk)

Email: [vera@cdssl.org](mailto:vera@cdssl.org)

CDS for Carers is a voluntary organisation working in partnership with the Safer Sutton Partnership. We are a psychological resource in the local community offering counselling, practical information, a support group and complementary therapies.

## **Evening Working Carers Support Group**

Telephone: 020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

A support group for working carers which meets monthly on Tuesday evening from 7.30pm to 9pm at the Civic Offices. The group provides mutual support and shares experiences and information.

### **Hearing Link**

27 - 28 The Waterfront, Eastbourne  
East Sussex BN23 5UZ

Telephone: 0300 111 1113

Mobile: 07526 123 255

Contact: The Enquiry Team

Website: [www.hearinglink.org](http://www.hearinglink.org)

Email: [enquiries@hearinglink.org](mailto:enquiries@hearinglink.org)

Hearing Link is a national organisation offering services to people living with hearing loss and their close family and friends.

### **Learning Disabilities - Carers Support Group**

For further information please telephone:

020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

A support group for carers looking after someone with learning disabilities. Meets monthly on a Tuesday, 10.30am to 12.30pm, at Sutton Civic Offices.

Provides mutual support, information sharing and friendship. Speakers often invited.

### **Mental Health - Carers Support Group**

For further information please telephone:

020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

A support group for carers looking after someone with a mental health problem. Meets monthly on a Thursday from 12 noon to 2pm at the Civic Offices.

Provides mutual support, information sharing and friendship. Speakers often invited.

### **Motor Neurone Disease Association**

Telephone: 07753 821964

Contact: Simon Edmonds - Branch Chairman

Website: [www.mndassociation.org](http://www.mndassociation.org)

Email: [eastsurrey@mndassociation.org](mailto:eastsurrey@mndassociation.org)

The East Surrey Branch of the Motor Neurone

Disease Association provides vital care and support to local people living with Motor Neurone Disease.

### **The Moving on Group/Carers Support Group**

For further information please telephone:

020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

Support Group for former carers. Meets monthly on a Tuesday afternoon 1.30pm to 3.30pm at Sutton Carers Centre. Provides mutual support, information sharing and friendship.

### **National Mencap**

1st Floor, Athena House, 86-88 London Road,  
Morden, SM4 5AZ

Telephone: 020 8545 6940

Mobile: 07939 819 506

Contact: Dennis Shattell

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

Email: [dennis.shattell@mencap.org.uk](mailto:dennis.shattell@mencap.org.uk)

Mencap provide a wide range of services supporting adults with a learning disability to live enabled and positive lives.

### **PA Network - to find a Personal Assistant**

Recruiting a Personal Assistant doesn't have to be a slow and costly process. SCILL's new PA Network which can be accessed via SCILL's website ([www.scill.org.uk/panetwork](http://www.scill.org.uk/panetwork)), makes finding the right person quicker and gives you more control.

ISS Department, SCILL, 3 Robin Hood Lane, Sutton, Surrey SM1 2SW

Website: [www.scill.org.uk/panetwork](http://www.scill.org.uk/panetwork)

Email: [iss@scill.org.uk](mailto:iss@scill.org.uk)

Telephone: 020 8770 4045

See our adverts on the inside front cover, page 29 and the back cover

### **Shared Lives - London Borough of Sutton**

Cheam District Office, 314 Malden Road  
North Cheam, Surrey SM3 8EP  
Telephone: 020 8770 4038 and 020 8770 4358  
Contact: Alison Steinmetz  
Email: [alison.steinmetz@sutton.gov.uk](mailto:alison.steinmetz@sutton.gov.uk)

The service provided is for people with a learning disability and/or mental health problem to live with a Shared Lives carer as part of their family and to be supported by the carer in a person centred manner.

### **South East Cancer Help Centre (SECHC)**

South East Cancer Help Centre, 2 Purley Road  
(Tesco Development) Purley, Surrey CR8 2HA  
Telephone: 020 8668 0974

Contact: Nina Guha - Centre Manager

Website: [www.sechc.org.uk/](http://www.sechc.org.uk/)

Email: [info@sechc.org.uk](mailto:info@sechc.org.uk)

SECHC is a registered charity whose aim is to give any person affected by cancer an opportunity to explore ways which may help them to cope with their situation.

### **Stop Hate UK**

Telephone: 0800 138 1625

Text: 07717 989 025

Website: [www.stophateuk.org](http://www.stophateuk.org)

Email: [talk@stophateuk.org](mailto:talk@stophateuk.org)

The Safer Sutton Partnership have commissioned the national charity Stop Hate UK to provide a 24 hour helpline for Sutton residents. It allows anonymous reporting of hate incidents, which includes verbal abuse, bullying and harassment, physical attacks, damage to property, graffiti and abusive emails or text messages.

### **The Stroke Association Information, Advice and Support Service**

The Stroke Association, The Blue Building,  
Ground floor, 4-8 Whites Grounds, London SE1 3LA  
Telephone: 020 7940 1343

Mobile: 07515 596 708

Contact: Lindsey Hodgson - Information, Advice and Support Co-ordinator, Sutton

Website: [www.stroke.org.uk](http://www.stroke.org.uk)

Email: [lindsey.hodgson@stroke.org.uk](mailto:lindsey.hodgson@stroke.org.uk)

A service which provides information, advice and support to someone who has had a stroke or Transient Ischaemic Attack (TIA), and/or their family and carers.

### **Support Group for Carers or Friends of Older People living in or about to enter a Care Home**

For further information please telephone:

020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

A support group for carers, relatives and friends of older people living in or about to enter a Care Home. Meets every other month on a Wednesday, 2pm to 4pm, at the Civic Offices. Provides mutual support and information with speakers often invited.

### **Sutton & Merton Aphasia Self Help Group**

Telephone: 020 8642 8320

Website: [www.smash-uk.org](http://www.smash-uk.org)

Email: [smash@smash-uk.org](mailto:smash@smash-uk.org)

People come together to help each other cope with the effects of aphasia.

### **Sutton Carers Centre**

Benhill House, 12-14 Benhill Avenue,  
Sutton SM1 4DA

Telephone: 020 8296 5611

Email: [enquiries@suttoncarerscentre.org](mailto:enquiries@suttoncarerscentre.org)

Our aim is to support unpaid carers to manage their caring role and live their lives as fully, as independently and as healthily as possible.

### **Sutton Carers' Forum**

Telephone: 020 8296 5611

Email: [carersenquiries@suttoncarerscentre.org](mailto:carersenquiries@suttoncarerscentre.org)

The Forum offers collective strength for carers to get their views noticed and heard. Meetings are every other month on a Tuesday, Wednesday or Thursday 12 noon to 2pm at Sutton Civic Offices.

### **Sutton Carers Support Service**

(part of Prospect Housing and Support Services)

184A High Street, Sutton Surrey SM1 1NL

Telephone: 020 8661 0132

Contact: Sue McNamara - Manager

Website: [www.prospecthousing.org.uk](http://www.prospecthousing.org.uk)

Email: [sutton@prospectha.org.uk](mailto:sutton@prospectha.org.uk)

The Sutton Carers Support Service provides care and support to people who have a disability or who are frail, whilst also enabling carers to have short breaks from their caring roles.

### **Sutton Mencap**

8 Stanley Park Road, Wallington, Surrey SM6 0EU

Telephone: 020 8647 8600

Website: [www.suttonmencap.org.uk](http://www.suttonmencap.org.uk)

Email: [info@suttonmencap.org.uk](mailto:info@suttonmencap.org.uk)

We provide play and youth services for children and young people with disabilities. We also provide leisure opportunities for adults with learning disabilities in the London Borough of Sutton.

### **Sutton Vision (Sutton Association for the Blind)**

First floor, 3 Robin Hood Lane

Sutton, Surrey SM1 2SW

Telephone: 020 8409 7166

Website: [www.suttonvision.org.uk](http://www.suttonvision.org.uk)

Email: [info@suttonvision.org.uk](mailto:info@suttonvision.org.uk)

Sutton Vision provides services that can promote independence, build confidence and support clients through Outreach and developing social activities, providing information about low vision aids and other agencies.

# Disability equipment – approved local suppliers

A more complete list is available on: [www.sutton.gov.uk/oursutton](http://www.sutton.gov.uk/oursutton)

## **Age UK Handyperson Service**

2 Lower Square, Civic Centre, Sutton SM1 1EA

Telephone: 020 8770 4089

Website: [www.ageuksutton.org.uk](http://www.ageuksutton.org.uk)

Email: [centralservices@ageuksutton.org.uk](mailto:centralservices@ageuksutton.org.uk)

Contact: Central Services Administration

Covers small jobs around the home including gardening, decorating, fitting key safes, door entry systems, grab rails and galvanised rails for garden paths plus much more, all at reasonable fees.

## **Ask Des**

Askdes is an 'on-line' Disability Equipment Service which lists second-hand disability equipment being sold by individuals in specific areas.

SCILL Information & Advice Service,

3 Robin Hood Lane, Sutton, Surrey SM1 2SW

Email: [information@scill.org.uk](mailto:information@scill.org.uk)

Website: [www.askdes.org.uk](http://www.askdes.org.uk)

Telephone: 020 8770 4065

See our adverts on the inside front cover, page 29 and the back cover

## **SCILL – Radar keys**

Radar keys open all locked accessible toilets in the UK. To be eligible for a radar key you must have proof of disability such as a blue badge, or a disabled freedom pass, alternatively, you can request a written letter from your doctor.

SCILL Information And Advice Service,

3 Robin Hood Lane, Sutton, Surrey SM1 2SW

Email: [information@scill.org.uk](mailto:information@scill.org.uk)

Website: [www.scill.org.uk](http://www.scill.org.uk)

Telephone: 020 8770 4065

See our adverts on the inside front cover, page 29 and the back cover

## **SCILL – Stroke equipment library**

If you have had a stroke and live in the London Borough of Sutton then this service is for you. For a small returnable deposit SCILL is loaning small items of equipment to aid recovery and rehabilitation following a stroke.

Sutton Centre for Independent Living And Learning,  
3 Robin Hood Lane, Sutton, Surrey SM1 2SW

Email: [information@scill.org.uk](mailto:information@scill.org.uk)

Website: [www.scill.org.uk](http://www.scill.org.uk)

Telephone: 020 8770 4065

See our adverts on the inside front cover, page 29 and the back cover

## **Sutton Shopmobility**

Level 3, Car Park St Nicholas Centre,

St Nicholas Way, Sutton SM1 1AY

Telephone: 020 8770 0691

Website: [www.suttonshopmobility.org.uk](http://www.suttonshopmobility.org.uk)

Charity providing wheelchair and mobility scooter hire.

Now selling daily living aids.

## **Sutton Staying Put Minor Home Repairs Scheme**

London Borough of Sutton, 24 Denmark Road

Carshalton, Surrey SM5 2JG

Telephone: 020 8770 5070

Offers practical financial help towards the cost of essential **minor** repair jobs around the home for disabled or vulnerable people. Eg guttering, plumbing, electrical work, boilers & heating systems.

### **The Vine Project Handy Person Scheme**

Unit 3, 24 Wandle Way, Willow Lane Industrial Estate  
Mitcham CR4 4NB

Telephone: 020 8685 6640

Email: [handyperson@thevineproject.org](mailto:handyperson@thevineproject.org)

Website: [www.thevineproject.org](http://www.thevineproject.org)

VineWorks is a handy person service offering small household repairs to residents in the London Borough of Sutton. A discounted service will be provided to those on means tested benefits.

### **Independent local suppliers**

#### **Cheam Disability Solutions**

583 London Road, Cheam, SM3 9AE

Telephone: 020 8337 8802

Website: [www.cheamdisabilitysolutions.co.uk](http://www.cheamdisabilitysolutions.co.uk)

#### **Disability Aids**

75 Stonecot Hill, Sutton, Surrey, SM3 9HJ

Telephone: 020 8644 8465

Website: [www.thedisabilitystore.co.uk](http://www.thedisabilitystore.co.uk)

#### **Mobility and Disability Centre**

161 Stafford Road, Wallington, SM6 9BT

Telephone: 020 8647 9596

### **Grab rails and stair rail suppliers**

#### **B&Q**

Sutton Court Road, Sutton SM1 4RQ

Telephone: 020 8770 2500

Website: [www.diy.com](http://www.diy.com)

#### **Melvin Clarke Ltd**

38 Green Wrythe Lane, Carshalton SM5 2DP

Telephone: 020 8647 9842

Rails can be purchased but will not be fitted by the supplier.

### **MD Rollings & Son**

9 Holmwood Road, Cheam, Surrey SM2 7JR

Telephone: 020 8394 2260

Private contractor who will supply and fit grab rails, stair rails and galvanised rails outside the property. Also supplies rails only if preferred.

### **Pharmacists supplying disability aids for the home (eg adapted hairbrush, jar opener, etc)**

#### **Anna Pharmacy**

398 Green Wrythe Lane, Carshalton SM5 1JF

Telephone: 020 8640 0404

#### **Lotus Chemist**

Wrythe Lane, Carshalton SM5 2RE

Telephone: 020 8647 0006

Website: [www.lotus-chemist.co.uk](http://www.lotus-chemist.co.uk)

#### **Manor Pharmacy**

75 Manor Road, Wallington SM6 ODE

Telephone: 020 8669 1007

#### **Park Lane Pharmacy**

27-29 High Street, Carshalton SM5 3AX

Telephone: 020 8773 3418

#### **Purdome Ltd**

86 Westmead Road, Sutton SM1 4HY

Telephone: 020 8642 8763

#### **Stafford Pharmacy**

150 Stafford Road, Wallington SM6 9BS

Telephone: 020 8647 2996

## National equipment & handy device suppliers

You may request a brochure or order equipment online from various national suppliers, including those below.

### **Homecraft Rolyan**

Nunn Brook Road, Huthwaite, Sutton-in-Ashfield,  
Nottinghamshire NG17 2HU  
Telephone: 08444 124 330  
Website: [www.homecraft-rolyan.com](http://www.homecraft-rolyan.com)

### **Mangar International**

Presteigne Industrial Estate, Presteigne,  
Powys LD8 2UF  
Freephone 0800 2800 485  
Website: [www.mangar.co.uk](http://www.mangar.co.uk)

### **NRS Healthcare**

Sherwood House, Cartwright Way,  
Forest Business Park, Bardon Hill, Coalville,  
Leicestershire, LE67 1UB  
Telephone: 0845 121 8111  
Website: [www.nrs-uk.co.uk](http://www.nrs-uk.co.uk)

### **OTS Ltd**

PO Box 234, Malvern WR14 1QB  
Telephone: 0845 260 7061  
Website: [www.otstores.co.uk](http://www.otstores.co.uk)

# Telecare and community alarms providers

Below are contact details for providers of telecare services, including community alarms and mobile response services. Please see page 14 of this Directory for further information.

## **Aid Call**

Lindhay House, Ashburton, Devon TQ13 7UP  
Telephone: 01364 651 555  
Email: [customerservices@aidcall-alarms.co.uk](mailto:customerservices@aidcall-alarms.co.uk)  
Website: [www.aidcall-alarms.co.uk](http://www.aidcall-alarms.co.uk)

## **MASCOT**

Telecare Merton Council, 1st Floor Civic Centre,  
London Road, Morden SM4 5DX  
Telephone: 020 8274 5940  
Email: [mascot@merton.gov.uk](mailto:mascot@merton.gov.uk)  
Website: [www.mascot-telecare.org.uk](http://www.mascot-telecare.org.uk)

## **Croydon Careline Response Team**

1st Floor, Room 1.10 to 1.12, North side,  
Taberner House, Park Lane, Croydon CR9 2BA  
Telephone: 020 8654 7166 (24 hrs)  
Email: [careline@croydon.gov.uk](mailto:careline@croydon.gov.uk)  
Website: [www.croydon.gov.uk](http://www.croydon.gov.uk)

## **Mole Valley District Council**

Park House, Randalls Road, Leatherhead, Surrey  
KT22 0AH  
Telephone: 01372 204500  
Email: [telecare@molevalley.gov.uk](mailto:telecare@molevalley.gov.uk)  
Website: [www.molevalley.gov.uk](http://www.molevalley.gov.uk)

## **Kompanyon Seniorlink Eldercare LLP**

847 Burnley Road, Loveclough, Rawtenstall,  
Lancashire BB4 8QL  
Telephone: 0808 100 2435  
Email: [rita.bhullar@eldercare.co.uk](mailto:rita.bhullar@eldercare.co.uk)  
Website: [www.kompanyon.co.uk](http://www.kompanyon.co.uk)

## **Sutton Housing Partnership**

1, Carshalton Road, Sutton, Surrey SM1 4LE  
Telephone: 0800 195 5552  
Email:  
[customercare@suttonhousingpartnership.org.uk](mailto:customercare@suttonhousingpartnership.org.uk)  
Website: [www.suttonhousingpartnership.org.uk](http://www.suttonhousingpartnership.org.uk)



# How can we help you?

SCILL's Information & Advice service is here for you. We provide free, confidential information for any questions regarding healthcare, disability or community care. You can access our service by telephone, email or by dropping in to the SCILL centre Monday to Friday, 10am to 4pm.



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information@scill.org.uk • 020 8770 4065 • www.scill.org.uk  
SCILL centre, 3 Robin Hood Lane, Sutton, Surrey, SM1 2SW