

# Adult Social Care Services



Guide to services to help you stay

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**safe**  
**and**  
**well**

**2011**



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Nursing Care for the Elderly and Dementia Sufferers



## **BOURNE HOUSE**

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Nursing Care for the Elderly and Dementia Sufferers



# Royal Borough of Kingston upon Thames

## Adult Social Care services

### (Social services for adults)

Please ask us if you'd like this guide on audio-tape, on computer disk, in large print, in Braille, or in another language. This guide is also available on our website (see below). You can also contact us through our website.

## Helpline

**Telephone:** 020 8547 5005

**Email:** [adults@rbk.kingston.gov.uk](mailto:adults@rbk.kingston.gov.uk)

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



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This publication is also available as an ebook: [www.carehomeguides.com/kingston](http://www.carehomeguides.com/kingston)

**Helpline 020 8547 5005**

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*“Providing Quality Nursing  
and Residential Care”*

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“The Service is absolutely brilliant; it has totally altered my life.”

Michael, 76, is housebound and uses the WRVS Scottish Borders Rural Transport Service

If you need help or know an older person who needs help or if you would like to volunteer or make a donation, call **0845 601 4670** or visit [wrvs.org.uk](http://wrvs.org.uk)



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# Welcome to the guide

Welcome to the Royal Borough of Kingston upon Thames Adult Social Care services guide.

At some point in our lives most of us will need help with everyday living, perhaps because of an illness, a stay in hospital, a disability, or just because we are getting older.

This guide aims to give you some useful information about the support offered by Kingston Council, independent providers and voluntary organisations to help adults keep independent, safe and well.

You will also find here some helpful advice about how to choose, use and get the most from your care and support services.

For more information, please call the Kingston Council Helpdesk on 020 8547 5005.

This guide and other information is also available on our website:  
**[www.kingston.gov.uk](http://www.kingston.gov.uk)**

We cannot recommend any particular service or organisation but this guide gives you information about all the care services provided and approved by the Royal Borough of Kingston at the time of printing.

## **Tell us what you think**

We hope this guide gives you the information you need. If you have any comments about it, or the services we offer, please tell us what you think. You can use the comments form on the back page or you can get in touch with:

### **Phil Levick**

Adult Social Care services  
Hollyfield House, 22 Hollyfield Road  
Surbiton, Surrey KT5 9AL

### **Email:**

[philip.levick@rbk.kingston.gov.uk](mailto:philip.levick@rbk.kingston.gov.uk)

**Telephone:** 020 8547 6103

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

# Adult Social Care services

## Who we are

Kingston Adult Social Care services is part of Kingston Council. The Royal Borough of Kingston upon Thames (RBK) includes Kingston, Surbiton, Tolworth, Hook, Norbiton, Berrylands, Chessington, New Malden and parts of Worcester Park, Malden Rushett and Kingston Vale.

## What we do

We arrange care and support services for adults living in the Royal Borough of Kingston upon Thames who need help to keep independent, safe and well.

We also provide support to family members and friends (carers) looking after someone living in Royal Borough of Kingston.

We work closely with local health and housing services, voluntary organisations and independent care providers.

## We're changing

At the moment we are changing the way we work in three important ways. Firstly, we want to make even more sure people have the right information and advice they need to make good choices about what local help is available to help them keep independent, safe and well.

Secondly, we want to offer people a little bit more support sooner to help them keep or get back their independence as quickly as possible, for as long as possible, to prevent them needing a lot of help later.

Lastly, we are offering people who need a lot of support over the long term more choice and control over how they are supported to achieve what they want in their life through a 'Personal Budget' (see 'Helping you live independently' on page 9).

You can keep up with these changes as and when they happen on our website: [www.kingston.gov.uk](http://www.kingston.gov.uk)

## Who we help

We help people aged 18 years or over living in the Royal Borough of Kingston upon Thames who need help with:

- keeping safe and well and free from harm, abuse or neglect
- staying independent and making choices in their life
- looking after their own personal care
- keeping up with their work or family life and responsibilities or learning and leisure activities
- looking after a family member or friend.

**Helpline 020 8547 5005**

We support people with physical or learning disabilities, people with long term health needs, those with dementia, those with sight or hearing loss, people who have mental health needs, people with drug and alcohol difficulties, those with HIV, and family and friends who

support people in any of the situations described above.

Of course, we know that everyone's needs are different. That's why we provide specialist services that can offer help, advice and support. For more information see 'Helping you live independently' on page 9.

### **Is this you?**

"I look after my mum who is very confused and forgetful. I visit her every day before work and on my way home. Last night I found her wandering up the road in her night clothes. I'm really struggling to carry on."

**We may be able to help**

### **Is this you?**

"Since I've started receiving help with my personal care some of my money and other things have gone missing. I can't manage on my own, and really need help to look after myself but I don't know what to do about this!"

**We may be able to help**

### **Is this you?**

"I have Multiple Sclerosis which has got a lot worse lately. I can't cook, clean the house or shower myself on my own any more. My daughter does her best to help me but I don't want her to take on too much as she's only 12."

**We may be able to help**

### **Is this you?**

"I have learning disabilities and can't get people to understand or listen to me. People call me names and I don't have any friends. Also, I'm confused when it comes to paying bills and looking after my money."

**We may be able to help**

### **Is this you?**

"Since I lost my partner I've become very depressed. I'm not eating properly or taking my medication. I've given up washing myself and changing my clothes. No one cares about me and I don't go out any more or see anyone."

**We may be able to help**

## How we decide if we can help you

If you contact us because you think you need support, or you know someone who does, we will offer you an appointment to meet one of our staff. You will be able to talk to them in confidence about your situation and discuss the help you need. This is called an Adult Social Care Assessment.

If a family member or friend supports you at home we can involve them in your assessment if you wish, and they can have their own **'Carer's Assessment'** if they want to.

We will try to find the best way to help you live safely and independently at home and, wherever possible, we will give you choices about the help and services available.

We would like to help everyone. But as there are lots of people who ask us for help we have to offer our services to those people who need our help the most to keep independent, safe and well.

To help us decide in a fair way if we can help you, we work to the Government's 'Fair Access to Care' guidelines. This guidance sets out four levels of need based on a person's ability to live safely, independently and well. These levels of need are: 'Critical', 'Substantial', 'Moderate' and 'Low'. All councils have to decide who they offer their services to using this guidance.

In the Royal Borough of Kingston we only arrange care and support services for adults who have 'Critical' or 'Substantial' needs or to people whose needs are likely to become 'Critical' or 'Substantial' if they didn't receive any help soon.

### Critical and substantial needs include situations where –

- you are suffering or likely to suffer from neglect, harm or abuse
- your health is poor, resulting in the need for medical care
- you cannot care for or look after yourself properly
- you cannot make important decisions or make choices for yourself
- your work or education is, or is likely to suffer
- the people who support you can no longer care for you
- you can no longer carry out normal parenting or family responsibilities.

If the assessment shows that you qualify for social services support because you need a lot of help to keep independent, safe and well, the next thing to do is to decide what kind of care and support suits you best. This could be care and support in your own home, day services in the community, living in a sheltered housing scheme or care home, or receiving NHS continuing care.

**Helpline 020 8547 5005**

We can offer you information and advice without an assessment, but you may not get the help you need if you do not agree to have one.

If we cannot help you, we'll try and point you in the direction of someone who can. In the future, if you feel your situation has changed, you can ask us to look at your support needs again.

**We promise to...**

- listen to you and respect your views and wishes
- arrange an interpreter if you do not speak English or if you use sign language
- offer you information in a format that suits you, for example, in your own language, in large print, on tape/CD, or in Braille
- offer anyone who supports you their own (Carer's) Assessment
- complete your assessment within four weeks and give you a copy
- tell you about your right to see information kept on you and how to go about using that right
- tell you about your right to challenge your assessment if you are not happy with it and how to make a complaint
- tell you about the different financial benefits that you may be entitled to.

**Our charges**

There is often a charge for our support services that is based on the service you receive. That's why we carry out a financial assessment, to see what you can afford and to make sure you are claiming all the benefits you are entitled to (see 'Paying for care and support services' on page 75). Our staff can help you to fill in any benefits form to make things easier for you.

**Helping you live independently**

We want to help people to continue to live independently in their own homes because we know that is where most people want to be.

We have a range of services for you, or someone you care about, to help you continue to live at home, in familiar surroundings and as part of the community. We can also put you in touch with other local care and support services (see 'Independent local care and support services' on page 23).

- We promise to...**
- treat what you say to us in confidence and only share information about you with other people with your permission or if the law tells us we must
  - work and make decisions with you to provide the services you need in a way that suits you best
  - give you all the information you need in a format that suits you so that you can make informed choices

- be fair and just with you and not put you at a disadvantage because of your race, age, gender, religion, social background, disability or sexual orientation.

### Personal Budgets

If you qualify for our help (see ‘How we decide if we can help you’ on page 8), need long term support and you want to stay in your own home for as long as possible, we will offer you a ‘Personal Budget’ to support you to carry out your wishes.

A ‘Personal Budget’ is a new way of getting social care support which gives people more choice over how they wish to live their lives.

A ‘Personal Budget’ is a sum of money for you to choose and pay for the services and support you need to keep independent, safe and well at home.

You can choose to have these services from us or from other agencies and organisations (see ‘Independent local care and support services’ on page 23).

The amount of the ‘Personal Budget’ you will receive will depend on the amount of support you need. There are various ways you can use your ‘Personal Budget’. You can choose to:

- **Have it all as cash**, a ‘Direct Payment’, to employ someone to help you cook and eat, wash and dress, keep healthy and get out and about, or buy some equipment such as a computer or personal alarm, for example.

- **Have it all in the form of services that we will arrange for you**, for example, day services or care at home.
- **Have some of it as cash and some of it in the form of services**. For example, you may choose to use some of your budget to employ someone to help you get out and about and some of it to get help with washing and dressing from a care agency.

If you are worried about not being able to organise your care and support, we can arrange it for you. Whatever you choose, you are in charge and our staff will help you through every step of the way (see ‘Personal Budgets – real life stories’ starting on page 19 for some examples of how a Personal Budget has changed people’s lives for the better).

### Care and support in your own home

We offer a range of care and support services to support you to live in your own home. These services aim to help you to keep independent, to prevent you needing to go into a care home and to help you regain your independence after an illness at home or a stay in hospital. Our services include:

- **Personal and practical help** with daily living tasks such as getting up and dressed, having a bath, going to bed, eating and drinking, preparing meals, using the toilet,

**Helpline 020 8547 5005**

and help with parenting tasks if you are a disabled mum or dad.

- **Hot and Frozen Meals** (Meals on Wheels) if you cannot prepare food for yourself.
- **A Bathing Service** if you have a medical need for help with bathing
- **Telephone installation** if you live alone (or are often alone), are vulnerable and unable to deal with an emergency without a telephone service.
- **Telecare services** including a 24 hour emergency alarm scheme if you are at risk of falling or of needing emergency medical help, fall and smoke detectors, intruder and temperature alert buttons and other devices to help you keep safe in your home.
- **Short breaks** in a residential or nursing home.
- **Information and advice** about equipment and adaptations to your home.
- **Loan of equipment** for you to use in your home, for example, to help you get up from your chair, bed or toilet, and speaking clocks.
- **Training and support** to help you and the people supporting you to use equipment and get on with your life, including advice on returning to work, education and leisure activities.
- **Minor adaptations to your home** such as a loud doorbell, stair or

grab rails, wide doorways, or a basic ramp.

- **Major adaptations to your home** such as a downstairs toilet, a stair lift, and wheelchair access. You may need to contribute to some of these depending on your financial situation.
- **Houseproud Scheme** to help you make repairs, improvements and adaptations to your home so you can continue to live there safely and independently.

### Promoting Independent People Service

The Promoting Independent People Service (PIPS) offers equipment and free professional advice to older and disabled people to help them keep active and independent.

services include advice on daily living equipment, such as bath seats, easy to use tin and jar openers, knob turners and kettle tippers, hand rails, stair lifts and level access showers; and advice on sensory impairment equipment such as bleeping liquid indicators, flashing door/telephone bells, and talking microwaves.

Many items of equipment are also for sale. You can also try out and buy Telecare equipment such as smoke, gas and flood detectors, personal alarms and pill organisers/alarms.

### Promoting Independent People Service

**Helpline 020 8547 5005**



## Deer Park View • Teddington TW11 0DX Residential, Nursing & Dementia Care

Deer Park View care centre has been designed to offer a 'home from home' feel for all its residents, with a warm and friendly environment and the opportunity to enjoy beautiful views of Bushy Park.

Featuring the very latest in design for elderly residents who have a form of dementia, Deer Park View provides a stress reducing environment. Residents' bedrooms come fully equipped and there is the opportunity for residents to personalise their bedrooms by bringing in favoured smaller pieces of furniture and treasured mementos.

Caring Homes has developed a comprehensive programme of support, from dedicated staff training to state of the art facilities to support people living with dementia and Deer Park View is the latest, and finest example of that commitment.

### Features:

- 24hr Nursing Coverage
- Personalised Care Plans
- Respite & Convalescence Packages Available
- Light & Bright Accommodation
- En Suite Bedrooms
- Researched Care Design & Practical Layout
- Restaurant Standard Cuisine
- Hospitality Services
- Rich & Engaging Activities
- Home Entertainment

The Noble Centre  
109a Blagdon Rd  
New Malden  
KT3 4BD  
Telephone: 020 8547 6511

## Support to family and friends

If you provide regular care and support for a relative or friend living at home who couldn't manage without your help because they are frail, ill or disabled, then you are a 'carer'.

You may still be a carer even if the person you care for lives somewhere else, even some distance away. (If the person you care for lives in another borough, please contact their local social services department for information, including asking for an assessment of your own needs.)

If you care for someone living in the Royal Borough of Kingston, we may be able to provide you with services and support in a number of ways. These include:

- **An assessment of your needs** as a carer (see page 8).
- **Relief care** to give you a regular break and some time for yourself.
- **'Admiral Nurse'** who offers support and advice for carers of people with dementia.
- **Emergency night assistance scheme** offering 'rapid-response' practical and personal help for the

person you care for to give you a break.

- **Short breaks** with the person you care for or on your own if you prefer. We can also arrange for the person you care for to stay in a residential or nursing home for short periods to give you a break.
- **Support groups** run by us or voluntary organisations.
- **Flexible Breaks** - money to use to take a break of your choice, for example, to go swimming, or to the theatre, out for a meal, or to go towards gym or golf membership or to put towards something you need to help you care, such as a washing machine or a mobile phone.
- **Carers' Emergency Alert Card** to raise the alarm that there is someone at home who needs help if you are involved in an accident.

Our leaflet '**Support for Carers in Kingston**' gives a general overview of the services we offer. We also produce a '**Carers Directory**' which sets out all the various services and support available locally from a range of organisations for people looking after a family member or friend.

You may also want to contact **Kingston Carers' Network**, which is an independent organisation offering advice and support to carers, including young carers, looking after

someone living in the Royal Borough of Kingston (See page 25).

### Help with work

Kingston Workstart is a supported employment project that aims to assist people with learning or physical or sensory disabilities, people with mental health needs and people receiving Incapacity Benefit to seek and keep paid work. Each person is supported on a one to one basis and provided with tailor made support.

Support is given in interview techniques, creating a CV, job search skills and confidence building. We can also provide an unpaid work experience placement to help people gain the necessary skills before moving on to paid work. We also provide some support in the workplace to both the employer and employee once a person has found work.

### Help with transport

We offer a range of schemes to help older people, disabled people, people with sensory impairments and people with severe mental health needs to stay independent by getting out and about. These schemes include:

- **Taxicards** to enable people with serious and permanent walking difficulties to travel in licensed black cabs at subsidised rates.

- **Blue Badge parking permits** for disabled and blind people to park in convenient places.
- **Freedom passes** for older people and disabled people to travel free on buses, trains and the Underground in the London area.

### Support for people with a sensory impairment

If you have a sight or hearing impairment, we can offer support from our specialist workers. services include:

- **Information, support and advice** about a range of equipment and local support groups.
- **Useful equipment** such as flashing light systems, door entry systems and text phones if you have a hearing impairment, or talking clocks and task lighting if you have a visual impairment.
- Teaching of **Braille, Moon and touch typing.**
- **Rehabilitation and mobility training** to maximise your independent living skills.

### Mental health support services

Most mental health services in Kingston are managed by South West London and St George's Mental Health NHS Trust. We provide a range of treatment and support services for people with severe and enduring mental health

**Helpline 020 8547 5005**

needs, and people who misuse drugs and/or alcohol.

These services are available via your GP. Counselling services for people with mild to moderate mental health needs are also available through your GP.

### **Asperger Syndrome Service**

The Asperger syndrome service offers a personal development and a preparing for work training programme as well as a social group and a carers' group.

### **Dementia Adviser Service**

This new service for people with dementia is jointly run by the Alzheimer's Society and the Royal Borough of Kingston. The dementia adviser service is primarily for people with dementia, as well as their supporters and carers. It provides them with a named contact throughout their journey with dementia. Referrals to the service may come from GPs, Adult Social Mental Health Teams, Memory services or other health and social care professionals, or self-referral. The service aims to provide a high quality information and signposting service which is tailored to individual need.

### **Dementia Adviser Service Kingston**

Laura Maher  
Tolworth Hospital  
Red Lion Road  
Surbiton  
KT6 7QU

Tel: 0208 296 1317

Email:

[laura.maher@alzheimers.org.uk](mailto:laura.maher@alzheimers.org.uk)

### **Easy website for people with learning disabilities**

We have an easy to use website for people with learning disabilities where you can find lots of information on local services, support and activities:

**[www.kingstonld.info](http://www.kingstonld.info)**

### **Kingstoni**

Kingstoni is an easy to use website providing a comprehensive range of social care information to support people to keep themselves independent, safe and well.

The website is still being developed and will be launched early in 2011.

### **Community activities**

We also offer meals and community activities for people living in sheltered accommodation. Activities include exercises, quizzes and outings.

### **Day services**

Day services aim to support people needing regular help and assistance to carry on living in their own home. We provide day services for older people, people with a physical disability or sensory impairment, people with mental health needs and people with learning disabilities. Meals are provided for a small

charge and transport can be laid on too.

Day Services offer a range of social and leisure activities and treatment and therapy services, including visits from chiropodists, hairdressers, physiotherapists and complementary therapists, depending on the particular centre. services may include –

- Talks, discussion groups and outings.
- Help with personal care.
- Bingo, quizzes, film shows.
- Painting, drawing, sculpture, pottery, photography and creative writing courses.
- Keep fit exercise groups.
- Help with employment and training skills.
- Cooking skills courses.
- Emotional support and encouragement.
- Social skills training.
- IT (Information Technology) training.
- Men only groups.
- Women only groups.

### **Assessment, rehabilitation and recuperation services**

Hobkirk Resource Centre in New Malden offers a period of rehabilitation or assessment for people being discharged from hospital to help them decide their

future care arrangements. This service aims to help older people recover and regain their independence that may have been lost as a result of an illness or injury.

The service is provided for up to six weeks by a team of health and social care professionals including occupational therapists, physiotherapists, nurses and care assistants.

### **Care between hospital and home**

Care between hospital and home, and care to prevent people going into hospital, is known as intermediate care. Intermediate care aims to support people aged 18 or over in their own home as an alternative to going into hospital, or to help them come home as early as possible after a stay in hospital.

This (NHS) service is provided for up to six weeks by a team of health and social care professionals including occupational therapists, physiotherapists, nurses and care assistants.

### **Sheltered housing**

Sheltered housing schemes are made up of a number of unfurnished properties specially designed for the needs of older people who need some support to help them live independently but who do not need to live in a care home.

**Helpline 020 8547 5005**

Some of the schemes offer extra help for people who need a lot of help to keep independent, safe and well. Sheltered housing aims to provide convenient and comfortable accommodation in a setting which allows residents to come and go as they please yet provides a degree of underlying security. It also provides an opportunity to make friends and to share a wider social life through the use of a communal lounge and other facilities provided for the benefit of all.

### **Adult Placement (shared lives) Scheme**

Our Adult Placement Scheme offers an alternative to residential care offering older people, people with learning disabilities and people with mental health needs the opportunity to live a normal family life within the home of a Shared Lives carer.

People can stay within the home of a Shared Lives carer on a long-term or short-term basis, getting the support they need to live as independently as possible within a family environment. Short stays can be planned in advance and offer a consistent environment of care over the year.

For more information about the Scheme or how to become a Shared Lives carer, please contact:

**Christine Croft**  
Adult Placement (Shared Lives)  
Scheme Manager

Hobkirk House  
109 Blagdon Road  
New Malden  
KT3 4BD  
Tel: 0208 547 6380  
Email:  
christine.croft@rbk.kingston.gov.uk

### **Care homes**

Care homes give you the opportunity to continue doing the everyday things you enjoy even if you are no longer able to live independently with support in your own home or if living in a care home is your preference.

Care homes provide help with personal care tasks such as getting up, washing, dressing and going to the toilet. Meals are provided and there are often outings and other activities.

Some care homes also provide nursing care for people whose needs cannot be met within their own home and who need the skills of a qualified nurse over a 24 hour period. services provided include personal care, washing, dressing, feeding, using the toilet and also nursing care (for example, administering medication, stoma and catheter care, dressing of wounds).

If living in a care home is agreed in your assessment (see 'How we decide if we can help you' on page 8) we can help you find the right place to live (see 'Choosing and using

**Helpline 020 8547 5005**

care and support services' on page 59).

We can also give you information and advice about paying for your care (see 'Paying for care and support services' on page 75).

We can also provide you with information and advice about care homes even if you do not want an assessment, or if you want to make your own arrangements (See 'Local registered care homes' on page 42).

We arrange placements in care homes belonging to the Royal Borough of Kingston upon Thames and those owned by private and voluntary organisations. All the care homes we use are registered and inspected by the Care Quality Commission (CQC) who can provide you with their inspection reports (see page 80).

In the Royal Borough of Kingston's care homes we have introduced a philosophy of care which puts you, the resident, at the centre of life in the home. This means that you and your family will be in control of decisions that need to be made and will be very involved in life in the home. This philosophy is called 'The Eden Alternative' which aims to make sure that people living in care homes do not experience loneliness, boredom or helplessness. To find out more about the Eden Alternative visit: [www.eden-alternative.co.uk](http://www.eden-alternative.co.uk)

## Care homes run by Royal Borough of Kingston

Here is a list of care homes run by Royal Borough of Kingston. For a complete list of all care homes in the borough, including private and voluntary sector homes, see page 42.

### **Amy Woodgate Specialist Resource Centre**

Amy Woodgate offers specialist residential and day care services for people with dementia.

### **Amy Woodgate Specialist Resource Centre**

Nigel Fisher Way  
Surbiton KT9 2SN  
Tel: 020 8547 6262/63  
Email:

[amywoodgate@rbk.kingston.gov.uk](mailto:amywoodgate@rbk.kingston.gov.uk)

### **Hobkirk House Resource Centre**

Hobkirk House offers assessment, rehabilitation and nursing care services, both short and long term. The home also provides continuing care.

### **Hobkirk House Resource Centre**

109 Blagdon Road  
New Malden KT3 4BD  
Tel: 020 8547 6373

### **Murray House**

Murray House offers residential care for **older people** on a permanent and short term basis. There is also a day service attached to the home which Milaap run. This is a day centre which meets the needs of different ethnic groups within the borough.

**Helpline 020 8547 5005**

## **Murray House**

Acre Road  
Kingston KT2 6EE  
Tel: 020 8547 6300

## **Newent House**

Newent House offers residential and day care services for older people with high physical needs. Short breaks are also available.

## **Newent House Resource Centre**

8 - 10 Browns Road  
Surbiton KT5 8SP  
Tel: 0208 547 6312

## **17 Chamberlain Way**

17 Chamberlain Way offers short residential breaks for adults with a mild or moderate learning disability.

## **17 Chamberlain Way**

Surbiton KT6 6JH  
Tel: 020 8399 8254

## **Woodbury**

Woodbury offers day and residential services to adults with a learning disability.

## **Woodbury**

8 Kingsdowne Road  
Surbiton KT6 6JZ  
Tel: 020 8547 5770

## **Adult Safeguarding**

If you are worried about your own safety or the safety of another person, please call us:

## **Adult Safeguarding Coordinator**

**Telephone:** 020 8547 4735  
**Fax:** 020 8547 6142

**Email:** [adult.safeguarding@rbk.kingston.gov.uk](mailto:adult.safeguarding@rbk.kingston.gov.uk)

**In an Emergency call 999 or 112**

### **What you can expect from us**

- We will help you find a suitable care home.
- We will work with you to see if we can help towards the costs of your care home fees.
- If RBK is paying, or helping you pay, for your care we will meet with you around six weeks after you have moved to a care home and visit you at least once a year to make sure everything is going well and that your needs are being met.
- We will put you in touch with organisations that can support you to live well in your care home.

### **Personal Budgets – real life stories**

Mrs W is 96 years old and has dementia. Mrs W has lived in her house for over 72 years and despite having dementia, has continually said that she wanted to stay in her house rather than live in a care home. Mrs W and her family were worried about the risks of her staying at home but decided that her quality of life would be much better there and it was therefore worth accepting and managing the risks of being at home. Mrs W and her family worked with Mrs W's Care Co-ordinator to

work out how she could spend her pension, benefits and Personal Budget to stay at home and get the most out of life. Mrs W is now living at home with all the support she needs.

Mrs B is a 72 year old Muslim woman from Iraq who contracted polio as a child and has severe arthritis. Mrs B's first language is Arabic and she is very isolated other than the contact she has with her family. She relies on her daughter to support her who is also caring for her father. When Mrs B's health was better, she used to enjoy going to Edgware Road to see friends from her community and spend time in the coffee shops. Mrs B decided to use part of her Personal Budget to pay towards her daughter's petrol costs so that she could take her to Edgware Road once or twice a week.

Mr G had approached the Council three times wanting to explore options for managing his own care. He had not had a good experience of social services so was keen to explore how Personal Budgets might work for him. The Care Manager discovered that Mr G really enjoyed fishing so he used his Personal Budget to get support to help him go fishing which helped his wife have a break from looking after him.

Mr and Mrs B had always been very reluctant to accept support for their disabled daughter who has a high level of complex support needs. This

was mainly because the type of support they wanted was not available or flexible enough. Mr and Mrs B's daughter decided to use her Personal Budget to employ a personal assistant to support her and so give her mother a break from caring for her. She also chose to employ a Russian teacher to help her learn English and to be able to have breaks as a family. Mrs B was now willing and able to continue caring for her daughter, especially now that she was being supported in a way she found helpful. The plan now is that as Mr and Mrs B get more comfortable with the support being given to their daughter they will be able to reduce their caring role, confident in the knowledge that their daughter's Personal Budget will be increased proportionately.

Mr D is a disabled parent who was previously receiving some home care support. He could have also attended a day centre for various social activities as he is very isolated at home on his own. Mr D did not want to attend the day centre or continue with his home care service as they were not flexible enough for him. Now, with a Personal Budget, Mr D employs a personal assistant to help him with his personal care, has decorated his home and has benefitted from having a holiday with his son.

Mr F previously had two hours of personal care each day and was offered a place at a day centre to give him and his wife a break.

However, Mr F no longer wanted these services as they were not flexible enough for him. With a Personal Budget Mr F continues to have personal care as before but also has some help with housework and gardening, which takes some of the pressure off his wife who is his main carer. Mr F also has two care workers for three weeks each year to enable him and his wife to have a holiday.

Mrs S is 75 and very active even though she has dementia. She had lived at home for a long time and was very clear that she did not want any help from social services. Using a Personal Budget, her Care Co-ordinator was able to help her to arrange support that was more appealing to Mrs S. She was able to go to adult education classes with her care worker on the bus and then afterwards they could go for fish and chips. Mrs S is now much calmer and enjoying her life more.

## How to contact us

To ask for an adult social care assessment, or for more information on the various services available, please contact our helpline. You can ask for help for yourself, or a family member or friend. If you are asking for help for someone else, please make sure they have agreed to this.

If you, or a member of your family, or friend speak little or no English, or if you use sign language, we can arrange an interpreter.

## Helpline

We are open between 8.45am and 5pm, Monday to Thursday, Fridays 8.45am to 4.45pm.

Telephone: 020 8547 5005

Email: [adults@rbk.kingston.gov.uk](mailto:adults@rbk.kingston.gov.uk)

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

## Contacting us outside office hours

If you need urgent help or have an emergency outside office hours, please contact:

### Adults Emergency Duty Team

Telephone: 020 8770 5000

Minicom: 020 8770 5178

Type Talk: 0151 709 9494

## Adult Safeguarding

For people who are worried about their safety or the safety of another person.

### Adult Safeguarding Coordinator

Telephone: 020 8547 4735

Fax: 020 8547 6142

Email: [adult.safeguarding@rbk.kingston.gov.uk](mailto:adult.safeguarding@rbk.kingston.gov.uk)

## In an Emergency call 999 or 112

## If you're not happy with us

All our services are regulated by the **Care Quality Commission (CQC)**.

The CQC is an independent organisation that regulates, inspects and reviews all health and social care services in the public, private and voluntary sectors in England. Despite our best efforts, we sometimes get things wrong! Also,

**Helpline 020 8547 5005**

you may not agree with everything we say or do. We welcome your views on our services and the way we treat you. What you tell us will help us to make improvements in the future.

If you want to make a comment or complaint we will listen carefully to what you have to say and get back to you. You can make a complaint yourself or get a friend, relative or independent person to do it for you. We would also like to hear from you when we do something well!

If you are not happy with something the first thing to do is to talk to your care manager/care co-ordinator or their manager about it. If this doesn't sort the problem out, or if you want to talk directly to our Complaints and Information Access Officer, the address is:

**Complaints and Information Access Officer**

Guildhall 1, Kingston KT1 1EU

Telephone: 0208 547 5000

Email:

karen.fenwick@rbk.kingston.gov.uk

We also have a leaflet which explains how you can make a complaint. The leaflet is called 'Your Right to be Heard – How to Compliment, Comment or Complain'. You can get this leaflet from our Helpline on 0208 547 5005

**What you can expect from us**

When we receive your complaint we will contact you within **10 working days** with a response or to arrange a meeting to discuss the problem with you. We hope we can sort the problem out at this stage.

If you are not satisfied with the result, the Complaints Officer will contact you to discuss the options available to pursue your complaint further.

# Independent local care and support services

Here you will find a listing of various independent local care and support services including information, advice and advocacy services, Day care and adult social support services, travel and transport services, home care services, and care homes.

Before making a decision about which service is right for you please have a look at 'Choosing and using care and support services' on page 59.

## Information, advice and advocacy services

### Age Concern Kingston

Age Concern Kingston is an independent local charity and offers a variety of information, advice and support services:

#### First Contact Telephone Advice line

This telephone help line is open Monday to Friday, 10am to 12 noon and provides information and advice to people over 60, their families and friends living in the Royal Borough of Kingston.

#### Advice and advocacy service

This is a free and independent advice service for anyone aged 60 years or over living in the Borough

of Kingston upon Thames, and their family and friends. Issues covered include health and social care, money and benefits including help to fill in forms and to appeal against benefit decisions, transport options, consumer issues, housing options and social activities.

Raleigh House  
 14 Nelson Road  
 New Malden  
 KT3 5EA  
 Tel: 0208 942 8256  
 Email: [firstcontact@ageconcernkingston.org](mailto:firstcontact@ageconcernkingston.org)  
 Website:  
[www.ageconcernkingston.org](http://www.ageconcernkingston.org)

### Citizens Advice Bureau Kingston

Kingston Citizens Advice Bureau offers advice and information on a wide range of subjects including welfare benefits, debts, housing, employment, relationships and legal issues. There is an Information Centre for self-help leaflets and factsheets which is open Monday to Friday 10.00am - 3.30pm.

Neville House  
 55 Eden Street  
 Kingston  
 KT1 1BW  
 Tel: 0844 826 9701  
 Website: [www.kcabs.org.uk](http://www.kcabs.org.uk)

**Helpline 020 8547 5005**

## Handy Person Scheme

This is a low cost, non means-tested scheme run by Age Concern Kingston and is available to all over 55s in the Borough. The handyperson is able to carry out non-emergency work involving small repairs, minor adaptations and odd jobs.

### Age Concern Kingston

Handyperson Co-ordinator  
Tel: 020 8408 8177

## Islamic Resource Centre

The IRC is a charity and a voluntary organisation providing a free service to the community in various languages. It provides counselling, support and advice, basic IT and literacy skills classes. IRC also organises activities related to health and well being and aims to meet the needs of the diverse community in Kingston.

59 East Road  
Kingston  
KT2 6EJ  
Tel: 020 8549 5499  
Email: irc59@hotmail.com  
Website: e-voice.org.uk/one4all

## Kingston Advocacy Group

Kingston Advocacy Group is a charity which aims to help vulnerable people have a say in decisions that affect them, and how they live their lives. This is done by providing independent advocacy support to individuals. services offered include –

- Citizen Advocacy for people with mental health needs – Citizen advocates are trained volunteers who offer information and support to people with specific issues.
- Citizen Advocacy for people with learning disabilities – Volunteers are trained and supported to work in often long-term partnership with a person with a learning disability.
- Direct Advocacy – Professional workers provide advocacy in a crisis or when it is either not possible or appropriate for a volunteer to deal with the issues involved.
- Black and Minority Ethnic (BME) Advocacy – a full-time BME worker offers support to people with specific needs related to minority ethnic issues.
- In-patient Advocacy – A professional in-patient advocate visits the acute psychiatric wards serving Richmond, Kingston and Epsom to offer support.
- Self advocacy – KAG Advocacy regularly facilitates self advocacy groups.
- Group Advocacy – KAG Advocacy employs a group advocate to ensure the opinions of service users are represented to service providers. Kingston Advocacy Group gives management support to this project.

**Helpline 020 8547 5005**

- Appropriate Adults – Trained volunteers, under the supervision of a KAG co-ordinator, are made available to anyone in police custody deemed vulnerable.
- Mentoring Employment Scheme – In partnership with Springboard Community Enterprises, KAG runs an employment mentoring scheme for people with mental health problems in the Kingston area. A mentor provides one-to-one support in work placements for someone returning to work.

**Independent Mental Capacity Advocates (IMCAs).** The IMCA service provides advocacy for people who lack the capacity to make a particular decision (eg somebody with dementia) on such issues as changing accommodation or medical treatment. IMCAs can represent the needs of the person from their perspective if a relative or friend is not present. IMCAs normally take referrals from care managers, medical professionals, social services and sometimes carers.

### **Kingston Advocacy Group**

Siddeley House  
50 Canbury Park Road  
Kingston  
KT2 6LX  
Tel: 0208 549 1028  
Email: [rights@kag.org.uk](mailto:rights@kag.org.uk)  
Website: [www.kag.org.uk](http://www.kag.org.uk)

### **Kingston Carers' Network**

Kingston Carers' Network (KCN) is an independent voluntary sector charity which supports unpaid family and friends looking after someone who could not manage without help because of frailty, disability or illness.

Carers are offered information and advice about services and support and benefits available. Kingston Carers Network also provides regular support through carers' support groups, activities, holistic therapies and counselling. Kingston Young Carers Project provides practical support for young people between 5-18 years of age who care for a disabled, ill or older relative or friend at home.

The Noble Centre  
109a Blagdon Road  
New Malden  
KT3 4BD  
Tel: 0203 031 2757  
Email: [admin@kingstoncarers.org.uk](mailto:admin@kingstoncarers.org.uk)  
Website: [www.kingstoncarers.org.uk](http://www.kingstoncarers.org.uk)

### **Kingston Centre for Independent Living**

KCIL is an independent user-led organisation providing a range of information, advice and support services to make sure disabled people living in Kingston are supported to lead independent lives. A quarterly newsletter is produced for members and other interested parties.

**Helpline 020 8547 5005**

River Reach  
31 - 35 High Street  
Kingston  
KT1 1LF  
Tel: 020 8546 9603  
Email: [enquiries@kcil.org.uk](mailto:enquiries@kcil.org.uk)  
Website: [www.kcil.org.uk](http://www.kcil.org.uk)

### **Kingston Council**

Kingston Council offers information and advice on revenue, benefits and council tax.

#### **Revenues and Benefits**

Guildhall 2  
Kingston upon Thames  
KT1 1EU  
Tel: 020 8547 5000  
Email: [benefits@rbk.kingston.gov.uk](mailto:benefits@rbk.kingston.gov.uk)

#### **Council Tax Department**

Guildhall 2  
Kingston upon Thames  
KT1 1EU  
Tel: 020 8547 5007  
Email:  
[counciltax@rbk.kingston.gov.uk](mailto:counciltax@rbk.kingston.gov.uk)

### **Kingston Information Partnership**

The Kingston Information Partnership offers information and advice on pensions and other welfare benefits to people over the age of 60 and people under 60 referred by Kingston Adult Social Care services.

Tel: 020 8481 3112  
Fax: 020 8481 3110  
Textphone: 020 8481 3253  
Website:  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

### **Kingston Interpreting Service**

Kingston Interpreting Service provides a comprehensive communication service including face to face interpreting, telephone interpreting, British Sign Language, large print, Braille and audio-tape.

Tel: 020 8547 5000  
Minicom: 020 8547 6152  
Email: [kis@rbk.kingston.gov.uk](mailto:kis@rbk.kingston.gov.uk)

### **Kingston's Local Involvement Network**

Local Involvement Networks (LINKs) give local residents and groups a stronger voice in how local health and social care services are delivered. The role of Kingston's Local Involvement Network is to find out how the local community would like health and social care services to improve, to investigate issues of concern to local people and use its powers to hold services to account. Anyone who lives in or around the Royal Borough of Kingston upon Thames can join and get involved.

**Helpline 020 8547 5005**

Siddeley House  
50 Canbury Park  
Kingston  
KT2 6LX  
Tel: 020 8974 6629  
Email:  
enquiries@kingstonslink.org.uk  
Website: www.kingstonslink.org.uk

### **Kingston Mental Health Carers' Forum**

Kingston Mental Health Carers' Forum is a charity which offers information, support and training to family members and friends looking after someone with mental health needs. Kingston Mental Health Carers' Forum gives carers the opportunity to express their collective views and opinions directly to service providers. They work to develop a clear understanding of the needs of carers within the community social. Membership is free and carers participate as much or as little as they wish.

### **Kingston Mental Health Carers' Forum**

55 Selwood Road  
Chessington  
KT9 1PT  
Tel: 07983 063 578  
Email: info@kmhcf.org.uk  
Website: www.kmhcf.org.uk

### **Kingston Muslim Women's Welfare and Cultural Association**

This association offers a place for Muslim, Asian women. Most members are older women from the Pakistani and Indian communities. The Association holds discussions, visits and offers befriending support.

27 Clarence Avenue  
New Malden  
KT3 3TZ  
Tel: 020 8399 2498  
Website:  
www.e-voice.org.uk/kmwwca

### **Kingston Racial Equality Council**

KREC offers information, advice and support to ethnic minority groups on discrimination, equal opportunities and immigration issues.

Neville House  
55 Eden Street  
Kingston  
KT1 1BW  
Tel: 020 8547 2332  
Email: enquiries@kingstonrec.org  
Website: www.kingstonrec.org

### **Korean Residents' Society, Kingston**

The KRS is a charitable organisation which represents Korean residents in Kingston. KRS organises annual cultural festivals and events and also offers informal advice and support to Korean residents of all ages.

**Helpline 020 8547 5005**

Thames House,  
63-67 Kingston Rd,  
New Malden  
KT3 3PB  
Tel: 020 8947 8194  
Email: krsuk09@gmail.com

### **Kingston Somali Community Association**

The Kingston Somali Community Association's aim is to work with the Somali community in Kingston and help them with their needs. KSCA aims to provide relief from financial hardship and social and/or economic disadvantage, to advance the education of its members, and to provide opportunities for them to participate fully in the life of their community.

Room 24  
Richard Mayo Centre  
United Reformed Church  
Eden Street  
Kingston  
KT1 1HZ  
Tel: 020 8546 4674/ 07932 063614  
Email: kingstonsom@yahoo.co.uk

### **Kingston Talking Newspaper**

For a digest of local news and information on audio-cassette tape for blind and partially sighted people.

Tel: 020 8287 4180  
Email: briang1@blueyonder.gov.uk  
Website:  
www.kingstonassociationforblind.org

### **Kingston Voluntary Action**

Kingston Voluntary Action is an independent local development agency and umbrella organisation for voluntary groups working in the Royal Borough of Kingston. KVA also provides information, training and management services for local groups and encourages and coordinates joint action between agencies.

Siddeley House  
50 Canbury Park Road  
Kingston KT2 6LX  
Tel: 020 8255 3335  
Fax: 020 8255 8804  
Email: info@kva.org.uk  
Website: www.kva.org.uk

### **Primary Care Support Service**

For information on how to register with a local GP, details of local dentists offering NHS treatment, prepayment certificates, exemption certificates, new medical cards and directories of local GPs, dentists and opticians.

187 Ewell Road  
Surbiton KT6 6AU  
Tel: 020 8335 1400  
Fax: 020 8335 1401  
Website: www.pcass.nhs.uk

### **Sheltered Housing Schemes**

For information on local sheltered housing schemes.

Tel: 020 8457 5003  
Website: www.kingston.gov.uk/  
sheltered\_housing.htm

**Helpline 020 8547 5005**

## Refugee Action Kingston

Refugee Action Kingston is a local and independent registered charity, providing advice and support for refugees and asylum seekers living, working or studying in the Royal Borough of Kingston and surrounding areas in South West London. services include:

- Information and advice on immigration issues, welfare benefits, education, employment, utilities and health issues.
- A counselling service for refugee women, particularly those who have experienced trauma or sexual violence.
- A learning centre offering informal English teaching, computer skills training, a book borrowing club, women-only exercise classes, one-off courses such as Citizenship and the opportunity to meet people.
- A clothing project offering good quality clothing, toys, kitchen items, baby items, pushchairs, curtains and bed linen for free.
- Summer Play scheme and Young People's Project.
- Volunteering and employment support for people looking for paid or unpaid work.

- A mentoring and befriending scheme for people looking for work or who need help with social contact and to get to know the local area.

Siddley House  
50 Canbury Park Road  
Kingston  
KT2 6LX  
Telephone: 020 8547 0115  
Fax: 020 8547 1114  
Email: [admin@refugeeactionkingston.org.uk](mailto:admin@refugeeactionkingston.org.uk)  
Website:  
[www.refugeeactionkingston.org.uk](http://www.refugeeactionkingston.org.uk)

## Day care and adult social support services

### Admiral Nurse – Kingston

Admiral Nursing DIRECT is a telephone helpline, provided by experienced Admiral Nurses and supported by the charity Dementia UK. It offers practical advice and emotional support to people affected by dementia.

Tel: 0845 257 9406  
Email: [direct@fordementia.org.uk](mailto:direct@fordementia.org.uk)

### Age Concern Kingston upon Thames Saturday Club

This is a service for people with dementia and their families. The club is held at Raleigh House on the second Saturday of the month. It offers a place where people can meet and join in activities if they wish. Refreshments and lunch are available.

**Helpline 020 8547 5005**

Raleigh House  
 14 Nelson Road  
 New Malden  
 KT3 5EA  
 Tel: 020 8942 8256  
 Email:  
 admin@ageconcernkingston.org  
 Website:  
 www.ageconcernkingston.org

### **Alfriston Day Centre**

Alfriston is an independent day centre for older people living in the south of the borough and welcomes people with mild dementia. Anyone can attend but people must be independent and able to take care of themselves. Lunch, activities and entertainment are provided.

3 Berrylands Road  
 Surbiton  
 KT5 8RB  
 Tel: 020 8399 4289

### **Christ Church Open Door**

Christ Church is an independent friendship club. There is no age limit but it consists mostly of older people. The club offers light refreshments and some activities.

8 Christ Church Road  
 Surbiton  
 KT5 8JJ  
 Tel: 020 8390 7215

### **Community Safety Unit**

For investigation and advice on domestic violence, racial, elder, homophobic and other incidents.

Tel: 0300 123 1212  
 (Kingston Police Station)  
 Website:  
 www.met.police.uk/kingston

### **Dementia Carers' Café**

The aim of the café is to create a safe and welcoming place for people to come along, with the person they care for if they want, and meet others, share experiences and join in the range of activities provided.

Amy Woodgate House  
 Nigel Fisher Way  
 Chessington  
 KT9 2SN  
 Tel: 07535 964435  
 Email:  
 dementiacarerscafe@yahoo.co.uk

### **Dyscover Communication Support Group**

The Group offers support for people affected by communication problems following a stroke.

Tel: 01737 819 419  
 Email: gilljacks@dyscover.org.uk  
 Website: www.dyscover.org.uk

### **Good-fellowship Group**

This is an independent group for people aged 55 or over. It meets every Friday from 12.30-2.30pm. There is a small joining fee and a charge of £1 per week. It offers refreshments, a raffle, musical activities and entertainment. Outings are also organised.

**Helpline 020 8547 5005**

St. James' Church  
Bodley Road  
New Malden  
KT3 5QD  
Tel: 020 8949 5118

### **Kingston Association for the Blind**

Kingston Association for the Blind provides and supports a range of services and support for local visually impaired people. These services include –

- Grants to visually impaired people who live in the borough to buy, for example, special equipment and to help with the cost of holidays.
- Eye Contact Club offering social activities and outings.
- Surbiton Club for the Blind offering social activities and outings.
- Malden & Coombe Social Club for the Blind.
- Kingston Macular Disease Support Group.
- Kingston Talking Newspaper, a free weekly digest of information and local news on a 90-minute cassette tape.
- A Buddy Scheme of volunteers who visit blind and partially sighted people in their homes to help with reading mail, sorting bills, leisure trips, trips to the shops, small DIY jobs, and companionship.

- A Tandem Scheme for blind and partially sighted cyclists to go out together with trained volunteers.
- Social Eyes Blind Club offering craft and other varied activities.

Tel: 020 8605 0060  
Email: [kingstonassociation@btconnect.com](mailto:kingstonassociation@btconnect.com)

### **Kingston Bereavement Service**

Kingston Bereavement Service offers support and counselling for people experiencing bereavement.

Tel: 020 8547 5005  
Email: [info@kingstonbereavement.org.uk](mailto:info@kingstonbereavement.org.uk)  
Website: [www.kingston.gov.uk](http://www.kingston.gov.uk)

### **Kingston Brain Injury Group**

Kingston Brain Injury Group offers peer support to younger adults with acquired brain injury or stroke.

Tel: 020 8547 5005  
Email: [joanna.tkaczyk@rbk.kingston.gov.uk](mailto:joanna.tkaczyk@rbk.kingston.gov.uk)  
Website: [www.kingstonheadsup.org.uk](http://www.kingstonheadsup.org.uk)

### **Kingston Chinese Association**

The Kingston Chinese Association (KCA) aims to meet the needs of its members and supporters through the provision of regular educational and social activities. KCA's objectives are to promote Chinese arts and culture across the Royal Borough of Kingston.

**Helpline 020 8547 5005**

Milaap Centre  
Murray House  
Acre Road  
Kingston  
KT2 6EE  
Tel: 020 8288 8328 / 07801 490850  
Email: kcchoi.london@gmail.com

### Kingston Iraqi Community Association

KICA provides a friendly atmosphere for the Iraqi community in Kingston and a place for families to meet and socialise. It aims to advance the education and training of the Iraqi community to help people adapt to living in a new community. KICA provides social and recreational facilities for young people, older people, disabled people and those facing financial, social or economic disadvantage.

Milaap Centre  
Murray House  
Acre Road  
Kingston  
KT2 6EE  
Tel: 07855 413558  
Email: iraqicomunity@hotmail.com

### Kingston MENCAP

Kingston MENCAP is a local voluntary self help group, affiliated to Royal MENCAP, providing information, support and advice to people with learning disabilities, their families and carers. Kingston MENCAP fund and run several leisure clubs and groups:

- **Seekers Club** for adults age 18 or older.
- **Xpressions Youth Project** for 12 -18 year olds.
- **Future Friends 19+ Club** for 19 - 30 year olds.
- **Carers Group** which meets on the last Wednesday of the month at the Home Farm Trust Day Centre.

c/o Gill Wood  
17 Oakway  
London  
SW20 9JE  
Tel: 020 8540 1399  
Email: gillcwood@blueyonder.co.uk

### Kingston Walk4Health Scheme

This scheme arranges regular walks for different levels of fitness across the borough. Local led walks offer the chance to improve health by taking regular exercise whilst getting out and meeting new people. Walks are free and take between 30 to 60 minutes and you can walk at a pace that suits you.

### The Climate Change and Sustainable Travel Group

Tel: 020 8547 5002  
Email: ccst@rbk.kingston.gov.uk

### Kingston's Women's Centre

Kingston's Women's Centre offers information, support and face to face counselling to women who have experienced emotional, sexual or physical abuse.

**Helpline 020 8547 5005**

169 Canbury Park Road  
Kingston  
KT2 6LG  
Tel: 020 8541 1941

### **Korean Elders Group, Kingston**

The Korean Elders Group provides activities for older people from the Korean community living in Kingston.

Hobkirk House  
Blagdon Road  
New Malden  
KT3 4DB  
Mrs Yoon Kyung JA  
Tel: 020 8399 4088/ 07748 157774  
Email: Yoonkang@btopenworld.com

### **Milaap Day Centre**

Milaap is a multicultural day centre for older people from all sections of the community who are socially isolated. Milaap offers a support group, social and educational activities, talks, and health checks.

Murray House  
Acre Road  
Kingston  
KT2 6EE  
Tel: 020 8547 2887  
Email: milaap.kingston@tiscali.co.uk

### **Mind in Kingston**

Mind in Kingston is a local mental health charity, affiliated to Mind, the national association for mental health. Its services include –

- A 'Supporting People' service helping people to live independently in shared homes and individual accommodation.
- Discussion forums on wards, day centres, drop-in cafes and public venues and a free quarterly newsletter.
- A recreation service providing activities on the wards at Tolworth Hospital in the evenings and at weekends.
- Drop-in cafés, the Bridge and the Star, offering subsidised meals and support in the evening and at weekends.
- 'Sample this' music project aimed at younger people.
- A free mental health Information Centre with books, journals, leaflets, booklets, teaching packs, videos and Internet access.

Siddeley House  
50 Canbury Park Road  
Kingston  
KT2 6LX  
Tel: 020 8255 3939  
Email: info@mindinkingston.org.uk  
Website: www.mindinkingston.org.uk



## Raleigh Activity Centre

The Raleigh Centre is run by Age Concern Kingston and welcomes older people living in Kingston. It aims to support and develop people's skills and maintain and promote social relationships by providing a wide range of activities. Accessible transport and lunch are also available.

Age Concern  
14 Nelson Road  
New Malden  
KT3 5EA  
Tel: 020 8942 8256  
Email:  
admin@ageconcernkingston.org  
Website:  
www.ageconcernkingston.org

## Samaritans Kingston

The Samaritans offer emotional support in times of difficulty.

Tel: 020 8399 6676  
Email: jo@samaritans.org.uk  
Website:  
www.samaritans.org/kingston

## The Bradbury Centre

The Bradbury Centre is run by Age Concern Kingston and offers a drop-in centre for people aged 50 or over living in the Borough of Kingston. The centre provides social activities and refreshments and can be described as a youth club for the over 50s.

37b Grange Road  
Kingston  
KT1 2RA  
Tel: 020 8549 1230  
Email:  
bradbury@ageconcernkingston.org  
Website:  
www.ageconcernkingston.org

## The Fircroft Trust

The Fircroft Trust is a local charity which supports adults aged 17 to 65 with serious mental health needs and/or learning disabilities to live in the community. Services provided include –

The Fircroft Centre for people with mental health needs and/or learning disabilities offering occupational, therapeutic, educational, social and leisure services and activities.

Residential care for people with learning disabilities in four homes with differing levels of support.

96 Ditton Road  
Surbiton  
KT6 6RH  
Tel: 020 8399 1772  
Fax: 020 8390 7627  
Email: office@thefircrofttrust.org  
Website: www.thefircrofttrust.org

## Travel and transport services

### Blue Badge scheme

The Blue Badge scheme allows disabled people (as drivers or passengers) to park close to

**Helpline 020 8547 5005**

facilities they would otherwise have difficulty getting to.

### **Kingston Adult Social Care services**

Tel: 020 8547 5005

### **Dial-a-Ride**

Dial-a-Ride is a free door-to-door service for people who can't use buses, trains or the Tube. Dial-a-Ride can be used for all sorts of journeys and is generally best at providing local trips, although longer journeys can often be arranged on request. Bookings are usually made a day before travel.

Tel: 0845 999 1999 or 020 7309 8900

### **Freedom Pass**

The Freedom Pass can be used to travel free on Transport for London buses, the Tube, trams, Docklands Light Railway, at any time and national rail within Greater London after 9.30am. There are three different types of Pass: a Disabled Persons Pass, a Discretionary Pass and the Older Persons Pass.

For the Disabled Persons Pass and Discretionary Pass:

### **Kingston Adult Social Care services**

Tel: 020 8547 5005

The Older Person's Pass is available through your local Post Office.

### **Richmond and Kingston Accessible Transport**

RaKAT aims to provide high quality, low cost accessible transport services for charities, voluntary organisations, community groups, faith groups and schools and sports based in the boroughs of Richmond and Kingston.

North Kingston Centre  
Richmond Road  
Kingston  
KT2 5PE

Tel: 020 8481 0031

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

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

### **Taxicard Scheme**

London Taxicard provides subsidised door-to-door transport in taxis and private-hire vehicles for people who have serious mobility difficulties or a visual impairment.

### **Kingston Adult Social Care services**

Tel: 020 8547 5005

### **Home Care services**

This section lists the various private organisations that provide services to people in their homes in the Royal Borough of Kingston upon Thames. These services include help with preparing meals, bathing and dressing. The help could just be for a few hours or could be 24 hour care.

**Helpline 020 8547 5005**

Home care services are regulated and inspected by the **Care Quality Commission (CQC)**. CQC is an independent organisation that makes sure all health and social care services in the public, private and voluntary sectors in England meet national minimum standards.

You may wish to read CQC's real life examples of good and bad care or look up their inspection reports (see page 80).

### **African Positive Outlook**

Room 20-24  
 United Reform Church  
 Eden Street  
 Kingston KT1 1HZ  
 Tel: 020 8546 1671  
 Email:  
[africanpositiveoutlook@yahoo.co.uk](mailto:africanpositiveoutlook@yahoo.co.uk)  
 Website:  
[www.africanpositiveoutlook.org.uk](http://www.africanpositiveoutlook.org.uk)

### **Alpenbest**

Edward Cubben  
 Suite 8  
 88 Bushey Road  
 London SW20 0JH  
 Tel: 020 8945 9797  
 Fax: 020 8942 2223  
 Email: [alpenbest@aim.com](mailto:alpenbest@aim.com)

### **Anchor Care**

2nd Floor  
 25 Bedford Street  
 London SW17 7BU  
 Jenny Allam  
 Tel: 020 7759 7280  
 Fax: 020 7759 9761  
 Email: [jennifer.allam@anchor.org.uk](mailto:jennifer.allam@anchor.org.uk)

### **Bluebird Care (Epsom and Kingston)**

Zahara Dattani  
 Global House  
 1 Ashley Avenue  
 Epsom  
 KT18 5AD  
 Tel: 01372 822875  
 Fax: 01372 822877  
 Email:  
[zahara.dattani@bluebirdcare.co.uk](mailto:zahara.dattani@bluebirdcare.co.uk)

### **Caremark Kingston**

Carl Ward  
 47-49 High Street  
 Kingston upon Thames  
 KT1 4LQ  
 Tel: 020 8549 7201  
 Fax: 020 8974 6667  
 Email: [carl@caremarkkingston.co.uk](mailto:carl@caremarkkingston.co.uk)

### **Carewatch (Kingston)**

Debbie Barkham  
 391 Ewell Road  
 Surbiton  
 KT6 7DG  
 Tel: 020 8330 0070  
 Fax: 020 8337 7708  
 Email:  
[debbie@carewatchkingston.co.uk](mailto:debbie@carewatchkingston.co.uk)

### **Clarendon Care services Ltd**

Tracey Asbery  
 185 Elm Road  
 Kingston upon Thames  
 KT2 6DQ  
 Tel: 020 8439 7722  
 Fax: 020 8439 7744  
 Mobile: 07946 479509 (office mobile)  
 Email:  
[tracey@clarendonhomecare.com](mailto:tracey@clarendonhomecare.com)

**Helpline 020 8547 5005**

### **Community Home Care Provider**

Elizabete Das Neves  
41-43 Kingston Hill  
Kingston upon Thames  
KT2 7PS  
Tel: 020 3166 0061  
Tel: 020 3166 0062  
Fax: 020 3166 0063  
Email: [kingston@chcp.biz](mailto:kingston@chcp.biz)

### **Crossroads Care Richmond upon Thames**

Rachel Tawadrous  
Beverley Court  
26 Elmstree Road  
Teddington  
TW11 8ST  
Tel: 020 8943 9421

### **Enara Community Care**

Karen Blackburn  
60 Downs Road  
Coulsdon  
CR5 1AB  
Tel: 020 8614 4991  
Tel: 01737 556805  
Fax: 01737 555629  
Email:  
[karen.blackburn@enara.co.uk](mailto:karen.blackburn@enara.co.uk)

### **Eleanor Nursing & Social Care Ltd**

157 Uxbridge Road  
Hanwell  
London  
W7 3SR  
Tel: 020 8579 3233  
Fax: 020 8357 0888  
Email: [maureen@eleanorcare.co.uk](mailto:maureen@eleanorcare.co.uk)

### **Goldsborough Homecare and Nursing services**

Ms Chris Forde  
341 London Road  
Mitcham  
CR4 4BE  
Tel: 020 8685 1112  
Fax: 020 8685 1115  
Email: [mitcham.gold@goldsborough-home-care.co.uk](mailto:mitcham.gold@goldsborough-home-care.co.uk)

### **Heath Lodge Care services**

Ms Beverley Smith-Pouliasis  
Suite 1 & 2 The Monument  
45-47 Monument Hill  
Weybridge  
KT13 8SF  
Tel: 01932 851151  
Fax: 01932 850023  
Email:  
[beverley@heathlodgecare.co.uk](mailto:beverley@heathlodgecare.co.uk)

### **Longdene Homecare**

Nikki Barilli  
38 Beaufort Road  
Kingston upon Thames  
KT1 2TQ  
Tel: 020 8541 0037  
Fax: 01932 254239  
Email: [longdenekot@homesofdistinction.co.uk](mailto:longdenekot@homesofdistinction.co.uk)

### **One To One Nursing and Care services**

Mrs Maureen Holloway  
1-3 Adelaide Road  
Surbiton  
KT6 4TA  
Tel: 020 8399 3388  
Fax: 020 8399 8771  
Email: [121s@titleworth.com](mailto:121s@titleworth.com)

**Solace Community Care Ltd**  
(formerly Asian Elders Support Scheme)  
Mr Fitzroy Beckford  
5 Beechcroft Road  
London  
SW17 7BU  
Tel: 020 8767 5455  
Fax: 020 8767 5486  
Email:  
info@solacecommunitycare.org.uk

**Squirrels Direct Care services Ltd**  
Mrs Brenda Quelch-Brown  
Office 12-13 Fitzroy House  
Lynwood Drive  
Worcester Park  
KT4 7AA  
Tel: 020 3258 1014  
Fax: 020 3258 1019  
Email: squirrels@btconnect.com

**Supreme Care services**  
Shena Lyn  
9 Crown Parade  
Crown Lane  
Morden  
SM4 5DA  
Tel: 020 8545 0030  
Fax: 020 8545 0029  
Email: shena@supremecare.co.uk

### **Live-in Carers**

**Able Community Care**  
Mr Michael Gill  
The Old Parish Rooms  
Whitlingham Lane  
Trowse  
Norwich  
NR14 8TZ  
Tel: 01603 764567  
Fax: 01603 761655  
Email: ablemg@aol.com

**Christies Care Limited**  
Lin Barns  
The Old Post Office  
High Street  
Saxmundham  
IP17 1AB  
Tel: 01728 605000  
Fax: 01728 603601  
Email: lin.barnes@christiescare.com

### **Care homes**

Care homes give you the opportunity to continue doing the everyday things you enjoy if you are no longer able to live independently with support in your own home or if living in a care home is your preference.

Care homes provide help with your personal care such as getting up, washing, dressing and going to the toilet. Meals are provided and there are often outings and other activities.

Some care homes also provide nursing care for people whose needs cannot be met within their own home and who need the skills of a qualified nurse over a 24 hour period. services provided include personal care and also nursing care, for example, help with medication, stoma and catheter care and the dressing of wounds.

All the care homes we use are registered and inspected by the Care Quality Commission (CQC) who can provide you with their inspection reports (see page 80). For information on paying care

**Helpline 020 8547 5005**

home fees see 'Paying for care and support services' on page 75). For information on how to choose a care home see 'Choosing and using care and support services' on page 59).

This section lists the various registered care homes in the Royal Borough of Kingston. Some local care homes outside the Royal Borough of Kingston are included as a guide but this is not a complete list.

The list of care homes in this guide is up to date at the time of going to press. It includes registered care homes for adults owned by private and voluntary organisations, and the local authority. You may wish to contact the Care Quality Commission (CQC) to get more information on individual care homes and to get a copy of their inspection reports (see page 80).

Your care manager/care coordinator will also be able to advise you on the homes that may suit your needs. Enquiries to homes should be addressed to 'The Manager'.

### **Finding a vacancy in the care home of your choice**

We have an online service to provide information about care homes and care home vacancies in and around the Royal Borough of Kingston. This service is called CareSearch and has been developed in partnership with 'Bettercaring'.

If you are looking for a care home in which to live, or simply for a short break, you might find it helpful to begin your search by narrowing down the choice of homes in the area, based on what is important to you. By visiting our care home vacancy information website, you can search all care homes for older people in Kingston and obtain more detail about the type of care provided by the home, the languages spoken by care staff and facilities/services available. The website also gives information about whether the home has any vacancies and provides contact details, so that you can arrange a visit.

The CareSearch website also enables you to print a personalised information pack which will include details of homes that you have shortlisted, as well as a checklist of what to look for when choosing a care home and information on funding your care.

To **search for a vacancy** in a care home in the Royal Borough of Kingston go to:  
**[www.kingston.gov.uk](http://www.kingston.gov.uk)**

If you are looking for a care home outside of the Kingston area, you may wish to visit:  
**[www.bettercaring.co.uk](http://www.bettercaring.co.uk)** which offers information on all registered care homes in the UK.

## Care homes listing

The care homes in this guide are listed under four headings:

### **Care homes for older people** (page 42)

These homes are usually for people who are over 65 years requiring residential or nursing care. Homes providing residential care are listed under the heading '**Care homes providing residential care**'. Homes providing nursing care are listed under the heading '**Care homes providing nursing care**'.

Some homes also provide care for people who have short-term memory loss, confusion or have been diagnosed with dementia.

This group of people were previously described as 'Elderly Mentally Infirm' (EMI).

Those homes providing care for this group of people have a tick ✓ in the column marked '**Mental health care**'. Not all homes in this category are able to support people with high mental health needs. Please check with the individual care home.

### **Care homes for people with learning disabilities** (page 51)

### **Care homes for people with mental health needs** (page 55)

This heading includes people with alcohol and drug difficulties.

### **Care homes for people with physical disabilities** (page 56)



# Taking the worry out of paying for care

Our specialist care fees advisers can help you to:

- ◆ Arrange your finances to meet care costs over the long term.
- ◆ Understand your entitlement to local authority, health authority or state benefits.

For over 15 years we have helped thousands of individuals and their families gain peace of mind in meeting the cost for the care of their choice whilst also preserving as much capital as possible.

**For expert advice on all aspects of paying for care or a free copy of our long term care guide, call our care fees advice line.**

Tel: 0800 99 88 33\* • [www.nhfa.co.uk](http://www.nhfa.co.uk)

Opening hours Mon - Fri 8am-7pm Sat 8am-2pm

\*For quality purposes calls may be monitored and/or recorded.

NHFA is a division of HSBC Bank plc which is authorised and regulated by the Financial Services Authority.

Member HSBC  Group

**nhfa**  
Care Fees Advice

AC12723

## Care homes providing residential care for older people

Care homes providing residential care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>Abbeyfield House</b> California Road New Malden KT3 3RU Tel: 020 8949 0022	Voluntary	36	✓	ABBNEYFIELD UK  Paula Windmill
<b>Amy Woodgate House</b> Nigel Fisher Way Chessington KT9 2SN Tel: 020 8547 6262/63	Local Authority	44	✓	ROYAL BOROUGH OF KINGSTON UPON THAMES Dian Sampson
<b>Anne Residential Home</b> 74 Coombe Lane West Kingston KT2 7AD Tel: 020 8942 8378	Private	4	✓	MRS K GORDON
<b>Anne Residential Home</b> 80 Coombe Lane West Kingston KT2 7AD Tel: 020 8942 8378	Private	4	✓	MRS K GORDON
<b>Beaufort Lodge</b> 38 Beaufort Road Kingston KT1 2TQ Tel: 020 8546 2073	Private	20	✓	CARE HOMES OF DISTINCTION  Sue Martin
<b>Clifton</b> 17 Bodley Road New Malden KT3 5QD Tel: 020 8949 3581	Private	13	✓	MRS J L SAWMYNADEN  Marian Grubb
<b>Cloyda</b> 227 Malden Road New Malden KT3 6AG Tel: 020 8949 1839	Private	35	✓	MR V PATEL MRS D PATEL  Louise Sutton

Helpline 020 8547 5005

## Care homes providing residential care for older people

Care homes providing residential care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>The Devonshire</b> 213 Malden Road New Malden KT3 6AG Tel: 020 8949 0818	Private	31		MR A M MANGALJI MRS A MANGALJI  Mrs J Loughran
<b>Glow Rest Home</b> 58 Villiers Avenue Surbiton KT5 8BD Tel: 020 8399 2614	Private	4	✓	MRS A GLOWACKI
<b>Langley Court</b> 9 Langley Avenue Surbiton KT6 6QH Tel: 020 8399 6766	Private	28	✓	MR D A PATEL MRS G PATEL  Ann McAvoy
<b>Murray House</b> Acre Road Kingston KT2 6EE Tel: 020 8547 6300	Local Authority	38		ROYAL BOROUGH OF KINGSTON UPON THAMES Alyson Piper
<b>Newent House</b> 8/10 Brown's Road Surbiton KT5 8SP Tel: 020 8547 6311	Local Authority	38		ROYAL BOROUGH OF KINGSTON UPON THAMES Rory Belfield
<b>Olivia Residential Care Home II</b> 7 Beechcroft Avenue New Malden KT3 3EG Tel: 020 8949 1701	Private	6	✓	MRS L BART
<b>Rosclare</b> 335 Ewell Road Surbiton KT6 7BZ Tel: 020 8390 4183	Private	19	✓	Merci De Silva

Helpline 020 8547 5005

## Care homes providing residential care for older people

Care homes providing residential care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>Sercha House</b> 34 Cranes Park Avenue Surbiton KT5 8BP Tel: 020 8399 6081	Private	10	✓	MRS P SANKARAN MR P SANKARAN
<b>St Luke's Lodge</b> 7 Southborough Road Surbiton KT6 6JN Tel: 020 8399 2085	Private	17	✓	MR C RAJANAYAGRAM MRS A RAJANAYAGRAM
<b>Speirs House</b> 1 The Chesters Traps Lane New Malden KT3 4SF Tel: 020 8949 5569	Voluntary	35		Miss Sally Rochester
<b>Thetford Lodge</b> 16 Thetford Road New Malden KT3 5DT Tel: 020 8942 6049	Private	17	✓	Neeta Bolaky

## Care homes providing nursing care for older people

Care homes providing nursing care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>Bourne House</b> 45 Langley Avenue Surbiton KT6 6QR Tel: 020 8399 6022	Private	40	✓	Paula Gratton
<b>Coombe Hill and Blenheim Lodge</b> 3 Adelaide Road Surbiton KT6 4TA Tel: 020 8399 3388 (office hours) Tel: 020 8399 8948 (out of hours)	Private	40	✓	Sueann Balcombe
<b>Galsworthy House</b> 177 Kingston Hill Kingston KT2 7LX Tel: 020 8547 2640 <i>please see our advert on page 2</i>	Private	72	✓	Mrs Robertson
<b>Hamilton Nursing Home</b> 24 Langley Avenue Surbiton KT6 6QW Tel: 020 8399 9666	Private	28	✓	Gnana Jayanetti
<b>Hobkirk House</b> 109 Blagdon Road New Malden KT3 4DB Tel: 020 8547 6373	Local Authority	44		Lorna Vanson
<b>Kimberley</b> 51/53 The Avenue Surbiton KT5 8JW Tel: 020 8390 1557 <i>please see our advert on page 4</i>	Private	38		Lina Eusebio

Helpline 020 8547 5005



# THE DEVONSHIRE CARE HOME



*We Care to make the difference*

- Luxuriously refurbished ▪ 33 single rooms (most with en suite) ▪ All rooms with T.V. and telephone points
- Home cooked meals ▪ Tranquil sensory garden/patio ▪ Organised activities and day outings ▪ Theatre visits
  - In-house entertainment ▪ Visiting hairdresser, beauty therapist, chiropodist
- Easy access to A3 ▪ After hospital convalescent care ▪ Short term holiday stays



**213 Malden Road, New Malden, Surrey, KT3 6AG**  
**Tel: 020 8949 0818 Fax: 020 8949 2383**  
**Email: thedevonshire213@aol.com www.the-devonshirecarehome.com**



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Telephone 020 7492 2222 [www.asa.org.uk](http://www.asa.org.uk)



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standards high



## THE WHITE HOUSE NURSING HOME

The White House Nursing Home is a detached house on the Malden Road providing quality, professional 24-hour nursing care. The White House prides itself on the level of care given to the elderly whether it is long or short stay accommodation, post-operative or convalescent care. The home provides a comfortable, caring environment where residents have a choice on matters concerning daily living.

The White House Nursing Home is registered with the Royal Borough of Kingston and other Health Authorities and is also a member of the NCHA (National Care Home Association) and the RNHA (Registered Nursing Home Association).



274 MALDEN ROAD, NEW MALDEN,  
SURREY KT3 6AR  
TEL: 020 8949 0747 FAX: 020 8949 0759  
E-MAIL: [thewhitehousenursinghome@btopenworld.com](mailto:thewhitehousenursinghome@btopenworld.com)

## Care homes providing nursing care for older people

Care homes providing nursing care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>Kingston Care Centre</b> Jemmett Close Coombe Road Kingston KT2 7AJ Tel: 020 8547 0498	Private	67	✓	Caroline Denny
<b>Lynton Hall</b> 2 Lynton Road New Malden KT3 5EE Tel: 020 8949 1765	Private	54		Noreen Adedeji
<b>Milverton</b> 99 Ditton Road Surbiton KT6 6RJ Tel: 020 8390 1112 or Tel: 020 8399 4663	Private	23	✓	Bala Ponapalam
<b>Park Lodge</b> 11-15 Park Road Surbiton KT5 8QA Tel: 020 8390 7712	Private	35		Ade Olusile
<b>Southborough Nursing Home</b> 12-14 Langley Avenue Surbiton KT6 6QL Tel: 020 8390 2299/3366	Private	56		Mrs K M Litster
<b>Speirs House</b> 1 The Chesters Traps Lane New Malden KT3 4SF Tel: 020 8949 5569	Voluntary	35		Sally Rochester
<b>White House</b> 274 Malden Road New Malden KT3 6AR Tel: 020 8949 0747 <i>please see our advert on the opposite page</i>	Private	25		MR B MANJI MRS S MANJI Lesley Carnegie

## Out of area care homes providing residential care for older people

Care homes providing residential care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>Burgh Heath Lodge</b> 33 Burgh Heath Road Epsom KT17 4LP Tel: 01372 741025	Private	6	✓	Mrs M Jagutpal
<b>Downs Cottage</b> 183 Great Tattenhams Epsom Downs KT18 5RA Tel: 01737 352632	Private	23	✓	Mrs N Thomas
<b>Hampton Care</b> Upper Sunbury Road Hampton TW12 2DW Tel: 020 8481 7070	Private	70	✓	Kate Desmond
<b>Grace Lodge</b> 4 Manor Road South Esher KT10 0QL Tel: 020 8398 0580	Private	15	✓	MR V THAKUR Mrs L Thakur
<b>St. Mary's Lodge</b> 81-83 Cheam Road Sutton SM1 2BD Tel: 020 8661 6215	Private	40	✓	Mr Dudhee

## Out of area care homes providing nursing care for older people

Care homes providing nursing care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>Ashton Lodge</b> Spelthorne Grove Sunbury on Thames TW16 7DA Tel: 01932 761761	Private	53	✓	Sheila Tynon
<b>Bolters Corner</b> Bolters Lane Banstead SM7 2AB Tel: 01737 361409	Private	28	✓	Mr P Panayi
<b>Downs Cottage</b> 183 Great Tattenhams Epsom Downs KT18 5RA Tel: 01737 352632	Private	23	✓	Mrs N Thomas
<b>Eastcroft</b> 7 Woodmansterne Lane Banstead SM7 3EX Tel: 01737 357962	Private	20	✓	Mr I Andreou
<b>Emberbrook</b> Care Centre 16 Raphael Drive Thames Ditton KT7 0BL Tel: 020 8398 3300	Private	68	✓	Rosalyn Wells
<b>Grantley Court</b> 22 York Road Cheam, Sutton SM2 6HH Tel: 020 8661 0273	Private	30	✓	MR S COOPPEN

Helpline 020 8547 5005

## Out of area care homes providing nursing care for older people

Care homes providing nursing care for older people	Type of home	No of places	Mental health care	Name of OWNER manager
<b>Hampton Care</b> Upper Sunbury Road Hampton TW12 2DW Tel: 020 8481 7070	Private	70	✓	Kate Desmond
<b>Hendford</b> Howell Hill Grove East Ewell Epsom KT17 3ER Tel: 020 8393 7891	Private	34	✓	Mrs M Christopher
<b>Shirley View</b> 23 Shirley Avenue Cheam SM2 7QS Tel: 020 8643 5680	Private	29	✓	Mr A Loganathan
<b>Southdown</b> 5 Dorset Road Cheam SM2 6JA Tel: 020 8642 6169	Private	25	✓	MR & MRS WIJAYARATHNA
<b>Surrey Hills</b> Brook Road Wormley GU8 5UA Tel: 01428 682346	Private	45	✓	Pat Grimwood
<b>Willow Lodge</b> 59 Burdon Lane Cheam SM2 7BY Tel: 020 8642 4117	Private	27	✓	Mr & Mrs Aristidou Mr & Mrs Grant

Helpline 020 8547 5005

## Care homes for people with learning disabilities

All these homes are residential care homes

Care homes for people with learning disabilities	Type of home	No of places	Name of OWNER manager
<b>8 Penrith Road</b> New Malden KT3 3QS Tel: 020 8949 5312	Voluntary	7	MENCAP HOMES FOUNDATION Christine Welsh
<b>9 Traps Lane</b> New Malden KT3 4RS Tel: 020 8949 5752	Voluntary	7	MENCAP HOMES FOUNDATION Mr T McCarthy
<b>104 Tolworth Park Road</b> Surbiton KT6 7RH Tel: 020 8274 2747	Private	6	THE REGARD PARTNERSHIP LTD Cathy Condry
<b>17 Chamberlain Way</b> Respite Care Unit Surbiton KT6 6JH Tel: 020 8399 8254	Local Authority	2	ROYAL BOROUGH OF KINGSTON UPON THAMES Jane Wells
<b>Acorn Lodge</b> 361 Ewell Road Surbiton KT6 7BZ Tel: 020 8296 9633	Private	10	Mr A Tagoe
<b>Ashington House</b> 402 Malden Road Worcester Park KT4 7NJ Tel: 020 8330 7476	Private	6	ASHINGTON HOUSE LTD
<b>Cherry House</b> 3 Draycot Road Surbiton KT6 7BL Tel: 020 8390 5750	Voluntary	3	THE FIRACROFT TRUST  Mr R Weir

Helpline 020 8547 5005

## Care homes for people with learning disabilities

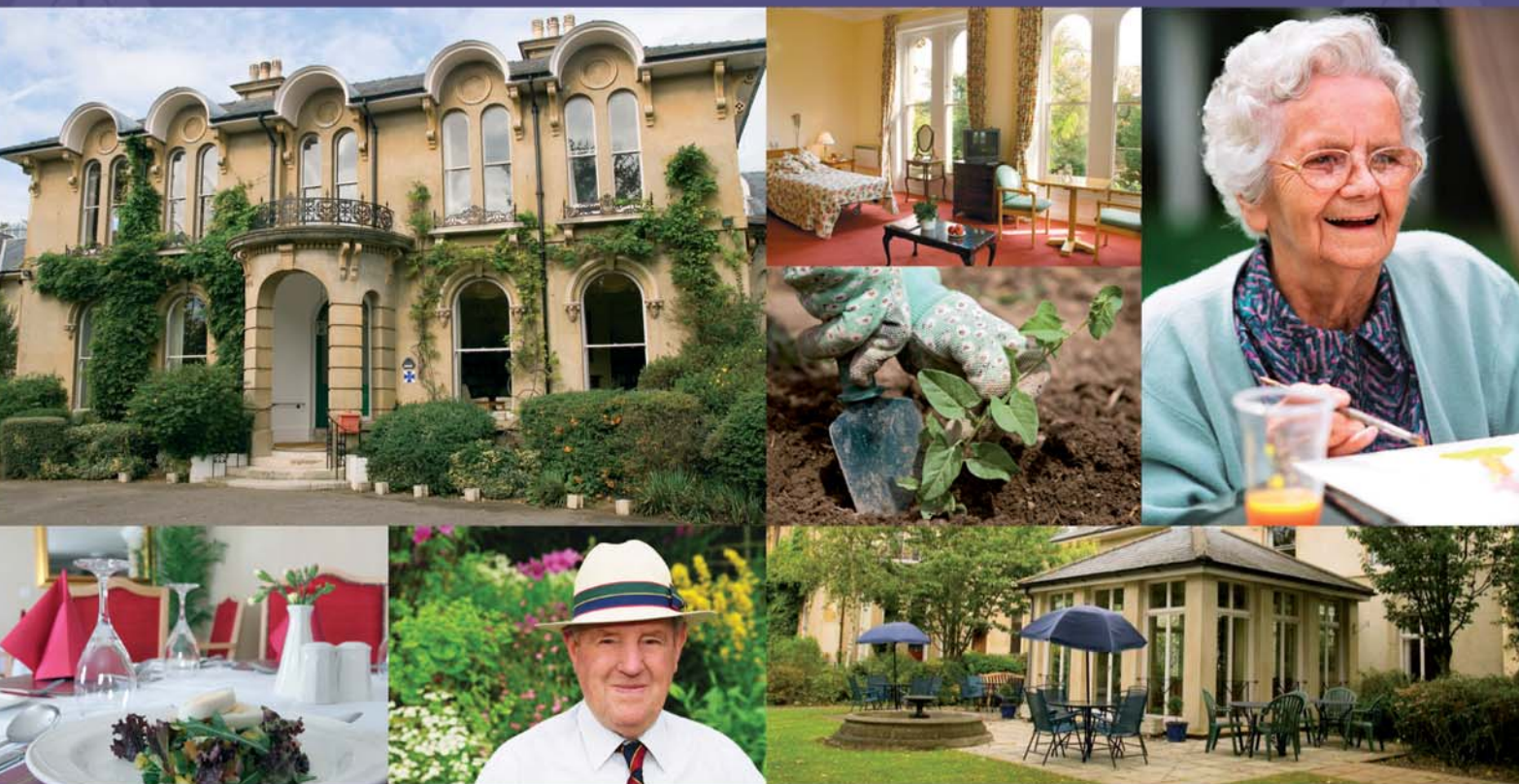
Care homes for people with learning disabilities	Type of home	No of places	Name of OWNER manager
<b>Cherry Lodge</b> 14 Lynton Road New Malden KT3 5EE Tel: 020 8296 9188	Private	9	Tracey Pope-Warren
<b>Coombe Hill and Blenheim Lodge</b> 1-3 Adelaide Road Surbiton KT6 4TA Tel: 020 8399 3388	Private	9	TITLEWORTH HEALTHCARE LTD  Sueann Balcombe
<b>Coombe Oak</b> Warren Road Kingston KT2 7HY Tel: 020 8547 3777	Voluntary	22	WELMEDE HOUSING ASSOCIATION Mr C Stringer
<b>The Crescent</b> 2 Grayham Crescent New Malden KT3 5HP Tel: 020 8287 2490	Private	4	Mrs M Patten
<b>Home Farm Trust</b> 1 St Matthew's Avenue Surbiton KT6 6JJ Tel: 020 8390 3734	Voluntary	8	HOME FARM TRUST LTD
<b>Home Farm Trust</b> 11 Thetford Road New Malden KT3 5DN Tel: 020 8336 0134	Voluntary	8	HOME FARM TRUST LTD  Anna Lea Henry
<b>Maple Lodge</b> 10 Southborough Road Surbiton KT6 6JN Tel: 020 8399 4356	Voluntary	13	THE FIRCREFT TRUST  Mr R Weir

Helpline 020 8547 5005

## Care homes for people with learning disabilities

Care homes for people with learning disabilities	Type of home	No of places	Name of OWNER manager
<b>Medihands Healthcare</b> 2 Westbury Road New Malden KT3 5BE Tel: 020 8404 4108	Private	3	Mrs JS Sawmynaden
<b>Medihands Healthcare</b> 149 - 153 Kingston Road New Malden KT3 3NS Tel: 020 8949 7860	Private	17	Marion Gruss
<b>Medihands Villa</b> 14 Green Lane New Malden KT3 5BN Tel: 020 8942 4721	Private	3	Mrs JS Sawmynaden
<b>Oak House</b> 1 Draycot Road Surbiton KT6 7BL Tel: 020 8390 8206	Voluntary	3	THE FIRCROFT TRUST  Mr R Weir
<b>St Ann's Lodge</b> 14 Howard Road New Malden KT3 4DW Tel: 020 8336 0717	Private	3	Mrs G Fernando
<b>St Ann's Lodge</b> 3 Lyndhurst Drive New Malden KT3 5LL Tel: 020 8336 0717	Private	6	Mr L Fernando
<b>Woodbury</b> 8 Kingsdowne Road Surbiton KT6 6JZ Tel: 020 8390 9441	Local Authority	15	ROYAL BOROUGH OF KINGSTON UPON THAMES  Jane Wells

Helpline 020 8547 5005



## Galsworthy House • Kingston-upon-Thames, KT2 7LX Care Home with Nursing

An elegant and historic building, Galsworthy House is located in Kingston-upon-Thames. Situated on the top of Kingston Hill, the home benefits from stunning views across Royal Richmond Park, with its natural beauty and abundant wildlife.

Galsworthy House has been sympathetically refurbished and extended, providing residents with attractive bedrooms and spacious communal areas. The home's close proximity to South and West London puts a wide selection of shops and other amenities within easy reach, enabling residents to maintain close links with the local community and the surrounding area. It is our aim to provide an attractive and restful environment for residents, so that they can enjoy a high quality of life based upon dignity, privacy and independence.

### Features:

- Single En Suite Bedrooms
- Beautiful Period Property
- Hairdressing & Chiropody
- Restaurant Standard Cuisine
- Rich & Engaging Activities
- Highly Trained 24hr Staff
- Glorious Landscaped Gardens
- Excellent Reputation

## Care homes for people with mental health needs

All these homes are residential care homes

Care homes for people with mental health needs	Type of home	No of places	Name of OWNER manager
<b>Dainton House</b> 1a Upper Brighton Road Surbiton KT6 6LQ Tel: 020 8390 0545	Voluntary	12	ADULT SOCIAL HOUSING AND THERAPY Laura Liverotti
<b>Medihands Healthcare</b> 149 - 153 Kingston Road New Malden KT3 3NS Tel: 020 8949 7860	Private	17	Marion Gruss
<b>Medihands Villa</b> 14 Green Lane New Malden KT3 5BN Tel: 020 8942 4721	Private	3	Mrs JS Sawmynaden
<b>Together Working for Wellbeing</b> 22 Gloucester Road Kingston KT1 3SJ Tel: 020 8547 0610	Voluntary	16	TOGETHER WORKING FOR WELLBEING  Sharon Imbrey
<b>St Ann's Lodge</b> 14 Howard Road New Malden KT3 4DW Tel: 020 8336 0717	Private	3	Mrs G Fernando

## Care homes for people with physical disabilities

All these homes are residential care homes

Care homes for people with physical disabilities	Type of home	No of places	Name of OWNER manager
<b>11 Lingfield Avenue</b> Kingston KT1 2TL Tel: 020 8546 2905	Voluntary	14	SCOPE Miss K McCorley
<b>Coombe Hill and Blenheim Lodge</b> 1-3 Adelaide Road Surbiton KT6 4TA Tel: 020 8399 3388	Private	9	TITLEWORTH LTD  Sueann Balcombe
<b>Fiddlers Green Housing Project</b> Shalston Villas Ewell Road Surbiton KT6 6ET Tel: 020 8339 9625	Voluntary	7	ENHANCEABLE  Debbie Butcher

# Statutory health and social care organisations

## Kingston Children's Social Care services

For services to support children, young people and their families in Kingston.

Telephone: 020 8547 5888

Email: [askk@rbk.kingston.gov.uk](mailto:askk@rbk.kingston.gov.uk)

Website: [www.kingston.gov.uk/children\\_and\\_family\\_services](http://www.kingston.gov.uk/children_and_family_services)

## Kingston Adult Social Care services

(Social services for adults)

Kingston Adult Social Care services arranges care and support services for adults living in the Royal Borough of Kingston upon Thames who need help to keep independent, safe and well, and their family and friends supporting them.

Hollyfield House,  
22 Hollyfield Road  
Surbiton KT5 9AL

Telephone: 020 8547 5005

Email: [adults@rbk.kingston.gov.uk](mailto:adults@rbk.kingston.gov.uk)

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

## Kingston NHS Hospital Trust

Kingston Hospital NHS Trust is a 555-bed acute general hospital serving Kingston upon Thames, Richmond upon Thames, Esher, Roehampton, Putney and other parts of South West London.

Galsworthy Road

Kingston KT2 7QB

Telephone: 020 8546 7711

Fax: 020 8547 2182

Email: [enquiries@kingstonhospital.nhs.uk](mailto:enquiries@kingstonhospital.nhs.uk)

Website: [www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

## NHS Kingston

(Kingston Primary Care Trust)

Kingston Primary Care Trust (KPCT) is responsible for improving the health of the local adult social, and arranging primary, adult social and hospital care services, including mental health services.

Hollyfield House  
22 Hollyfield Road  
Surbiton KT5 9AL

Telephone: 020 8339 5005

Email:

[communications@kpct.nhs.uk](mailto:communications@kpct.nhs.uk)

Website: [www.kingstonpct.nhs.uk](http://www.kingstonpct.nhs.uk)

**Helpline 020 8547 5005**

## **South West London and St. George's Mental Health NHS Trust**

South West London and St. George's Mental Health NHS Trust manages most mental health services in Kingston.

Springfield Hospital  
61 Glenburnie Road  
London SW17 7DJ  
Telephone: 020 8682 6000  
Fax: 020 8682 6577  
Website: [www.swlstg-tr.nhs.uk](http://www.swlstg-tr.nhs.uk)

### **Your Healthcare**

Your healthcare is a new organisation responsible for providing local health services.

These services include support for people with long-term conditions, adults with learning disabilities, intermediate care and rehabilitation services, occupational therapy and physiotherapy services, district nursing, health visiting, foot care (podiatry), continence services, school nursing, speech and language therapy, and sexual health services.

Hollyfield House  
22 Hollyfield Road  
Surbiton KT5 9AL  
Telephone: 020 8339 8000  
Fax: 020 8339 8100

# Choosing and using care and support services

## Deciding what you need and want

If you are experiencing difficulties managing at home and feel you may need help to keep independent, safe and well, please contact us at Adult Social Care services (see 'How to contact us' on page 21).

We will work with you to work out what support you need to achieve the things you want to do with your life. This is sometimes called an 'assessment' or an 'adult social care assessment' (see 'How we decide if we can help you' on page 8 for more information on how we assess people's support needs).

You do not have to come to us to have your support needs assessed if you don't want to but if you do we can help and advise you on the various choices you can make.

**Nobody can force you to do anything you don't want. You have a right to decide how to live your life, where you want to live and with whom.**

Having your support needs assessed by us does not oblige you to use any of our direct services. Instead, you can choose to use a private or voluntary service provider or decide to have a 'Personal

Budget' to make your own support arrangements.

If a partner, family member or a friend is caring for you they should also be involved in the assessment of your needs. They can also ask for their own needs to be assessed so that they can carry on supporting you, if this is what you both want, but still be involved in activities outside of this role.

If you do decide to 'do it yourself' it's best to at least consider talking to your family and friends to help you decide what kind of service is best for you. You can also talk to an independent person or organisation, or to other people in a similar situation to yourself, or a combination of all these until you feel comfortable with your choice (see 'Independent local care and support services' on page 23 and 'Useful national organisations' on page 78).

## Finding the right service for you

Once you have identified what help you need to keep yourself independent, safe and well you can decide on the kind of care and support that suits you best. Below you will find a brief description about the main types of care and support that are typically available.

**Don't rush your decision.** It's very important to get the right information and to consider your options before making your final decision about the kind of care and support you need.

### Information and advice

There are several ways you can get information and advice to help you decide what kind of care and support is right for you. You can do one or more of these things:

- Use this guide to find out about local care and support services.
- Talk to us (Adult Social Care services) about your various options.
- Talk to one or more of the independent organisations listed on pages 78 to 84 of this guide.
- Look at the Care Quality Commission (CQC) services directory and read their inspection reports.
- Check the quality rating given to the service by CQC.
- Read people's stories on good and bad care on the CQC website.
- Visit the service to see for yourself what it's like or ask the service to come and talk to you.
- Visit our website to find people's experiences of using local services.

### Equipment and adaptations

There is a range of daily living equipment and mobility products to help you stay active and independent. These include jar openers, tap turners, bath seats, walking sticks, wheelchairs, scooters, hoists, talking kitchen scales for people who are blind or visually impaired, alarm clocks that vibrate under the pillow for deaf and hearing impaired people, kettle tippers for people who have limited arm strength or restricted movement, devices that remind people with memory loss or learning disabilities to do a daily task, for example taking a pill.

You may also qualify for a Disabled Facilities Grant from your local council to help towards the cost of adapting your home to enable you to continue to live there. Types of adaptations include: widening doors and installing ramps and stair lifts or providing a downstairs bathroom, improving or providing a heating system which is suitable for your needs, adapting heating or lighting controls to make them easier to use.

### Personal Budgets

'Personal Budgets' are a new way of getting social care support. These offer the person more choice and control in their support arrangements. Instead of receiving a service from the Council, such as Home Care, people who are eligible for services can choose to receive a

**Helpline 020 8547 5005**

sum of money – a ‘Personal Budget’ – based on their assessed needs.

Using their ‘Personal Budget’ people can then decide to buy services from the Council, another organisation or agency, a mixture of both, or they can employ their own staff. People can manage the money themselves or use someone else to do it for them. The amount of money people are offered will depend on their assessed needs. Support is available to help people use their ‘Personal Budgets’.

### **Home care services**

Home care services can help you live independently in your own home if you are an older person, a person with a physical disability or a person with a learning disability.

Home care staff help with tasks in your home, such as preparing meals, eating and drinking, bathing, getting in and out of bed, dressing and help in taking medication. This is also known as personal care. You may only want care in your own home a few hours a week or may need 24-hour care.

Home care may also provide support or a break for carers. There are also grants available to make homes more comfortable, safer and user-friendly for older or disabled people.

Local Council social services still provide home care services but also

use private and voluntary organisations and agencies. Home care services are also provided by a variety of organisations, individuals and companies.

All agencies that offer care to people in their own home must register with the Care Quality Commission (CQC). CQC will only register agencies that meet their minimum standards set out by the Government (see ‘Useful national organisations’ on page 78).

### **Nursing agencies**

Nursing agencies send nurses to visit you at home when you need specialist or medical care, usually after leaving hospital. The frequency of the visits can vary from several times a day to once a week.

### **Adult Placement Schemes**

Adult Placement Schemes are similar to fostering schemes but for adults rather than children. These are locally run schemes that place between one to three adults with care or support needs with an adult placement carer. Carers make sure that these adults are able to enjoy an ordinary and independent life in the community and share in the family life of the carer. People who use Adult Placement Schemes include older people, people with learning disabilities, disabled people, people with mental health needs and people with drug/alcohol difficulties.

Adults who are to be placed in a scheme will have their care and support needs assessed and then will have their needs matched with a suitable Scheme carer.

All Adult Placement Scheme carers are approved and checked regularly by their local scheme. The schemes are varied and may provide a range of different services such as:

- Long-term accommodation with care or support in the family home of an adult placement carer.
- Short-term breaks for the family member or friend who usually cares for the person using the Scheme.
- Day care in the home of the adult placement carer.
- Befriending and support to someone living in the community.

### Care homes

Care homes give you the opportunity to continue doing the everyday things you enjoy if you are no longer able to live independently with support in your own home or if living in a care home is your preference.

Living in a care home can be a continuation of your life in surroundings that are specifically adapted to help you lead a healthy and independent life.

There are different types of care homes. There are Local Authority Homes, Private Homes, Voluntary Homes and Hospices. Kingston Council has care homes for older people and people with learning disabilities. Fees are based on the actual cost of the service.

Private Homes are run by individuals or companies. Fees are set by the owner of the home. Voluntary Homes are run by voluntary organisations such as housing associations, charities and religious groups. Sometimes these organisations will only accept residents from the local area or a particular trade, profession or with a particular need. Voluntary homes are often 'not for profit' organisations.

Hospices may be owned by private or voluntary organisations. They provide care for people with a terminal illness by relieving pain and controlling symptoms. They also offer counselling services to residents and to family members and friends. Hospice places are supported by Health and Voluntary organisations.

There are separate care homes for adults aged 18 to 65 and older people over 65. There are two main types of care home for both age groups: care homes without nursing care and care homes with nursing care.

## Care homes without nursing care

These homes are residential, which means people live in them either short or long term. They provide:

- accommodation
- meals
- personal care (such as help with washing and eating).

## Care homes with nursing care

These homes are the same as those without nursing care but they also have **registered nurses** who can provide care for people with more complex health needs.

## Questions to think about

Here are some questions to think about when considering which type of care and support is right for you and having made that decision, how to choose a particular service. You may also find it helpful to read 'Getting the most from your service' on page 71.

## Personal Budgets

Personal Budgets are a very new way of getting social care support.

However, you can still get advice and support to help you think about this option. We in Adult Social Care services can offer you information and advice about using Personal Budgets and you can get independent advice from 'In

Control', a charity supporting people to use Personal Budgets, the National Centre for Independent Living and also other local organisations including Kingston Centre for Independent Living and Age Concern Kingston (see pages 23 to 35).

## Home care services

Consider the questions below before you speak to any Home Care service and think about their answers after any discussions or visits have taken place. You may also wish to use the CQC checklist for looking at care homes or Adult Placement Schemes and to read real life examples of good and bad care (see page 80).

- Were the staff helpful in setting out exactly what services they provide?
- Did they explain their costs and charges properly and simply and how you can change or end your contract with the service?
- If you are going to pay for your own care, were they willing to give you a blank copy of their contract for you to look at after your visit?
- Were they confident to let you meet and talk to existing clients?
- Did they offer to show you their latest inspection report?
- Did they ask many questions about you – your likes and dislikes?

- Did you get the impression that you would be living your life the way you choose instead of having to fit into their routine?
- Did they seem happy to answer all your questions?

If the answer is 'no' to any of these questions, think about why this is so. Don't be afraid to go back to the Home Care service and ask as many questions as you want.

### Adult Placement Schemes

The kinds of questions to consider when looking at Adult Placement Schemes are similar to those for Home Care services (see page 36) and care homes (see page 42). You may also wish to use the CQC checklist for looking at Adult Placement Schemes and to read real life examples of good and bad care (see page 80).

### Care homes

When considering which care home might suit you best, it's a good idea to visit at least two or three homes to help you compare the services and see how well they suit you. Below are particular points to bear in mind and questions to ask when looking for a place to live in a care home. You may also wish to use the CQC checklist for looking at care homes and to read real life examples of good and bad care (see page 80).

### Who should go to look?

- Where possible, you, the person looking to live in a care home, should go to look at the home yourself.
- Where this is not possible, someone who knows you well should visit on your behalf, always remembering that they are making a choice for you and not for themselves. It may be useful for you to write down the things that are important to you so that the person visiting various homes on your behalf has a good guide for what to look out for!
- If you are looking on behalf of someone else, try and involve them as fully as possible.

### Before you go

- Think about the things that are important to you.
- What in your life and in your home has made you happy or sad?
- What are your hopes and fears?
- Do you prefer a smaller, quieter home or a larger home with lots of things going on?
- If you are looking on behalf of someone else, ask the person these same questions.

Helpline 020 8547 5005

## Arranging to visit

- When phoning to arrange your visit, how long did it take for the phone to be answered?
- Was there a person or answer phone machine at the end of the line?
- How helpful was the person taking your call?
- How easy was it to arrange a time to visit?
- Is there a waiting list or a current vacancy?
- Does the home have a website where you could look up more information?
- Can you arrange for an extended visit or trial period to make sure the care home really suits you?
- Before you move into the care home, can you go there for a meal to see what it is like?

## Looking around the home

- How do staff receive you when you knock on the door/visit?
- Is the atmosphere to your liking?
- Do residents look relaxed and contented?
- What are your impressions of how staff speak to and support residents?

- What are your first impressions of the home? What does it look like? How does it smell? What can you hear going on?
- When you are discussing your particular needs, is this done in private?
- Is the time given to you by the home manager to talk things over enough or did you end up feeling rushed?

## Information

- Ask to see the home's 'statement of purpose'. This should set out the objectives, philosophy of care, services provided and the facilities and conditions of the home.
- Ask to see a copy of the home's 'service user guide'. This will include a statement of the home's aims and objectives, the range of facilities and services it offers and details of any special care or facilities it provides. These could include facilities for people with mental health needs such as dementia, or care for people with particular cultural or religious needs.
- Ask to see an example of a 'service user's contract'.
- Ask to see a copy of the CQC annual report which should be readily available.
- How important is daily information communicated to residents, for example, about outings, trips and staff changes?

## Fees and contracts

- How much is the fee and what does it include? Is there an extra charge for laundry, hairdressing, chiropody, extra care, social and leisure activities, incontinence pads, newspapers, toiletries, physiotherapy?
- How often does the care home increase its fees? Will you be able to afford regular fee increases? Will you have to move out if you cannot pay?
- Do you have to pay a deposit or any fees in advance?
- What percentage of the fees would you have to pay if you had to move out for a short time (for example, for a holiday or to go into hospital)?
- Under what circumstances could the home ask you to leave and how much notice will they give you?
- Who would be responsible for finding you somewhere else to live?
- How much notice do you need to give the home if you want to move out?

## Location

- Is the home near relatives and friends?

- If the home is outside your home town, how easy is it to travel to for people visiting you from far away?
- Is it convenient for shops and other local facilities?
- What are the surroundings like? Is it peaceful and quiet or would you prefer something a little livelier?

## The Staff

- Do the staff look like they get on with each other?
- Does it look as if there are enough members of staff?
- How many staff are available at night?
- Do the staff help residents to do things for themselves rather than doing things for them?
- When the staff are helping a resident, do they explain what they are going to do?
- Do the staff look like they are taking the time to offer a proper service?
- Do staff have the time to talk to residents and to help them do personal tasks such as tidy a drawer, put photos in albums and other small things that may mean a great deal to an individual?
- Do staff treat the home residents with respect and dignity?
- Are the staff friendly?

- Is there a high turnover of staff?
- What training is available to the staff? Are staff trained in safe handling techniques, for example, turning and lifting residents?
- Does the home make sure that its staff have been checked against the Protection of Vulnerable Adults (POVA) register and the Criminal Records Bureau (CRB) register?

### Quality of care

- Can the care home cope with your care needs?
- Does a local doctor visit regularly or can you choose to have your own doctor to visit you?
- Are physiotherapy, hydrotherapy or occupational therapy services available?
- Are there visiting dentists, opticians and chiropodists?
- Are staff available to help you go to hospital if the need arises?
- How are residents' medication needs managed?
- What kind of 'Care Plan' system is in place?
- Are there regular reviews so that any changing needs are catered for?
- If your care needs change, what arrangements are made? Would you need to move to another home?

- How do staff make sure that residents' clothing is treated with respect? Are individual items labelled? Do staff support people to choose what to wear if this is what they want?

### The other residents

- As you will be sharing your days with other residents, how do you think you may get on with them?
- If you are sharing a room, how well do you think you will get on with the person you are sharing with?
- Is there a curtain or partition within the shared room to give you some privacy should you want it?
- How involved will you be in agreeing to a new person sharing the room if a vacancy arises?
- Is there a residents' or relatives' group you can ask for information on what it's like to actually live in the home?

### Residents' rooms

- Are the rooms single or shared? If they are shared, how is privacy achieved? (You must be given the choice to share, you cannot be forced to share).
- Is the size of the room being offered suitable for your needs?
- Can you bring your own furniture or personal possessions, including any small pets with you? Are these covered by the home's insurance?

- Are there individual heating controls in the rooms?
- Are any rooms en-suite with bath, shower or toilet?
- Are the toilets and bathing facilities easy to get to and use?

## Meals

- Do the meals seem nutritious?
- Is the menu varied and interesting?
- Are residents involved in planning the menu?
- Can you choose what to eat and when to eat?
- How much advance notice do you need to give for your choice of menu?
- Are there plenty of drinks available throughout the day?
- Is there cupboard space to store your own food?
- Can the home cater for you if you have a special diet?
- Is the dining area attractive and large enough?
- Can you choose who you sit with?
- Can meals be brought to your room?
- Can your friends, relatives or guests eat with you?

- Can you make your own snacks and drinks? Are refreshments provided outside of mealtimes? If so, can you get these yourself, or ask a member of staff to help you?
- Can you entertain your friends, relatives or guests to tea? Can staff help you set this up if you need them to?

## Facilities

- Are there lifts to other floors? Is the lift large enough to take a wheelchair user and a member of staff?
- Does the home have specially adapted bathrooms and toilets for people who find a standard bath or toilet difficult to use?
- Is there easy access throughout the home for people who use wheelchairs or walking frames?
- Are wheelchairs provided by the home for people who need them?
- Is there an induction loop in the home for hearing aid users?
- What support is available for people with visual impairments?
- What support is available for residents who cannot read?
- Is there a separate TV room or are TVs provided in the bedrooms?
- Is there a quiet room?

- Are there any computers available for people to use?
- Is there internet access?
- Are telephones available in residents' rooms? What help is available to help residents use the telephone?
- Can staff help residents write letters if this is their wish?
- Is there a garden? Can you use the garden? Can you get help to tend the garden or get involved in designing how it looks?
- Are there plenty of call alarms to alert staff if you need help?

### **The décor**

- Does the home look generally clean and well maintained?
- How long is it since the last painting and decorating was done?
- Do carpets and curtains look homely and in good condition?
- Is the furniture in communal areas comfortable and in good condition?
- How often are rooms and communal areas cleaned?
- Are separate cleaning staff used or are care staff expected to do the cleaning?

### **Social and leisure activities**

- Are staff available to help you visit local shops and amenities?
- What activity programmes are available in the home?
- Does the home have its own transport for outings?
- Is there a dedicated activities co-ordinator within the home?
- What sort of social activities and outings are organised and how often? Is there a separate cost for these?
- How would you be involved in planning and organising these activities if you were interested?
- Can you carry on doing the activities that you currently enjoy? Would the staff help you if necessary?
- How easy is it to get newspapers, magazines and other small items on a daily basis?

### **Choice and independence**

- Can you go out when you want to?
- What support can staff offer if you need help to go out/visit friends and relatives?
- Can you get up and go to bed when you like?
- Can you choose your own time for bathing?

- Can you spend time alone in your room if you want to?
- What support is available to help you manage your medication and money, if this is what you want?
- What support is available to help you vote at elections?
- Is there a policy on smoking or alcohol?
- If you have a complaint or concern, how will it be dealt with?
- How does the home involve residents in making decisions about their care and in reviewing their needs?
- Are there residents' and relatives' meetings for you to put your views across about how the home is run?

### **Dignity and privacy**

- Is it possible for you to see visitors privately, and can they visit at any time? Are there facilities to stay overnight?
- Can you refuse to see visitors occasionally?
- Do staff knock on the doors of residents' rooms before going in? Do staff wait to hear 'come in' before entering a resident's room?
- What guidelines do staff work to for making sure residents' confidences stay private if this is their wish?

- Can you lock your room or, if not, where can valuables be kept?

### **Cultural, ethnic and religious needs**

- What help does the home offer to help you carry on attending church or your place of worship?
- Will the home help you to observe religious/important dates in your culture?
- Is the home sensitive to people's cultural needs around dressing and gender issues?
- Are religious/cultural diets catered for?
- Do the staff speak English and are they easy to understand?
- If English is not your first language, does the home have staff who are able to communicate in this language?
- Are there 'cultural awareness' training sessions available to staff?

### **Death and dying**

- How does the home sensitively support people who are dying?
- How does the home support people to die in the way they want?

**Helpline 020 8547 5005**

## Getting the most from your service

### Your rights

The Government has set national minimum standards for care services. The standards set out the quality of care, service and facilities you should expect from your care provider. These standards are not enforceable by law but are important guidelines to help service providers, inspectors and people who use services to judge the standard of service.

There are national minimum standards for the following areas:

### Care Homes for Older People

Topics covered include: Choice of home, Health and personal care, Daily life and social activities, Complaints and protection, Environment, Staffing, Management and administration.

### Care Homes for Adults 18-65

Topics covered include: Choice of home, Individual needs and choices, Lifestyle, Personal and healthcare support, Concerns, complaints and protection, Environment, Staffing and Conduct and management of the home.

### Adult Placement Schemes

Topics covered include: Underlying principles of adult placement, Choosing an adult placement, Matching and Introductions, Living in

an adult placement, Daily life, Development of placement agreement and service user's plan, Placement monitoring and review, Adult placement carer Support and review, Selecting and training adult placement carers, Managing an adult placement scheme, Conduct of the Scheme and protection.

**Nobody can force you to do anything you don't want. You have a right to decide how to live your life, where you want to live and with whom.**

### Home Care

Topics covered include: Information, Care needs assessment, Meeting needs, Contracts, confidentiality, Responsive services, Service user plan, Privacy and dignity, Autonomy and independence, Medication and health related activities, Safe working practices, Risk assessment, Financial protection, Protection of the person, Security of the home, Records, Recruitment and selection, Complaints and quality assurance.

### Nurses Agencies

Topics covered include: Information, Fitness of Registered Persons, Recruitment, Checks on nurses, Identification and qualifications, Competence, Complaints, protection, Assistance with medication, Confidentiality, Safe Working Practices, Financial procedures, Premises, Management Structure, Organisational policies,

Agreements between the agency and nurses, Record keeping and Quality Assurance.

To get a copy of the standards, contact:

Department of Health  
customer service centre  
Telephone: 020 7210 4850  
Website: [www.dh.gov.uk](http://www.dh.gov.uk)

Care Quality Commission  
Telephone: 03000 616161  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

### **Agreeing a support or care plan**

Another important part of getting the most from your care provider is agreeing a care or support plan. When you first meet your care workers, they should spend time getting to know you and then agree a care plan that you are happy with.

The care plan will set out your needs and how staff will meet these needs. The plan should include your social, personal and health needs and how these will be met.

### **Have your say**

The care support plan is a document written with your involvement and should be reviewed regularly to make sure your needs are being met. Your care workers should let you know what they plan to do for you, when, and how. You have a right to expect them to listen to you.

However, if you never tell them what you would like them to do, they will never know. They should also regularly ask you whether you are happy with the care you get and if they could do anything to improve the way they work.

### **What to do if things go wrong**

If you are not satisfied with your care and support provider you have a right to complain. The best way to do this is to initially tell the manager of the service. The service should have its own complaints procedure.

All care providers must have procedures for handling complaints and provide information about how you can make a complaint to the manager or owner.

A good care provider will want to hear your views and sort out any problems. If they can't do this, they should clearly explain the reasons why not. If you are not satisfied with what the manager says, you might want to tell your care manager/care co-ordinator, review officer, or the Care Quality Commission, CQC.

If we, Adult Social Care services, have arranged your stay in the care home you may wish to raise your concerns with our own Complaints and Information Access officer on 020 8547 4716.

**Helpline 020 8547 5005**

## Contact Care Quality Commission

If you are unhappy with the response you get from your local council or care provider, you can share this information with the Care Quality Commission (CQC). CQC do not have the power to investigate individual complaints but they can use the information to decide whether the service is meeting the national minimum standards and regulations, and to check whether the service is meeting the needs of the people who live there. If they find they are not, they will take action to make sure that services are improved.

**Care Quality Commission** The Care Quality Commission (CQC) is an independent organisation that regulates, inspects and reviews all health and social care services in the public, private and voluntary sectors in England. Its job is to make sure these services are meeting national minimum standards set by the Government. These services include care homes, Adult Placement Schemes, Home Care services and Nursing Agencies. CQC produces annual inspection reports for all care homes. These reports are available direct from the home or from CQC at:

**Care Quality Commission**  
 Telephone: 03000 616161  
 Website: [www.cqc.org.uk](http://www.cqc.org.uk)

## Changing to another service

You may feel that the care service you are using is not the right one for you. If the service cannot serve you in the way you want, you may need to consider using a different care service. Whether you are paying for your own care, or it is paid for by your council, you have the right to choose a different care provider if you are unhappy with the service you get at the moment.

No matter what your circumstances, you do not have to 'make do' with poor-quality and sub-standard care, or a care service that is not suited to your needs.

## Abuse and neglect

Adults can find themselves in situations where they are at risk of abuse by the people around them. We often need help from others to stop it continuing. If you are in contact with health or adult social care services or buying care services from a private provider you can ask for help from the adult safeguarding service. They will talk to you about what you want to happen and arrange for the help you need to protect yourself. This can involve advice and assistance to change simple things or in some situations the police or making applications to a court.

### *If you need help you can*

- talk to the health or social care staff who you are in contact with  
 call 0208 547 5005

**Helpline 020 8547 5005**

**or go to**

[www.kingston.gov.uk/browse/health/keeping\\_children\\_and\\_adults\\_safe.htm](http://www.kingston.gov.uk/browse/health/keeping_children_and_adults_safe.htm)

### **Adult Safeguarding**

If you are worried about their safety or the safety of another person.

### **Adult Safeguarding Coordinator**

**Telephone: 020 8547 4735**

**Fax: 020 8547 6142**

**Email: [adult.safeguarding@rbk.kingston.gov.uk](mailto:adult.safeguarding@rbk.kingston.gov.uk)**

**In an emergency call 999 or 112**

# Paying for care and support services

There is usually a charge for most social care and support services provided by private companies, voluntary organisations, charities and local authorities (Councils) but some are free.

We (Adult Social Care services) do charge for some of our services but many are free. We do not charge for any information or advice we offer you or for your needs assessment.

If we charge you for our services, the amount you pay will depend on the type of service you get, how much money you earn and have in savings and how much you can afford to pay. We can help you to claim any welfare benefits that you may be entitled to.

To help us decide if you need to pay for our services we will arrange for you to have a financial assessment. This is where we talk to you about how much money you have and look at how much money you spend on things like rent, mortgage, council tax and gas and electricity bills.

For services such as Home Care, we will not take into account the value of your home when working out our charges. If you choose to live in a care home we will look at the value of your home but there are exceptions in certain circumstances. We will not take the value of your

home into account if your husband, wife or partner is still living there. We will also ignore the value of your home for the first 12 weeks of your stay in a care home.

The fees charged for care homes vary from home to home. Your care manager/care co-ordinator can advise you about the fees, the type of care provided, the facilities available, the location of the home and the services provided at each home. People with very high nursing or health needs may qualify to have their care fully funded by the NHS.

We negotiate a price with care homes for people who need help with funding. We are required by law to charge for care home accommodation and you will need to contribute towards the fees.

The amount you have to contribute depends on:

- How much the fees are at the home of your choice.
- How much 'Registered Nursing Care Contribution' (RNCC), if any, the NHS assesses you as eligible to receive.
- How long your stay will be.

- How much income and savings you have. You will always be able to keep a small personal allowance from your income and a set amount from your savings.

If you think you may need help paying for your care home fees, we will work out, in accordance with the law, how much your contribution to the fees will be.

To do this, you will need to complete a confidential **Financial Assessment Form**.

Any property you own may be counted as capital but there are exceptions in certain circumstances. Currently the value of your former home is disregarded for the first 12 weeks of your stay. Also, there are special rules about how to value your share of a property if you jointly own it with someone else. Capital above certain limits (set by Parliament every year) may exclude you from help with your fees. Our leaflets '**Paying for a place in a care home**' and '**Understanding home care Financial Assessments**' explain this financial assessment and the capital rules in more detail.

The fees at some homes are greater than the maximum amount that we will pay although we will always be able to find you a home that accepts our rate. You can choose to go to a home with a higher fee if you have someone else, a 'third party', who can 'top up' the amount paid by us. The 'third party' could be a friend, a

relative, a Union, a charity or a similar organisation, able to make up the difference between our payment and the care home's fees.

Even if, for example, you are currently able to pay for your care in full, and you have capital above the current limits, you may need help with fees at a later date. This help is only available if you meet certain rules so it would be helpful to get advice now from your care manager/care co-ordinator.

Your care manager/care coordinator will be able to advise you about paying for care and your options. The rules about paying for care homes can change so it is best to check with them for the latest information.

### **Getting independent advice**

Organisations that may be able to give independent advice on financial matters are mentioned on pages 23 and 78. Before you use any particular organisation for financial advice, always make sure they are registered with the Financial services Authority (FSA). You may also wish to check out the information provided by the Care Quality Commission which is an independent organisation responsible for inspecting and regulating social care services in England.

**Helpline 020 8547 5005**

## Benefits

Make sure that you claim all the benefits you are entitled to. More than £2 billion is left unclaimed by older people each year! Benefits include Pension Credit, Council Tax Benefit, Housing Benefit, Funeral payments, Social Fund Attendance Allowance, Disability Living Allowance, Disability Benefits, Winter

payments, Health benefits, Carers Allowance and the Independent Living Fund.

There are a number of organisations that can give you information and advice about various welfare benefits. Some of these will also help you to claim the benefits you are entitled to (see pages 23 and 78).

# Useful national organisations

## Action on Elder Abuse

Action on Elder Abuse works to protect, and prevent the abuse of, vulnerable older adults.

PO Box 60001  
Streatham  
SW16 9BY  
Tel: 020 8835 9280  
Helpline: 0808 808 8141  
Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)  
Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

## Age UK

Age Concern and Help the Aged have combined to become Age UK. Age UK provides a range of services including information, advice and support on consumer and legal issues, finances and benefits, health, housing and leisure, equipment for daily living, living independently at home, sheltered housing and care homes. Age UK also offers a range of commercial products including travel, motor and home insurance, funeral plans, gas and electricity packages, and aids for the home, such as stairlifts and personal alarms.

207-221 Pentonville Road,  
London  
N1 9UZ  
Helpline: 0800 169 6565  
Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

## Alzheimer's Society

The Alzheimer's Society works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. The society is committed to research, campaigning and information provision and delivers a wide range of support and activities for people with dementia and their carers through its network of local branches.

Devon House  
58 St Katharine's Way  
London  
E1W 1JX  
Tel: 020 7423 3500  
Helpline: 0845 300 0336  
Email: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)  
Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## AT Dementia

AT Dementia is a web-based information resource on assistive technologies (including telecare) for people with dementia.

Trent Dementia services  
Development Centre  
9 Newarke Street  
Leicester  
LE1 5SN  
Tel: 0116 257 5017  
Email: [info@trentdsdc.org.uk](mailto:info@trentdsdc.org.uk)  
Website: [www.atdementia.org.uk](http://www.atdementia.org.uk)

**Helpline 020 8547 5005**

## Benefits Enquiry Line

For general advice on social security benefits, benefit claim forms and help with completing forms for people with disabilities and their carers.

2nd Floor  
 Red Rose House  
 Lancaster Road  
 Preston  
 PR1 1HB  
 Tel: 0800 882 200  
 Email: BEL-Customer-services@dwp.gsi.gov.uk  
 Website:  
[www.direct.gov.uk/disability-money](http://www.direct.gov.uk/disability-money)

## British Deaf Association

The British Deaf Association is the largest deaf organisation in the UK that is run by deaf people, representing the Sign Language adult social.

Bushell Street Mill  
 Bushell Street  
 Preston  
 PR1 2SP  
 Email: [bda@bda.org.uk](mailto:bda@bda.org.uk)  
 Textphone: 05603 115295  
 Tel: 01772 259725  
 Website: [www.bda.org.uk](http://www.bda.org.uk)

## Carers UK

Carers UK is the voice of carers. Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner.

Carers UK campaigns on behalf of carers, offers information and advice on carers rights and how to get support.

20 Great Dover Street  
 London  
 SE1 4LX  
 Tel: 0207 378 4999  
 CarersLine: 0808 808 7777  
 Email: [info@carersuk.org.uk](mailto:info@carersuk.org.uk)  
 Website: [www.carersuk.org.uk](http://www.carersuk.org.uk)

## Carers Direct helpline

Carers Direct helpline provides information, advice and support to carers. The helpline advisers can give information to help carers make decisions about personal support needs and the needs of the person they care for.

Tel: 0808 802 0202  
 Website: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

## CareAware

CareAware is a non profit making public information and advisory service specialising in the issues relating to long-term care for older people.

PO Box 8  
 Manchester  
 M30 9NY  
 Tel: 0161 707 1107  
 Email: [enquiries@careaware.co.uk](mailto:enquiries@careaware.co.uk)  
 Website: [www.careaware.co.uk](http://www.careaware.co.uk)

**Helpline 020 8547 5005**

## Care Quality Commission

The Care Quality Commission (CQC) is an independent organisation that regulates, inspects and reviews all health and social care services in the public, private and voluntary sectors in England.

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

## Counsel and Care

Counsel and Care is the national charity working with older people, their families and carers to get the best care and support. They provide personalised, in-depth advice and information.

Twyman House  
16 Bonny Street  
London  
NW1 9PG  
Helpline: 0845 300 7585  
Tel: 0207 241 8555  
Fax: 020 7267 6877  
Email: [advice@counselandcare.org.uk](mailto:advice@counselandcare.org.uk)  
Website: [www.counselandcare.org.uk](http://www.counselandcare.org.uk)

## Dementia UK

Dementia UK offers information, advice and specialist mental health nurses (Admiral Nurses) who provide practical and emotional

support to families affected by dementia.

6 Camden High Street  
London  
NW1 0JH  
Tel: 020 7874 7200  
Email: [info@dementiauk.org](mailto:info@dementiauk.org)  
Website: [www.dementiauk.org](http://www.dementiauk.org)

## Disabled Living Foundation

The Disabled Living Foundation (DLF) is a national charity offering free, impartial advice about all types of daily living equipment and mobility products for disabled adults, older people, their carers and families.

380-384 Harrow Road,  
London  
W9 2HU

Tel: 0845 130 9177  
Textphone: 020 7432 8009  
Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)  
Website: [dlf.org.uk](http://dlf.org.uk)

## Directgov

Directgov is the website of the UK government providing information and online services for the public. It provides information and services on topics such as money, employment, travel and education. You can also find information by audience groups, such as disabled people, carers and the over 50s.

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

**Helpline 020 8547 5005**

## Elderly Accommodation Counsel

Elderly Accommodation Counsel helps older people make informed choices about meeting their housing and care needs.

3rd Floor  
89 Albert Embankment  
London  
SE1 7TP  
Tel: 020 7820 1343  
Email: [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)  
Website: [www.eac.org.uk](http://www.eac.org.uk)

## Equalities and Human Rights Commission

The Equalities and Human Rights Commission works to promote equality and human rights. It does this by providing advice and guidance, working to implement an effective legislative framework and raising awareness of people's rights.

3 More London  
Riverside  
Tooley Street  
London  
SE1 2RG  
Helpline: 0845 604 6610  
Email: [info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)  
Text phone: 0845 604 6620  
Office: 020 3117 0235 (non helpline calls only)  
Fax: 020 3117 0237  
Website: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

## Financial Services Authority

The Financial Services Authority (FSA) is an independent nongovernmental body that regulates the financial services industry in the UK.

25 The North Colonnade  
Canary Wharf  
London  
E14 5HS  
Helpline: 0845 606 1234  
TypeTalk 18001 0845 6061234  
Email: [consumer.queries@fsa.gov.uk](mailto:consumer.queries@fsa.gov.uk)  
Website: [www.fsa.gov.uk](http://www.fsa.gov.uk)

## FirstStop

FirstStop is an independent, free service providing information and advice about care and support, housing and finance in later life.

Tel: 0800 377 7070  
Email: [info@firststopcareadvice.org.uk](mailto:info@firststopcareadvice.org.uk)  
Website: [www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

## In Control

In Control Partnerships is a charity and an independent company. It works in partnership with citizens and government, and with charities and commercial companies to support people to use self-directed support/Personal Budgets.

Carillon House  
Chapel Lane  
Wythall  
B47 6JX  
Tel: 01564 821650  
Email: [admin@in-control.org.uk](mailto:admin@in-control.org.uk)  
Website: [www.in-control.org.uk](http://www.in-control.org.uk)

**Helpline 020 8547 5005**

## MS Society

The MS Society supports people with Multiple Sclerosis and their families and friends. services include information and advice, financial help and short breaks.

MS National Centre  
372 Edgware Road  
London  
NW2 6ND  
Helpline: 0808 800 8000  
Tel: 020 8438 0700  
Email: [helpline@mssociety.org.uk](mailto:helpline@mssociety.org.uk)  
Fax: 020 8438 0701  
Website: [www.mssociety.org.uk](http://www.mssociety.org.uk)

## National Centre for Independent Living

The National Centre for Independent Living (NCIL) is a not-for-profit organisation that is run and controlled by disabled people. It offers information, advice and support on Independent Living, Direct Payments and Personal Budgets.

Canterbury Court  
1-3 Brixton Road  
London  
SW9 6DE  
Tel: 020 7587 1663  
Fax: 020 7582 2469  
Text: 020 7587 1177  
Email: [info@ncil.org.uk](mailto:info@ncil.org.uk)  
Website: [www.ncil.org.uk](http://www.ncil.org.uk)

## NHS Direct

NHS Direct is a 24-hour nurse-led helpline providing confidential health and social care information and advice. This includes: what to do if you're feeling ill, dealing with you or your family's health concerns, and information on local health and social care services and self-help and support organisations.

Tel: 0845 46 47  
Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## NHS Choices

NHS Choices is a comprehensive information service on health services, health conditions and treatments and healthy living.

Website: [www.nhs.uk](http://www.nhs.uk)

## Office of the Public Guardian

The Office of the Public Guardian supports the Public Guardian in registering Lasting Powers of Attorney and supervising Court of Protection appointed Deputies.

PO Box 15118  
Birmingham  
B16 6GX  
Tel: 0300 456 0300  
Email: [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)  
Website: [www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)

## Parkinson's Society

The Parkinson's Society offers up-to-date information on Parkinson's, emotional support to people with

**Helpline 020 8547 5005**

Parkinson's and their family, information about benefits and help with the application process, information about and links to your local services.

215 Vauxhall Bridge Road  
London  
SW1V 1EJ  
Tel: 020 7931 8080  
Helpline: 0808 800 0303  
Text Relay: 18001 0808 800 0303  
(for textphone users only)  
Email: [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)  
Website: [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

### **Stonewall**

Stonewall is a charity supporting gay, lesbian and bisexual people. It offers information and advice to individuals and organisations and carries out various research, educational and campaigning activities.

Tower Building  
York Road  
London  
SE1 7NX  
Info Line: 08000 50 20 20  
(Mon-Fri 9:30am to 5:30pm)  
Office: 020 7593 1850  
Fax: 020 7593 1877  
Minicom: 020 7633 0759  
Email: [info@stonewall.org.uk](mailto:info@stonewall.org.uk)  
Website: [www.stonewall.org.uk](http://www.stonewall.org.uk)

### **The Pension Service**

The Pension Service is part of the Department for Work and Pensions and provides information and advice

on pension related topics including paying for a care home.

General enquiries: 0845 606 0265  
Text phone: 0845 606 0285  
Website:  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

### **The Relatives and Residents Association**

The Relatives and Residents Association supports older people living in care homes and their families.

1 The Ivories  
6-18 Northampton Street  
London  
N1 2HY  
Tel: 020 7359 8136 (Advice line)  
Fax: 020 7226 6603  
Email: [info@relres.org](mailto:info@relres.org)  
Website: [www.relres.org](http://www.relres.org)

### **The Stroke Association**

The Stroke Association supports people living with stroke and aphasia.

Stroke House  
240 City Road  
London  
EC1V 2PR  
Tel: 020 7566 0300  
Helpline: 0303 30 33 100  
Email: [info@stroke.org.uk](mailto:info@stroke.org.uk)  
Website: [www.stroke.org.uk](http://www.stroke.org.uk)

**Helpline 020 8547 5005**

## **Royal National Institute of Blind People**

The Royal National Institute of Blind People (RNIB) is a national charity offering information, support and advice to people with sight loss.

105 Judd Street  
London  
WC1H 9NE  
Helpline: 0303 123 9999  
Fax: 020 7388 2034  
Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)  
Website: [www.rnib.org.uk](http://www.rnib.org.uk)

## **Royal National Institute for Deaf People**

The Royal National Institute for Deaf People (RNID) is a national charity offering information, advice and support to deaf and hard of hearing people.

19-23 Featherstone Street  
London  
EC1Y 8SL  
Tel: 0808 808 0123  
Textphone: 0808 808 9000  
Email: [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)  
Website: [www.rnid.org.uk](http://www.rnid.org.uk)

## **Vitalise**

Vitalise provides short breaks for disabled people, people with dementia and their carers throughout their UK holiday centres. Certain periods of the year the breaks are subsidised by the Alzheimer's Society especially for people with dementia to enjoy a break.

12 City Forum  
250 City Road  
London  
EC1V 8AF  
Tel: 0845 345 1970  
Email: [info@vitalise.org.uk](mailto:info@vitalise.org.uk)  
Website: [www.vitalise.org.uk](http://www.vitalise.org.uk)



# Tell us what you think



Tell us what you think about this guide, our services, our standards or anything else that comes to mind. We welcome all your comments and suggestions. Please fill in this form and post it to us. Our address is given at the bottom of this page. We will refund your postage.

## What kind of comment would you like to make?

Complaint  Problem  Suggestion  Praise

## What would you like to comment on?

This guide  Our services  Our standards  Something else

**Please give us your comments in the space provided below:**

**Please tell us how to get in touch with you.**

**You do not need to give us your name and address, if you do not want to.**

Your name: .....

Your address: .....

Email: .....

Telephone: .....

Fax: .....

**Phil Levick, Kingston Adult Social Care services, Hollyfield House,  
22 Hollyfield Road, Surbiton KT5 9AL**

*Thank you very much!*

**Helpline 020 8547 5005**

Tell us what you think

# Adult Social Care services



## **We arrange a wide variety of quality services and support:**

- Personal and practical help in your home
- Support to disabled parents
- Funds to employ your own care staff
- Help to return home from hospital
- Support to look after a relative
- Help with travel for disabled people
- Telecare Services including emergency alarms
- Residential and Nursing Home Care
- Meals delivered to your door
- Counselling and support services

## **Who we offer services to:**

- Older people
- People living with HIV
- People with drug and alcohol problems
- People with physical disabilities and health needs
- People with mental health needs
- People with sight or hearing loss
- People with learning disabilities
- People looking after a relative or friend
- People needing services after a spell in hospital

## **Contact us to see if we can help you:**

**Telephone:** 020 8547 5005

**Email:** [adults@rbk.kingston.gov.uk](mailto:adults@rbk.kingston.gov.uk)

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