

# Community Care Services



## Community Care Services

### Customer Services

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# Can we help?

Please ask us if you would like this leaflet on audio-tape, on computer disc, in large print, or in Braille.

## Who we are

Community Care Services is part of the Royal Borough of Kingston, sometimes called Kingston Council. The Royal Borough of Kingston includes Kingston, Surbiton, Tolworth, Hook, Chessington, New Malden and some parts of Worcester Park.

## Who we help

We may be able to help you if you are aged 18 and over, living in the Royal Borough of Kingston, and you need help because of illness, disability or frailty.

If you need information about services for children and young people, we will tell you who can help. If we cannot help you for any reason, we will try to put you in touch with others who can.

## What we do

We can arrange different types of help, including:

- Personal and practical help in your home
- Help with travel for disabled people
- Special equipment, and changes to your home, to make your life easier
- Support to help you look after a relative or friend
- Help to return home from hospital

- Day activities
- Meals delivered to your door
- Residential and nursing care
- Support to disabled parents
- Counselling and support services
- Money to arrange your own help
- Careline telephone alarm system
- And lots more, so please ask us!

## What it costs to use our services

There is no charge for many of our services. Where we do charge for our services, we will inform you of any costs. If you have any financial difficulties, we will do our best to help you.

## How to contact us

To find out more about the services we offer, or to ask for help, please contact us. You can write, telephone or Email us. Our contact details are on the back page.

If you cannot speak or read English, or not very well, we will do our best to provide you with an interpreter. You will not have to pay for this service if you need our help or are already receiving services from us. If you need an interpreter, just ask a council staff member or ask someone who speaks English to contact us for you.