



Guide to Daily Living Services & Information for Older & Disabled People

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You can get this booklet on audio-tape, in Braille, on computer disc, in large print and in other languages if you ask.

Customer Services

Telephone: 020 8547 6008 (voice & Minicom)

Email: cust.serv@rbk.kingston.gov.uk

Website: www.kingston.gov.uk/communitycareservices

Introduction

This Guide was compiled to give you information about services that suit your particular individual needs. The inclusion of any name or supplier is not to be taken as a recommendation of the Council nor is the omission of any name to be taken to the contrary. However, we hope this guide will provide you with some choices if you decide to follow up any of the details.

Occupational Therapy services are provided for people who have a permanent and long term disability which significantly affects their ability to carry out normal daily living tasks. Such activities include dressing, washing, getting to and on/off the toilet, getting in/out of bed, managing to prepare and cook a meal, access in/out of the home, and difficulty climbing the stairs.

If you meet the above criteria and would like an Occupational Therapy assessment of your needs, we have included details of where to find our Occupational Therapy services.

We hope you find this Guide helpful.

Occupational Therapy Services

The Team for Disabled Children

For services to children living anywhere in the Borough.

Beaconsfield Resource Centre,
Beaconsfield Road, New Malden.

Tel: 020 8547 6526

The Occupational Therapy Initial Response Team

For Occupational Therapy Services for adults living anywhere in the Borough.

39 Surbiton Road, Kingston KT1 2HG.

Tel: 020 8547 6621

Mobility Equipment/walking Aids

The Social Services Department does not supply walking aids. Your GP will refer you to a Physiotherapist for a mobility assessment, if appropriate.

Occupational Therapy Initial Response Team

This team is the central point of contact for all referrals for Occupational Therapy Services within the Royal Borough of Kingston. The team of highly experienced Occupational Therapy Assistants can:

- ⊙ Provide information and advice.
- ⊙ Carry out telephone assessments, leading to fast tracking of certain pieces of equipment within 5 days and minor adaptations within 7 days.
- ⊙ Arrange for you to attend our Assessment Centre in New Malden. Appointments are usually available within 4 weeks.
- ⊙ Take information to enable you to be seen at home by one of the Occupational Therapy Assistants or an Occupational Therapist. (There are waiting lists and all referrals are prioritised according to need).

If you are seen at home you will have an holistic assessment of your needs and the Therapist or Assistant will make recommendations, which may include the provision of equipment and/or adaptations, to enable you to remain as independent as possible within your own home.

Tel: 020 8547 6621

Fast tracking

Are you having difficulty getting up the stairs? Do you need a grab rail at the front door? If you are disabled or an older person, the following pieces of equipment and adaptations may be available just by making a phone call.

- ⊙ Stair Rails
- ⊙ Raised Toilet Seats
- ⊙ Commodes
- ⊙ Chair Raisers

Tel: 020 8547 6621 Monday – Friday from 9:00am until 12:00noon

Private Occupational Therapists

If you wish to consult a private Occupational Therapist contact the College of Occupational Therapists, Specialist Section.

Occupational Therapists in Independent Practice

Enquires: 0800 389 4873

Website: www.otipp.co.uk

College of Occupational Therapists

106 -114 Borough High Street,
London SE1 1LB.

Tel: 020 7357 6480

Assessment centres

Attendance at an Assessment Centre offers an immediate access to advice, information and help with:

- ⊙ Getting on and off the toilet/bed/chair
- ⊙ Bathing
- ⊙ Problems with eating and drinking
- ⊙ Problems around the home

Attendance is by appointment only. Following an assessment of need, advice will be given and equipment provided as appropriate.

Assessment Centres are held:

Every Tuesday and Thursday

Crescent Resource Centre

Cock's Crescent,
Blagdon Road,
New Malden.

If you feel you could benefit from attending, please contact the Occupational Therapy Initial Response Team who will discuss your needs and offer you an appointment.

Tel: 020 8547 6621

Where you can buy equipment

Royal Borough of Kingston Daily Living Equipment Shops

Are you having difficulty with any aspect of daily living? For example, getting in and out of the bath, putting shoes/stockings on, preparing and cooking meals and drinks.

We have two equipment shops which have a variety of equipment for you to see and buy which may help you to make these tasks easier. The shop volunteers will help you get the information about equipment and services you may require. Information leaflets on other services are also available.

Newent House Equipment shop

Tuesdays 10am –12 noon

Newent House
8-10 Browns Road,
Surbiton.

Tel: 020 8399 0032

Crescent Resource Centre Equipment shop

Wednesdays 10am –12 noon

Crescent Resource Centre
Blagdon Road,
New Malden.

Tel: 020 8547 6511

Privately owned Equipment Shops

There are several privately owned companies that offer advice and sell equipment.

Lifelong

Lifelong offers advice and has equipment available for demonstration and sale.

215 Kingston Road,
Ewell. KT19 0AB.

Tel: 020 8394 0444

Opt4Mobility

Opt4Mobility offers home demonstrations and assessment services. The company can also supply equipment via a catalogue or their website.

9/11 The Causeway,
Teddington,
Middx. TW11 0HA.

Tel: 0800 1955 803

Fax: 020 8943 8897

Website: www.opt4mobility.com

Keep Able

Keep Able offers advice and has equipment available for demonstration, sale and rental.

Monday to Saturday 9.00am to 5.00pm
11-17 Kingston Road,
Staines, Middx, TW18 4QX
Tel: 01784 440044

Additional Aids (Mobility)

Additional Aids (Mobility) offers adjustable beds, riser and recliner chairs, stairlifts, scooters, bath lifts, wheelchairs and walking frames. The company also offers repairs and servicing.

80 High Street,
Whitton,
TW2 7LS.
Tel: 020 8755 0022
Fax: 020 8894 2564

Care-ful Mobility

Care-ful Mobility offers walking aids, living aids, battery powered scooters, wheelchairs, rise and recline chairs, bathing aids, grab rail fitting. The company also offers home demonstrations, repairs and servicing.

52 Canbury Park Road,
Kingston.
KT2 6LZ.
Tel: 020 8549 8855
Fax: 020 8547 1036
Email: sales@carefulmobility.com

Be Sure

Be Sure offers adjustable beds, recliner chairs, stair lifts, scooters, bath lifts, walking aids and small items of equipment.

397 Hook Road,
Chessington,
KT9 1EL.
Tel: 020 8391 0333
Fax: 020 8391 2318
Website: www.besureservices.com

Mail order companies

These companies specialise in equipment for people with disabilities

<p>British Red Cross Disabled Living Centre 76 Clarendon Park Road, Leicester. LE2 3AD.</p> <p>Tel: 0116 270 0515 Occupational Therapists are available to advise customers.</p>	<p>Cosyfeet (Footwear Specialist) The Tanyard, Leigh Road, Street, Somerset. BA16 OHR.</p> <p>Tel: 01458 447275 Fax: 01458 445988</p>
<p>Nottingham Rehab. Supplies Victoria Business Park, Pintail Close, Netherfield, Nottingham. NG4 2SG.</p> <p>Tel: 0845 1218111 Mon-Fri 8.30am – 5.30pm</p>	<p>Homecraft Ability One UK Sales. Shelley Close, Low Moor Business Park, Kirkby-in-Ashfield, Notts. NG17 7ET.</p> <p>Tel: 01623 720005 Fax: 01623 755585</p>
<p>Age Concern 14 Nelson Road, New Malden, KT3 5EA. Tel: 020 8942 8256 Fax: 020 8336 0322</p>	

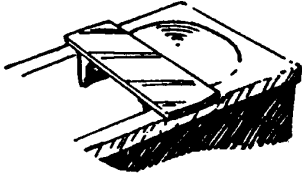
Where you can hire equipment

<p>All Handling (Movability) Ltd For manual / electric wheelchairs and scooters.</p> <p>492 Kingston Road, Raynes Park, SW20 8DX.</p> <p>Tel: 020 8542 2217 Fax: 020 8395 4410 Email: info@movability.com</p>	<p>British Red Cross Society London Office</p> <p>Tel: 020 8944 0246 Email: london_enquiries@redcross.org.uk</p>
<p>Direct Mobility Hire Warren House, 201a Bury Street, Edmonton. London. N9 9JE.</p> <p>Freephone: 0800 0929322 Tel: 020 8807 8370 Fax: 020 8807 7887</p>	<p>Lifelong For fitting grabrails</p> <p>215 Kingston Road, Ewell. KT19 0AB.</p> <p>Tel: 020 8394 0444</p>
<p>Care-ful Mobility 52 Canbury Park Road, Kingston, KT2 6LZ. Tel: 020 89549 8855 Fax: 020 8547 1036 Email: sales@carefulmobility.com</p>	

Bathing Equipment

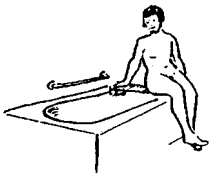
There are various items of equipment available to help people who have difficulty using a standard bath. Here are some examples.

Top Bathboard



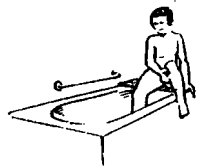
This is for people who cannot use a bathseat and who need to sit while lifting their legs over the side of the bath. For example, people who have had a recent hip replacement.

Getting into the bath using a Top Bathboard



1. Sit as far along the board as possible.

2. Lift one leg into the bath.



3. Lift your other leg into the bath and slide to the middle of the board. Use the shower hose or get help to sponge down.

Getting out of the bath using a Top Bathboard



Slide to the side of the bath. Lift one leg out. Lift the other leg out.

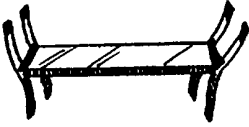
Bathboards can fit on any bath. Make sure the Bathboard fits the width of the bath. Measure from the wall to the outer rim and buy a board the exact length. Make sure the wall side has at least 2 ½" (6.25cm) of rim to support the board safely.

The underneath adjustments must fit snugly against the inside of the bath to preventing any sideways movement.

Inner bathseat

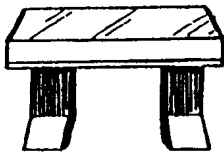
This is for people who have difficulty raising themselves from the bottom of the bath.

Suitable for all cast iron or pressed steel baths.

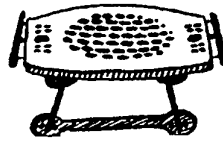


The legs wedge the seat in the bath. The lower legs rest on the bottom of the bath.

Suitable for plastic baths and cast iron baths.

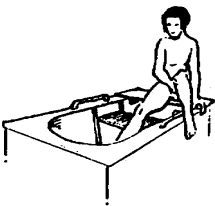


These seats are available in various heights



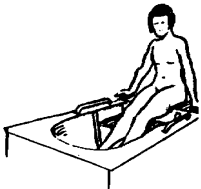
This seat is height adjustable and wedges in the bath.

Getting into the bath using a Seat & Board



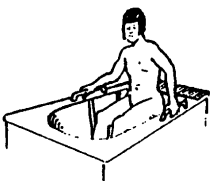
1. Sit on board and lift your legs over the side of the bath.

2. Slide across to the middle of the board.



3. Put your feet firmly on the bottom of the bath and lower yourself on to the seat.

Getting out of the bath using a Seat & Board



Make sure your knees are bent, place hands on bath board behind you to keep board stable, now lift your bottom up from the seat onto the board carefully, pushing down with your hands and pushing up with your feet. Whilst sitting on the board, slide your bottom on the board to the side of the bath and lift your legs out of the bath.

See information on Pages 7, 8 and 9 for where to buy bathing equipment.

Wheelchair Suppliers

The Social Services Department does not supply wheelchairs.

Wheelchairs are available in a wide variety of designs and with various accessories. Occupational Therapists and Physiotherapists can advise on the most suitable type.

Wheelchairs can be purchased, although people with a permanent disability, which results in difficulty in walking, can obtain a wheelchair from the NHS Wheelchair Service. Referrals should be made to the local wheelchair service by your GP.

SERCO provides a wheelchair repair and collection service. Kingston Centre for Independent Living run a sale board information service.

Kingston Wheelchair Service

Roehampton Rehabilitation Centre
Roehampton Lane,
SW15 5PN,
Tel: 020 8789 6611 Ext. 2778

Kingston Centre for Independent Living

Tel: 020 8546 9603 (Voice & Minicom)

SERCO

Tel: 020 8665 9098

Outdoor electric scooters and wheelchairs

Outdoor scooters enable you to keep independent and give you the freedom to choose when to go out, to maintain contact with your family and friends, and to keep up with your interests/hobbies.

Scooters are not supplied by any of the statutory services but may be purchased privately. However if you are in receipt of Disability Living Allowance – Mobility component, or the Mobility Allowance, you can use this to help pay for the scooter.

Many companies now sell scooters. They should have showroom facilities and informed staff to allow you to fully trial them. Many companies will bring the scooter/s to your home to ensure suitability for the environment and terrain where it will be used and enable you to choose a scooter that meets your needs.

Points to remember

- ⦿ Think about where you will keep your scooter, access to and from the storage area, an electricity point to recharge your scooter, and make sure the lighting in the area is good
- ⦿ The batteries, which are expensive to replace, need to be well maintained
- ⦿ It is advisable to take out insurance in case of accidents
- ⦿ Check what follow up service the supplier can offer and the cost

Local outlets where you can buy scooters

GBL Wheelchair Services* Unit 12, Mount Road Industrial Estate, Mount Road, Hanworth TW13 6AR. Tel: 020 8867 2461 *GBL also have second hand scooters and a range of manual wheelchairs.	Care-ful Mobility 52 Canbury Park Road, Kingston, KT2 6LZ. Tel: 020 8549 8855 Fax: 020 8547 1036 Email: sales@carefulmobility.com
The Keep Able Centre 11-17 Kingston Road, Staines, TW18 4QX. Tel: 01784 440044	Lifelong 215 Kingston Road, Ewell. KT19 0AB. Tel: 020 8394 0444

Transport

Queen Elizabeth Foundation Mobility Centre

This Centre offers expert knowledge and advice on personal mobility issues. Training programmes include driving lessons, learning to use specialised equipment and acquiring outdoor mobility skills. Driving assessments are also carried out, including the need for adaptations to your vehicle to enable you to drive. Some overnight accommodation is available. The Centre will also **assess for Outdoor Electric Scooters**.

Queen Elizabeth Foundation Mobility Centre

Damson Way,
Fountain Drive,
Carshalton,
SM5 4NR.
Tel: 020 8770 1151

Dial-A-Ride

Dial-a-Ride offers a door to door transport service for Borough residents who cannot use public transport. Dial-a-Ride vehicles can take up to 3 wheelchair users at a time (this service is not available for hospital appointments)

Wimbledon Depot

Tel: 020 8879 5023

Tripscope

A nation-wide telephone information service which is very useful when planning longer journeys.

Tel: 08457 585641 (Voice & Minicom)

Open Mon-Fri 9:00am - 5:00pm

E-mail: enquiries@tripscope.org.uk

Website: www.tripscope.org.uk

Taxicard Scheme

This Scheme provides reduced fare travel in Black Cabs for disabled people who are not able to use public transport. Members are allocated a specific number of trips each year.

Community Care Services, Hollyfield House, 22 Hollyfield Road, Surbiton, KT5 9AL.

Tel: 020 8547 6085

Buying Your Own Car

Motability offers advice to people in receipt of the mobility component of the Disability Living Allowance on how to acquire their own transport.

Motability

City Gate House,
22 Southwark Bridge Road,
London.
SE1 9HB.

Tel: 0845 456 4566

Richmond & Kingston Accessible Transport

Richmond & Kingston Accessible Transport provides a range of vehicles, including some which are wheelchair accessible, for hire by local groups and organisations at greatly reduced rates.

Tel: 020 8481 0031

The Disabled Driver's Association

The Association's head office is at Ashwellthorpe, Norwich. Local groups throughout the country give help and advice about mobility matters for disabled people. Kingston Centre for Independent Living can put you in touch with them.

Tel: 0870 7703333

DisabledGo

Information about access to 'thousands of venues'.

www.disabledgo.info

Transport Information

The Department of Transport issues a guide called 'Door to Door' giving advice on all aspects of transport and mobility benefits. A copy of this guide is available for reference from Kingston Centre for Independent Living and directly from HMSO.

Office of Public Sector Information

PO Box 276, London SW8 5DT

Kingston Centre for Independent Living

Tel: 020 8546 9603

Minicom: 020 8547 5819

Mobility Bus

An accessible bus service is available on certain routes in the Kingston, New Malden and Tolworth area. A leaflet detailing these routes and bus times is available from most public information areas. The London Transport Unit for Disabled passengers can give you more information about this and other accessible bus services.

Access and Mobility Transport for London

Tel: 020 7222 5600 (Voice & Minicom)

Travel assistance

The Dial a Ride Travel Assistance Project is a pilot project designed to evaluate the best way of providing travel assistance to disabled people, as a way of increasing their transport choices.

If you are an existing Dial a Ride passenger and would be interested in using the new service to complete some or all of a journey using mainstream public transport, contact the project officer, James Meagan at james.meagan@tfl-buses.co.uk.

Tel: 020 7222 5600

Website: <http://origin.tfl.gov.uk/tfl/>

Concessionary Fares ('Freedom Passes')

'Freedom passes' provide free travel on London's Buses, Tubes, and British Rail routes within the London area, are available to people, under pension age, who are registered as blind or disabled. For further information contact Community Services, Customer Services.

Tel: 020 8547 6008

Minicom: 020 8547 5189

Email: cust.serv@rbk.kingston.gov.uk

People of pension age can obtain a Bus Pass through the Post Office.

Parking Concessions (The Blue Badge Scheme)

This Scheme enables people with a severe mobility problem, or people who are registered blind, to park in some places where it is normally prohibited. It also allows free parking at meters and in Council car parks. There are also a number of reserved places in Kingston Town Centre and most Council car parks. Kingston Centre for Independent Living and the Crescent Resource Centre has information on the location of reserved parking bays.

The scheme is designed for people who would otherwise be unable to access shops and public places and provision is laid down by Department of Transport criteria.

Kingston Centre for Independent Living

Tel: 020 8546 9603 (Voice & Minicom)

Crescent Resource Centre

Tel: 020 8547 6600

Kingston Shopmobility Scheme

Kingston Shopmobility provides scooters, power and manual wheelchairs, free of charge, for anyone using Kingston upon Thames.

Town Centre Free Parking is also available for Shopmobility users only. Bus Stop or station pick up by arrangement.

Eden Walk

Kingston upon Thames

Tel: 020 8547 1255

The Disabled Living Foundation

The Disabled Living Foundation (DLF) is a national organisation that offers advice and information on all aspects of disability. It is not possible to buy products from the DLF but full information on suppliers and prices is available. It provides the following:

- ⊙ Disabled Living Foundation Database: the only complete database of disability equipment and services in the UK. The database is available on subscription, on CD-ROM, and on the Internet.
- ⊙ The Disabled Living Foundation Equipment Centre: one of the largest demonstration centres in the UK. Trained staff can give impartial advice and visitors can try out different pieces of equipment.
- ⊙ The Clothing and Footwear service: offering advice on problems relating to dressing and specialised footwear.

Disabled Living Foundation

380-384 Harrow Road,
London.
W9 2HU.

Helpline: 0845 130 9177

Minicom: 020 7432 8009

Email: info@dlf.org.uk

Website: www.dlf.org.uk

Some national associations and organisations

Some of these have local offices which are listed in the telephone directory. They may also be able to give relevant information and advice. DLF (see previous page) have information on all organisations.

<p>Age Concern, London Astral House, 1268 London Road, Norbury. SW16 4ER. Tel: 020 8765 7200</p>	<p>Alzheimer's Disease Society 88 Queens Road, Twickenham. TW2 4ET. Tel: 020 8892 7799</p>
<p>Age Concern (Local) Raleigh House, 14 Nelson Road, New Malden, KT3 5EA. Tel: 020 8942 8256 Fax: 020 8336 0322</p>	<p>Arthritis Care 18 Stephenson Way, Euston. NW1 2HD. Tel: 020 7916 1500</p>
<p>Benefits Enquiry Line Tel: 0800 882200 Fax: 01772 238953</p>	<p>British Telecom Provides various products and services for disabled people Tel: 0800 800150</p>
<p>Bacup - Cancer Information Bath Place, Rivington Street, London. EC2A 3JR. Admin: 020 7696 9003 Nursing Info: 020 7739 2280 Freephone: 0808 800 1234 Website: www.cancerbacup.org.uk</p>	<p>British Red Cross (Local) Medical Equipment Loan 14 The Pines Business Park, Broad Street, Guildford, GU3 3BH. Tel: 01483 723473 Fax: 01483 384784</p>
<p>British Red Cross Society 44 Moorfields, London. EC24 9AA. Tel: 0870 1707000</p>	<p>British Gas Home Energy Care Dept For specialist advice Tel: 08459 555704</p>

<p>The Carers Guide Subscription Dept, MacMillan, Brunel Road, Basingstoke. RG21 2XS.</p> <p>The updated edition of the Carers Guide is simple and easy to use. The Carers Guide includes over 250 pages of practical, professional information on a range of topics about which carers and people with disabilities need additional advice.</p>	<p>Carers UK Ruth Pitter House, 22-25 Glass House Yard, London. EC1A 4JT. Tel: 020 7490 8818 Fax: 020 7490 8824 Minicom: 020 7251 8969 Helpline: 0808 808 7777 Open Wed -Thur 10-12 & 2-4pm Website: www.carersonline.org.uk</p>
<p>Firealarms Website: www.firekills.gov.uk</p>	<p>Multiple Sclerosis Society MS National Centre, 372 Edgware Road, London. NW2 6ND. Head Office: 020 8438 0700 Help Line: 0808 800 800 Fax: 020 8438 0701</p>
<p>Help the Aged 207-221 Pentonville Road, London. N1 9UZ Tel: 020 7278 1114 Fax: 020 7278 1116</p>	<p>MIND Siddeley House, 50 Canbury Park Road, Kingston upon Thames, KT2 6LX. Tel: 020 8258 3939 Helpline: 0845 766 0163</p>
<p>National Autistic Society 393 City Road, London. EC1V 1NG. Tel: 020 7833 2299 Fax: 020 7833 9666 Helpline: 0845 070 4004 Email: nas@nas.org.uk Website: www.nas.org.uk</p>	<p>Royal Association for Disability and Rehabilitation (RADAR) 12, City Forum, 250 City Road, London. EC1V 8AF. Tel: 020 7250 3222 Fax: 020 7250 0212</p> <p>RADAR provides information for people with disabilities and produce a list of second hand equipment for sale.</p>

<p>National Federation of Shopmobility The Hawkins Suite, Enham Place, Enham Alamein, Andover. SP11 6JS. Tel/minicom: 0845 644244 Fax: 0845 644442 Produce directory of Shopmobility schemes in the UK</p>	<p>The Stroke Association Stroke House, 240 City Road, London. EC1V 2PR. (Head Office) Tel: 0845 3033 100</p>
<p>Ricability</p> <p>Ricability is an independent charity that researches and publishes unbiased information on products and services to enable older and disabled people to live more independently.</p> <p>Ricability 30 Angel Gate, City Road, London EC1V 2PT. Tel: 020 7427 2460 FAX: 020 7427 2468 Textphone: 020 7427 2469 Email: mail@ricability.org.uk Website: www.ricability.org.uk</p>	