

Section 1 Introduction

This Directory is for people looking after someone living in the Royal Borough of Kingston upon Thames, who, because of illness, frailty, mental or physical health problems or learning disabilities, could not manage at home without their help.

It has been put together by local people to enable you to make use of the services and support that are available.

You will find that the information in this pack is very general. We have done this deliberately so as not to overwhelm you with information you do not need, but please feel free to add other leaflets or bits of information - **it is your Directory!**

The sections printed on white paper are for all carers, but the ones printed on various coloured paper are specifically for carers of people with different illnesses or disabilities.

We hope that this Directory will help you find the information you need, but if you know of, or discover helpful information that is not included, please let us know so we can include it when we produce new directories.

It is thought that over 7 million people in Britain today are in a caring situation, with about 12,500 people providing some level of care in the Royal Borough of Kingston.

Many carers share similar feelings and experiences at one time or another. In the following pages we hope you will find out about what help is available and where you can get information about services relating to your needs and circumstances.

It is really important that you feel listened to and get the right information or get signposted to the right people when you make enquiries. We expect you to have a positive experience.

However, occasionally you may receive a poor quality service. If this happens, please do not accept this. If you are not satisfied, ask to speak to the manager of the service provided. If you are not happy with the way the problem is dealt with, you should make a formal complaint through the organisation's complaints procedure.

For details of customer services regarding Community Care Services and Health Services please see "Have your say", Section 19.