

## **Section 13**

# **Information for Carers of Older People**

A range of local services are available offering support, advice and services to older people and their carers.

If the person you care for has a sensory loss, also see Section 12.

If you are caring for an older person who has difficulty managing at home because of confusion or mental health needs, see Section 14.

### **Where can I go for help and advice?**

#### **Family Doctors (GPs)**

GPs can help and support you and may refer you on to one of the agencies described in this section.

For further information about registering with a GP and other Health Services please see Section 5.

#### **Older People Services - Locality Teams**

These teams consist of specialist Health and Community Care Services staff who help and support people aged 65 or over, their families and carers.

If you cannot come to the office, you can be visited at home. You may already know what you need, or you may just want to talk to someone about your situation and what help might be available. This service is free and confidential.

If you and the worker agree that your situation is something that the Older People's services might be able to help you with, you can discuss what help you need and how that may be provided.

**Kingston Team**

**020 8547 6012**

optk@rbk.kingston.gov.uk

For people over 65 years old registered with a GP in Kingston, and their carers.

**Surbiton and Chessington Team**

**020 8547 6849**

opts@rbk.kingston.gov.uk

For people over 65 years old registered with a GP in Hook, Chessington, Surbiton or Tolworth, and their carers.

**New Malden Team**

**020 8547 6049**

optnm@rbk.kingston.gov.uk

For people over 65 years old registered with a GP in New Malden or Worcester Park, and their carers.

For information about some of the services provided (including any charges that might apply), please see Community Care Services, Section 4 or visit **[www.kingston.gov.uk/communitycareservices](http://www.kingston.gov.uk/communitycareservices)**

**Psychology Services**

The Psychology Service offers a wide range of therapies for people with a variety of different needs, and their carers. These therapies are aimed at reducing stress or disability and improving quality of life. There are specialist services available to older people.

Referrals to the service are made through the GP.

## Local Voluntary Support

### **Age Concern Kingston**

**020 8942 8256**

12-14 Nelson Road  
New Malden  
KT3 5EA

Age Concern Kingston is the leading voluntary sector provider of services for older people and their carers in the borough. Their services are free, independent and confidential and include:

- advice and information on any issue of concern, with specialist knowledge of issues of particular interest to older people such as health care, consumer issues, housing options and social activities;
- help with complex or simple issues or queries;
- money matters and benefit applications including representation at benefit appeals and tribunals;
- support and advocacy (speaking to other people and agencies on your behalf);
- help to access community and other support services including Age Concern's Day Centres and lunch clubs;
- appointments at one of their offices or in your own home.

For more information about the services they provide visit **[www.ageconcernkingston.org](http://www.ageconcernkingston.org)**

## Other help and support

There are a number of other places that will give you help and support. There are places where the person you care for can go during the day, where people will have an understanding of the situation and the difficulties. They will provide social and therapeutic activities that will help.

Some of these places are 'drop-in', which means you can just turn up without having to let anyone know in advance. Other places you can only attend after meeting the people who run the group and it has been agreed that it would be appropriate.

If you would like information about what is available, contact the Older People Teams or Age Concern and ask for information about the social activities for older people or visit your local library (see Section 21)

## Help or advice in an emergency

You may need help and advice urgently. If you feel that the person you care for is putting themselves or others at risk and is in need of urgent help, please telephone:

<b>Police, Fire or Ambulance</b>	<b>999 or 112</b>
<b>Approved Social Worker</b>	<b>020 8547 6008</b>
For general medical advice contact your GP or <b>NHS Direct</b> on	<b>0845 4647</b>
For social care issues, contact the appropriate <b>Older People Locality Team</b> listed earlier in this section	
<b>Out of Hours Social Worker</b>	<b>020 8770 5000</b>