

Section 13 Information for Carers of Older People

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

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

If you are caring for an older person who has difficulty managing at home because of confusion or mental health needs, please 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 employed to help and support people aged 65 or over, their families and carers.

If you cannot come to the office, you may 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 registered with a GP in Kingston, and their carers.

Surbiton & Chessington Team

020 8547 6845

opts@rbk.kingston.gov.uk

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

New Malden Team

020 8547 6049

optnm@rbk.kingston.gov.uk

For people 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**

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 should be made by 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 within 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 range of services Age Concern Kingston provides, including their Counselling Service, visit **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 in Kingston or visit your local library (Section 21 has library details)

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:

Police **999**

Approved Social Worker **020 8547 6008**

For general medical advice please contact your GP or
NHS Direct on freephone **0845 4647**

For advice or information about social care issues, please contact the appropriate **Older People Locality Teams** (listed earlier in this section).