

Contents

National Services

Alzheimer's Society	1
Dementia UK	1
Parkinson's UK	2
The Silver Line	2
Financial information	2

Local Services

Tandridge Community Transport and East Surrey Rural Transport Partnership	3
Voluntary driver schemes	3
Travelling from Gatwick Airport	4
Crossroads	4
Surrey Information Point	4
The Butterfly Scheme	4
Alzheimer's Dementia Navigator Support Service	5
Message in a Bottle	5
The Herbert Protocol	5
The Handy Person Scheme	6
Age UK	6
Age UK (Surrey) Gardening Service	6
Age UK Help at Home Service	6
Tandridge Befriending Scheme	7
Walking for Health (East Surrey)	7
Community Matrons	7

Surrey County Council Social Care services	8
Wellbeing Prescription Service	8
Caterham Dene Hospital	8
East Surrey Hospital	9

Carers' Support Organisations

Action for Carers Surrey	10
East Surrey Carers' Support Association	10

Activity Timetable	11
---------------------------	----



National Services

Alzheimer's Society

The Alzheimer's Society campaigns for change, funds research and supports people living with dementia. It has several support services, guides and leaflets providing further information. In addition, there is an online forum called Dementia Talking Point where anyone who is affected by dementia can receive valuable support. It's free, open day or night, and can be accessed online at <https://forum.alzheimers.org.uk/>.

Publications such as factsheets, guide books, leaflets and much more can be found on the Society's website www.alzheimers.org.uk.

The Dementia Helpline is available 7 days a week and provides information, support and advice to those with dementia and their carers.

T: 0300 222 11 22

Dementia UK

Dementia UK provides specialist dementia support for families and their website has a wealth of information at www.dementiauk.org/get-support/diagnosis-and-next-steps/sources-of-support-and-advice. Although Tandridge does not have Admiral Nurses in the community, East Surrey Hospital does have an Admiral Nurse for inpatients. They also run a national Admiral Nurse Dementia Helpline staffed by experienced Nurses. It is for family and professional carers, people with dementia and those worried about their memory.

T: 0800 888 6678 or E: helpline@dementiauk.org

The Helpline is free and confidential and is open from 9am to 9pm Monday to Friday, and 9am to 5pm at weekends.

Parkinson's UK

East Surrey has a community specialist Parkinson's nurse (Fiona Watchman) who will see anyone who is registered with an East Surrey GP practice. As part of her role she will meet with a patient when they are newly diagnosed. Patients can phone Fiona direct and she can offer a home visit or an appointment for her clinic. Patients often like to see Fiona in-between their Consultant visits which means she often sees a patient twice a year. Currently, Fiona's Clinics are held in Caterham once a month, Oxted once a month and Birchwood Medical Practice in Horley once a month. Contact her via your GP.

Local groups take place in Bletchingley, Reigate and Purley.

Contact Alastair Jack, Area Development Manager for Surrey and West Sussex.

T: 0344 225 9848

E: ajack@parkinsons.org.uk

The Silver Line

A charity which runs a free confidential helpline providing information, friendship and advice to older people generally. It's open 24 hours a day, every day of the year. They also offer a telephone befriending service.

Visit www.thesilverline.org.uk

T: 0800 470 8090

Financial information

Residents with a dementia diagnosis, or their carers may be entitled to a number of benefits. Use the online Benefits Calculator to see the potential relevant benefits. Visit www.gov.uk/benefits-calculators.

These can include:

- Attendance allowance
- Carer's allowance
- Carer's credit
- Council tax reduction
- Disability premium
- Universal credit
- Personal independence payment (PIP)
- Personal health budget (for health needs)
- Personal budget (for social care needs)

Local Services

Tandridge Community Transport and East Surrey Rural Transport Partnership

The East Surrey Rural Transport Partnership recently launched a Community Transport advice line. The advice line is operated Monday to Friday 8:30am to 5:30pm weekdays. There is a single phone number for residents requiring community transport services across Tandridge. The dedicated staff member can provide advice on the most appropriate form of transport and either book residents on the services currently managed by ES RTP or signpost residents onto the relevant service.

The dedicated phone number is 01883 732937, e-mail: rtp@tandridge.gov.uk.

Also see www.eastsurreyrtp.org.uk/ctd/tanDist.htm where there is a lot of info on the voluntary transport schemes in the District, including LINK, Buses4U and East Surrey Dial a Ride.

Voluntary driver schemes

Tandridge has several voluntary driver schemes. Local volunteers donate their time to take residents shopping, to the GP or other appointments in their own car, for a suggested donation. These are bookable by phone usually 48 hrs in advance.

Caterham Car Scheme	01883 732 791
Oxted Link	01883 713 333
CARE in East Grinstead	01342 410 086
Tatsfield Helpline	01959 577 749
Transport & More (South Godstone, Godstone , Blindley Heath)	07522 869636
Woldingham Good Neighbours	01883 652 545
Bletchingley Village Transport Scheme	01883 744 026
Age Concern Godstone	01883 742965

Travelling from Gatwick Airport

The airport aim to improve the airport experience for passengers who may have hidden disabilities, such as dementia. They offer a sunflower lanyard to wear whilst at the airport. For more information please email:

HiddenDisability@gatwickairport.com.

Staff should recognise the lanyard and understand that a little extra help or time may be needed. Airports can be busy and confusing at the best of times. Alzheimer's Society produces a really [useful factsheet](#) with tips and advice about planning a holiday for people affected by dementia, including arranging travel insurance.

Crossroads

Crossroads can provide professional carer support workers to provide bespoke care in the home. Care can include personal care, outings, shopping, cinema trips etc.

They also provide respite care in the home for half days, primarily funded by Surrey Council Council and the NHS.

For more information, contact T: 01372 869970, E: enquiries@crossroadscare Surrey.org.uk or W: www.crossroadscare Surrey.org.uk.

Surrey Information Point

This website offers a directory of all sorts of activities and services in the county. Key in your postcode to find things near you, or search via a keyword.

W: www.surreyinformationpoint.org.uk

The Butterfly Scheme

The Butterfly Scheme aims to improve patient safety and wellbeing by teaching hospital staff to offer a positive and appropriate response to people with memory impairment such as dementia, confusion or forgetfulness. A blue butterfly is used where someone has a confirmed diagnosis of dementia and an outline of a butterfly is used where there are memory problems. These are placed by the bed and in the notes alerting staff. You can choose not to have the butterfly by the bed if you prefer. (The scheme operates at East Surrey Hospital, at Caterham Dene a similar scheme is known as Forget-Me-Not.)

W: <https://butterflyscheme.org.uk/>

Alzheimer's Dementia Navigator Support Service

Tandridge has two Navigators and they provide one-to-one support to people with dementia, carers and family members. They offer information to help you understand more about dementia, and can support you to live well with dementia by signposting, empowering and offering coping strategies after a diagnosis. Dementia navigators carry out a different role to social workers and community psychiatric nurses, but may complement their work. Contact the Alzheimer's Society for information about your local Dementia Navigators.

T: 01932 855582

E: surrey@alzheimers.org.uk

Message in a Bottle

Message in a Bottle helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication. The Message in a Bottle (a small jar) is kept in the fridge. It includes a form containing personal and medical information. Paramedics, police, fire-fighters and social services support this Lions life-saving initiative and know to look in the fridge if they have to call. In Tandridge there are 30 locations to pick up a Message in a Bottle to store in the fridge, including at Tandridge District Council offices, pharmacies, doctors' surgeries, banks, libraries and at Caterham Dene Hospital.



The Herbert Protocol

The Herbert Protocol is a national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Carers, family members and friends can complete in advance a form recording all vital details, such as medication required, mobile numbers, places previously located, a photograph etc. In the event of your family member or friend going missing, the form can be easily handed to the police to reduce the time taken in gathering this information.

Further information at <https://www.surrey.police.uk/notices/af/herbert-protocol/>. In Tandridge, this has recently been included with the Message in a Bottle kit.

The Handy Person Scheme

Handy Person Scheme run by Tandridge District Council, offers help with minor repairs and maintenance works that are too small for general contractors to price, but are too difficult for older and disabled clients to tackle on their own. Rates depend on means between £17.50 - £30.00 per hour.

T: 01883 722000

E: customerservices@tandridge.gov.uk

W: tandridge.gov.uk/Benefits-and-support/Support-for-older-and-vulnerable-people

Age UK

Can offer information and advice, as well as gardening and home help services.

To contact the local office T: 01883 343095, E: caterham.office@ageuksurrey.org.uk

Age UK (Surrey) Gardening Service

A gardening service for older and/or disabled people. Annual subscription £96 plus £15-£20 per hour.

T: 01883 343095

E: enquiries@ageuksurrey.org.uk

W: www.ageuk.org.uk/surrey/our-services/help-at-home

Age UK Help at Home Service

Age UK can provide a home help to do light housework for you on a short or long term basis. Home helps are DBS checked and you pay them directly for the number of hours they work, plus 40p mileage (£11 phr). Age UK charge a modest monthly service fee.

Home helps can help with cleaning, bed changing, laundry, shopping and companionship.

T: 01883 343095 E: caterham.office@ageuksurrey.org.uk

W: www.ageuk.org.uk/surrey

Tandridge Befriending Scheme

Befriending Scheme run by Tandridge Voluntary Action provides one-to-one friendship and companionship across the District.

Contact Lucy Darlow at TVA on T: 07796 307286, E: befriending@tva.org.uk

W: www.tva.org.uk

Walking for Health (East Surrey)

Many Walking for Health walks are short, flat and safe, and as such are suitable for people with dementia and their carers. There are walks arranged six days a week (Sunday - Friday). All walks are risk assessed and led by trained volunteer walk leaders. Participants walk at their own risk.

For more information contact the Walks Co-ordinator Julie Haslett on T: 01737 779979, E: julie.haslett@ymcaeast Surrey.org.uk or visit www.ymcaeast Surrey.org.uk/walks.

Other exercise options are available for those with limited mobility from the YMCA East Surrey website.

Community Matrons

Community Matrons work to improve the health and quality of life of people with long-term conditions by co-ordinating care and services. They put together a plan for your care based on a full assessment of your medical, nursing and care needs. The plan includes ways to manage your health, so that you remain well for longer and anticipates any future needs you may have. The Community Matron will teach you, your carers and family to recognise changes to your condition that could lead to a deterioration in your health, and ensure that you know how to get appropriate help. Community Matrons are experienced registered nurses. They work with other teams out in the community and provide assessment, planning and care for people with a range of health and social care needs.

You can be referred into the service by your doctor (GP) or other health care professional. The Community Matrons will contact you to assess your needs and will organise to see you in your own home.

W: <https://firstcommunityhealthcare.co.uk/node/400/community-matrons>

Surrey County Council Social Care services

For information on how social care can help, assessments, paying for care or residential or nursing homes see

www.surreycc.gov.uk/social-care-and-health/adults.

For information on specific services in Tandridge such as meals on wheels or personal care agencies, contact Tandridge Locality Team on T: 01737 737500.

Wellbeing Prescription Service

Wellbeing Prescription is a free social prescribing service that helps you to improve your health and wellbeing. [Wellbeing Advisors](#) support you while offering expert advice and signposting to [services](#) that can help you be healthier and happier. This includes services to support your emotional wellbeing, meeting new people, carers support, supporting you to get active, lose weight, eat well, maintain independence, stay mobile, prevent falls and much more.

The standard Wellbeing Prescription service is based in each of the 18 East Surrey CCG GP Surgeries. Appointments in GP Surgeries can be booked via the GP Surgery reception, no referral required. Wellbeing Prescription Plus supports residents that are housebound and unable to attend appointments at a GP Surgery. A Wellbeing Plus advisor will visit you at home, offering the same support with an additional focus on supporting you to stay independent and well. Plus appointments require a referral by a health care professional (GP/Nurse) or Adult Social Care.

Contact Wellbeing Prescription on 01883 732787

E: wellbeingprescription@tandridge.gov.uk

Caterham Dene Hospital

This local hospital uses the Alzheimer's Society Forget Me Not scheme to identify patients living with dementia or cognitive impairment who may need additional help on the ward. The ward staff request friends and carers to help complete the Alzheimer's society/RCN "This is Me " care leaflet regarding the individuals likes, dislikes and personal details of friends and families etc to help the nursing and therapies teams provide patient-centred care. Carers that are living with the patient can continue regular contact by having flexible visiting times and can support the patient and participate in joint therapies sessions where appropriate. The Minor Injuries Unit at Caterham Dene aims to be dementia friendly with a generally quieter environment and a shorter waiting time than A&E.

East Surrey Hospital

The hospital uses [The Butterfly Scheme](#) for people with dementia or delirium. It aims to alert staff to the specific care approach needed to ensure that patients receive appropriate care and so reduce the person's stress levels and increase their safety and wellbeing. A blue butterfly is used where someone has a confirmed diagnosis of dementia and an outline of a butterfly is used where there are memory problems that may be an undiagnosed dementia or delirium. These are placed by the bed and in the notes alerting staff. Patients can choose not to have the butterfly by the bed if they prefer. There are Butterfly volunteers that are trained and help with activities, at meal times or just sit with someone to provide comfort and reassurance.

Most wards allow flexible visiting throughout the day. The hospital also hosts an Admiral Nurse who can work alongside the patient and family to give support and guidance if things become difficult.

Carers can be offered a [Carer's Passport](#) that can offer additional benefits such as discounted parking.

Carers' Support Organisations

Action for Carers Surrey

They offer Surrey's carers free support. They have expert teams with information on benefits and entitlements and run events and groups. Currently there is an Adult Carers Support Group in Caterham (meets third Wednesday of each month at Soper Hall, Caterham from 1.15pm - 2.45 hrs). They also have a newsletter. See www.actionforcarers.org.uk. In Tandridge they offer a Coffee Morning and free Cinema Club at the Everyman Cinema in Oxted approximately once a quarter.

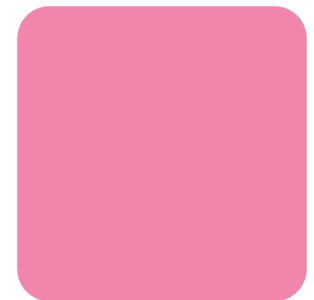
For details T: 0303 040 1234

East Surrey Carers' Support Association

A carers' support team to help those caring for or supporting someone who could not manage without the carer's help. They currently run several support groups including a Dementia Carers Support Group, usually on first Wednesday each month in Redhill. They can also support with completion of benefit applications (small fee).

For more information on all their groups, meetings and services see www.escsa.org.uk.

T: 01883 745057



Activity Timetable

Location	Service	Day/Time	Address	Organiser	Cost	How to access
Bletchingley	Lunch Club (transport provided). All welcome.	1st and 3rd Wednesdays of month; 12.00 - 14.00hrs	Bletchingley Community Centre	Age Concern	£3.50	Direct contact. Pam Connor-01883 741949 Or Clive Hollis – 01883 740 236 or E: judyolive26@yahoo.co.uk
Bletchingley	Day care facility	Weekdays, 10.00 - 16.00hrs 1st Saturday of month 10.00 - 16.00hrs	The Byre, Pendell Road, Bletchingley RH1 4QH	Dementia 1st	£56 per day + £5 for refreshments	Direct contact. T: 01883 818310 E: info@dementiafirst.org.uk W: dementiafirst.org.uk
Bletchingley	Day care facility. Transport may be available.	Tuesdays. 10am – 4pm	Bletchingley Community Centre, Bletchingley High St	Dementia 1st	£56 per day + £5 for refreshments.	Direct Contact. T: 01883 818310 E: info@dementiafirst.org.uk W: dementiafirst.org.uk
Bletchingley	Café	Last Monday of the month. 11:00 – 12.30 hrs	Bletchingley Golf Club, Church Lane, Bletchingley, Surrey, RH1 4LP	Parkinsons UK		Direct contact Name: Alastair Jack: T: 0344 225 9848. E: ajack@parkinsons.org.uk
Caterham	Day Centre / Lunch Club / Sunday lunch/ exercises / Tea and chat / films / games / knitting / Art club / bowls / entertainments / cinema / paracise / hairdresser / chiropody	Daily, various times	The Westway, 25 Chaldon Rd, Caterham-on-the-Hill CR3 5PG	Westway	Annual membership £25; lunch £5. Sunday lunch £7.50 (must book).	Direct contact. T: 01883 347230. E: info@thewestway.org W: www.thewestway.org

Location	Service	Day/Time	Address	Organiser	Cost	How to access
Caterham	Carers Support Group	Third Monday of each month 13.30 - 15.30hrs	The Lounge, Rosedale Park Road, Caterham	East Surrey Carers Support Association	Free	Direct contact. T: 01883 745057 E: info@escsa.demon.co.uk
Caterham	Reading Together – Reading Aloud. Transport available.	Alternate Thursdays; 10.45 – 11.45hrs	The Westway, 25 Chaldon Rd, Caterham-on-the-Hill CR3 5PG	Tandridge Voluntary Action	Free	Direct contact. T: 01883 722593 (Stella Clare) E: info@tva.org.uk W: https://tva.org.uk/events/bluehouse-lane-reading-group
Felbridge	Connections (with carer please)	Third Monday of each month 14.00 - 16.00hrs	St Johns Church Hall, Felbridge St John's Church			Direct contact. E: office@stjohnsfelbridge.com W: www.stjohnsfelbridge.com/what-s-on/adults/connections
Horley	Carers Support Group	Last Thursday of the month. 10.30 – 12.00 hrs	Methodist Hall, Victoria Rd, Horley	East Surrey Carers Support Association	Free	Direct contact. T: 01883 745057 E: info@escsa.demon.co.uk
Horley	Methodist Live at Home scheme - provides coffee mornings, day centres, befriending, lunch club	Various	Regents Hall, Horley			Various Contact T: 01737 781610 or E: east@surrey.liveathome@mha.org.uk
Limpfield	Music Memories	2nd Thursday of month; 10.30 - 12.30hrs	Millennium Room, St Peter's Church, Limpfield RH8 0DG	St Peter's Church / Women's Institute	£2.00 (carer free)	Direct: T: 01883 713782 (Thelma Cooper)

Location	Service	Day/Time	Address	Organiser	Cost	How to access
Lingfield	Day care facility	Every Monday 10.00 - 16.00hrs	Lingfield & Dormansland Community Centre, The Jennings Hall, High Street, Lingfield RH7 6AB	Dementia 1st	£56 + £5 for lunch and refreshments per day (includes Music Memories) OR £10 per hour (min. 2 hours)	Direct contact. T: 01883 818310 E: info@dementiafirst.org.uk W: www.dementiafirst.org.uk
Lingfield	Carers Support Group	2nd Thursday of the month. 14.00 - 15.30 hrs	The Community Room, Gunpit Rd, Lingfield	East Surrey Carers Support Association	Free	Direct contact. T: 01883 745057 E: info@escsa.demon.co.uk
Lingfield	Music Memories	Alternate Mondays; 10.30 - 12.00hrs	Lingfield & Dormansland Community Centre, The Jennings Hall, High Street, Lingfield RH7 6AB	Dementia 1st / Good Care Group	£3 per person (carer goes free)	Direct contact. T: 01883 818310 E: info@dementiafirst.org.uk W: www.dementiafirst.org.uk
Lingfield	Tea and Talk: Drop-in group for older people, talks and activities (Transport available via Lingfield Marathon Minibus)	Last Thursday of the month, 14.30 - 16.00hrs	Lingfield & Dormansland Community Centre, The Jennings Hall, High Street, Lingfield RH7 6AB	Age UK	Free	Direct contact. T: 01883 343095 (Kerry and Jenny)
Lingfield	"Haven" - an informal support group for people who may be feeling lonely or stressed	Every Thursday; 10.00 - 12.00hrs	Lingfield & Dormansland Community Centre, The Jennings Hall, High Street, Lingfield RH7 6AB	"Haven", Lingfield & Dormansland Community Centre	£1.00	Direct contact. T: 01342 832514 (David Allonby)

Location	Service	Day/Time	Address	Organiser	Cost	How to access
Lingfield	Meals on Wheels	Daily		Volunteer group for Lingfield, Dormansland, Felcourt and Crowhurst.	£2.60	Assessment of needs required by Health Professional. T: 01342 843098 or 07504 481289
Oxted	Reading Together - Reading Aloud (short stories, poems or items of current interest read aloud by TVA volunteers)	Alternate Thursdays, 14.00 - 15.00hrs	Bluehouse Lane Social Centre, Oxted	Tandridge Voluntary Action	Free	Direct contact. T: 01883 722593 (Stella Clare) E: info@tva.org.uk W: https://tva.org.uk/events/bluehouse-lane-reading-
Oxted	Tea and Talk: Hosted group for older people, talks and activities	1st Tuesday of the month; 14.30 - 16.00hrs	Bluehouse Lane Social Centre, Oxted	Age UK	Free	Direct. T: 01883 343095 (Jenny)
Oxted	Day care facility and Residential facility		Windmill Manor, 2 Fairviews, Hurst Green RH8 9BD	Barchester Healthcare		Direct contact. T: 01883 787582 W: www.barchester.com/home/windmill-manor-care-home
Oxted	Swimming	50+ sessions and ladies only sessions. Contact the Centre for times and days.	Tandridge Leisure Centre, Oxted	Freedom Leisure	Various	Direct contact. T: 01883 716717 W: www.freedom-leisure.co.uk/centres/tandridge

Location	Service	Day/Time	Address	Organiser	Cost	How to access
Oxted	Art Classes	Times and days can vary.	Tandridge Leisure Centre, Studio (first floor) Oxted	Freedom Leisure, taught by Artist Priyanka Rana-Landoli	£91.20 for 8 week course (term time only)	Direct contact. T: 01883 716717 W: www.freedom-leisure.co.uk/centres/tandridge/arts/
Oxted	Drop-in Coffee morning	Fridays 9.30 - 11.30hrs	Oxted Community Hall, 53 Church Lane, Oxted RH8 9NB	St Mary's Church, Oxted	Free	Direct contact. T: 01883 714263
Oxted	Dementia- friendly Cafe	last Friday of month 14.30 - 16.30hrs	Tandridge Heights Memorial Care Home, Memorial Close, Off Barnett's Shaw, Oxted	Barchester Healthcare	Free	Direct contact. T: 01883 715595 W: www.barchester.com/home/tandridge-heights-memorial-care-home/life-at-our-home
Oxted	Carers Support Group	Second Tuesday of the month. 10.30 - 12.00 hrs	Community Room, Eastlands Way, Oxted	East Surrey Carers Support Association	Free	Direct contact. T: 01883 745057 E: info@escsa.demon.co.uk
Oxted	Bluehouse Lane Lunch Club (come with your carer)	Wednesdays, 12.45 - 13.45hrs	Bluehouse Lane Social Centre, Oxted	Age UK	£3.00	Direct contact. T: 01883 723236 (Carol)
Smallfield	Tea and Chat; for people who have been assessed as having memory difficulties. Come with your carer.	Tuesdays, 14.00 – 16.00 hrs.	Centenary Hall, Wheelers Lane, Smallfield.	The Forget-me-nots	Free. Referral from GP or social care professional.	Contact Bobby on 07703 451 618 for further details
Oxted	St John's Coffee Morning (aimed at those living alone but all welcome, initially with carer)	Alternate Thursdays, 10.30 - 12.00hrs	St John's Church, Hurst Green	St John's Church	Free	Direct contact. T: 01883 715636 (Barbara Richards)

Local information is correct at January 2020. Inclusion in this directory does not indicate a recommendation of the service.

