

# A-Z of Carer Services

A guide to services, contacts,  
information and advice available  
to those caring for others in Merton.



The Princess Royal Trust  
*for Carers*



Merton

Produced in partnership with the London Borough of Merton and Carers Support Merton  
Proudly Supported by The Princess Royal Trust for Carers

**Produced in partnership with Merton Council and  
Carers Support Merton**

*Improving the quality of life for unpaid carers*

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## Services for carers

There are a number of services and support provided both nationally and within Merton that are there to help those that care for others (carers). This guide shows the range of these services and provides contact information to help you access them.

### Helping you to be a carer

An important source of information are the Social Services staff helping the person(s) you care for. If you provide care for another, then you may be entitled to request a **Carers Act Assessment** that the Social Worker or Occupational Therapist can arrange. Please do not be put off by the word 'assessment', as it is more an opportunity to discuss your feelings about being a carer. You may wish to explain the adjustments you have had to make to your own life in order to provide care; the specific difficulties you may be experiencing in your own situation; your concerns about your ability to continue providing care; or just to feel that your contribution to the care of the individual is being fully acknowledged. It is also your chance to highlight areas you feel you would benefit from help or assistance to continue with the caring role.

Many of the services listed here can be accessed without having a Carers Act Assessment however, some may require an assessment before they can be provided (normally those that require some financial expenditure). Legislation has made it your '*right*' to request a Carers Act Assessment, so please take advantage of that right.

## Who should I contact to request a Carers Act Assessment?

If the person(s) you are care for (the cared-for) already have a Social Worker or Occupational Therapist, you can make a request directly to them. However, if the person(s) you care for do not currently have Social Services support or has declined contact with Social Services, you can still contact the relevant section to request an assessment in your own right.

Responsibility for the Carers Assessment lies with the team who might be expected to work with the cared-for person. For example if the cared-for person is an adult of working age who has a Learning Disability then the learning disabilities team (within Adult Services) would be responsible for conducting the Carers Assessment for the carer as well.

Children's Social Services	020 8545 4201
Social Services for Adults	020 8545 4490
Social Services for Older People	020 8545 4360

If you require mental health services you can contact the Merton Community Health Team at:

The Wilson Hospital  
Cranmer Road  
Mitcham CR4 4TD

**Or:**

The Nelson Hospital  
Kingston Road  
London SW20 8DB

Mitcham Team	020 8687 4766
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Morden Team	020 8254 1000
Wimbledon Team	020 8544 9799

# Basic lifting and handling advice

You may find yourself helping others in and out of beds, chairs and baths or up and down stairs. Sometimes the people you are helping may behave erratically, be confused or be larger than yourself and over time there may be a risk of back pain or injuries.

There are some general principles to bear in mind that may help reduce the possibilities of back injury:

## Awareness

Always think about your back when assisting others.

## Communication

Talk to the person you are helping to ensure they know what you intend to do.

## Planning

Think about what you intend to do. Do you need help or equipment? Can the person manage without your assistance? Are you dressed appropriately? (e.g. footwear etc.) Can the immediate environment be improved?

## Timing

Don't rush into it! Build up gently and take your time.

## Don't

Over reach, twist or try to lift with a bent back. Keep your back straight at all times and bend your knees when attempting to lift.

## Aches and Pains

If your back starts hurting or you feel tired then stop and seek other assistance.

## Rest

Don't stay in one position for too long – take regular breaks and have a stretch.



Images sourced from  
[mariecurie.org.uk](http://mariecurie.org.uk)

# National advice helpline numbers that you can telephone for help when you are facing financial or legal difficulties

**Carers Allowance Unit - Enquiry Line** 01253 856 123

**Benefit Enquiry Line – Freephone** 0800 882 200

**Citizens Advice Bureau** 020 7833 2181

**Age Concern** 020 8765 7200

**National Debtline (Charity)** 0808 808 4000

**CLS (Community Legal Service) Direct** 0845 3454 345  
(for free advice about benefits, tax credits, housing, employment, education or debt problems)

**Consumer Direct** 08454 04 05 06  
(for free advice on doorstep selling, buying on credit, etc)

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
<b>A</b>										
Activities	Carers Support Merton - Activities <i>Respite – break from caring (trips out and social gatherings)</i> <a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a>	Susan Bowman susan.bowman@carers supportmerton.org.uk  020 8543 0347	✓	✓	✓	✓	✓	✓	✓	✓
	Age Concern Merton  <i>Exercise classes, Theatre Group, trips out and social gatherings for people <b>aged 50+ and their carers of any age.</b></i>	Age Concern Merton  020 8648 5792	✓	✓	✓	✓	✓	✓	✓	✓
	Merton and Morden Guild of Social Service  <i>Activities, outings, social gatherings, lunch club and exercise classes for people <b>aged 55+</b></i>	The Merton and Morden Guild of Social Service mandmguild@aol.com  020 8640 1640	✓	✓	✓		✓	✓		

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
	<p>Rethink (National Schizophrenia Fellowship) Advice Service</p> <p><i>For all mental illness enquiries.</i></p> <p><a href="http://www.rethink.org">www.rethink.org</a></p>	<p>Rethink Advice Service</p> <p>020 8974 6814 (Mon/Wed/Fri – 10a, – 3pm; Tues/Thurs 10am – 1pm).</p>					✓			
	<p>MertonVision</p> <p><i>Training for people with visual impairment to enable independent living and training for sighted individuals to support people with vision impairment.</i></p> <p><a href="http://www.mertonvision.org.uk/">www.mertonvision.org.uk/</a></p>	<p>MertonVision</p> <p>Kevin Gregory <a href="mailto:kevin.gregory@mertonvision.org.uk">kevin.gregory@mertonvision.org.uk</a></p> <p>020 8540 5446</p>	✓	✓	✓					
Advocacy / Advice	<p>Carers Support Merton – Parent Carers Rights &amp; Advocacy Project</p> <p><i>Information, advice and support for parents and carers of children or young people under the age of 19 with a diagnosed or undiagnosed disability or special need</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Johnsy Murray <a href="mailto:parentcarers@carerssupportmerton.org.uk">parentcarers@carerssupportmerton.org.uk</a></p> <p>020 8543 0347</p>				✓				

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
	<p>Advocacy Partners</p> <p><i>Help for older people and people with learning disabilities to speak up for themselves.</i></p> <p><a href="http://www.advocacypartners.org">www.advocacypartners.org</a></p>	<p>Advocacy Partners info@advocacypartners.org</p> <p>020 8330 6644</p>			✓			✓		
	<p>Merton Mencap Carers Community Advisers</p> <p><i>Offering home visits to carers of adults (18+) to undertake carers assessments via social services referral, support at reviews, advice on carers' rights and initial advocacy</i></p>	<p>cca@swlondonmencap.nhs.uk</p> <p>020 8687 4657</p>						✓		
	<p>Merton Citizens Advice Bureau</p> <p><i>Information, advice and advocacy services</i></p> <p><a href="http://www.mertoncab.org.uk">www.mertoncab.org.uk</a></p>	<p>Merton CAB info@mertoncab.org.uk</p> <p>020 8715 0575</p>	✓	✓	✓	✓	✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
	<p>MertonVision</p> <p><i>Provide complete citizens advice service including benefits check, and assistance completing forms.</i></p> <p><a href="http://www.mertonvision.org.uk/">www.mertonvision.org.uk/.</a></p>	<p>MertonVision Theresa Adams Theresa.adams@mertonvision.org.uk</p> <p>020 8540 5446</p>	▼	▼	▼					
	<p>Merton &amp; Sutton Crossroads Caring for Carers Ltd.</p> <p><i>Mentorship Project is a free service for Carers looking after adults or children with mental health issues.</i></p> <p><a href="http://www.mertonandsuttoncrossroads.org">www.mertonandsuttoncrossroads.org</a></p>	<p>Sue Barrett susan@mertonandsuttoncrossroads.org</p> <p>020 8648 9677</p>					▼	▼		

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
Aids and equipment	<p>Occupational Therapy First Response Team</p> <p>Aids and equipment for adults. <i>Provide specialist equipment and adaptations to help people with a physical disability with everyday life in their own home.</i></p> <p><a href="http://www.merton.gov.uk/equipmentandadaptations">www.merton.gov.uk/equipmentandadaptations</a></p>	<p>Occupational Therapy Service</p> <p>020 8545 4477 (Mon – Fri, 9.30am - 12.30pm)</p>	✓							
	<p>Children Access and Assessment Team</p> <p>Aids and equipment for children. <i>Provide specialist equipment and adaptations to help people with a physical disability with everyday life in their own home</i></p> <p><a href="http://www.merton.gov.uk/childrensservices.html">www.merton.gov.uk/childrensservices.html</a></p>	<p>Access and Assessment Team</p> <p>020 8545 4226</p>	✓			✓				

Service A-Z	Who/ what?	Who to contact?	Provides to:								
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	<p>Hanover AtHome</p> <p><i>Provide help with building repairs and home safety for older and disabled people, including a scheme to provide free crime prevention equipment and a loft clearance project.</i></p> <p><a href="http://www.hanover.org.uk">www.hanover.org.uk</a></p>	<p>Rita Jackson</p> <p>rita.jackson@hanover.org.uk</p> <p>0208 648 0471</p>	✓	✓	✓		✓	✓	✓	✓	
	<p>MertonVision</p> <p><i>Provide aids and equipment on display and demonstration, also for purchase. Work with LBM social service to provide community equipment.</i></p> <p><a href="http://www.mertonvision.org.uk/">www.mertonvision.org.uk/</a></p>	<p>MertonVision</p> <p>Theresa Adams</p> <p>Theresa.adams@mertonvision.org.uk</p> <p>020 8540 5446</p>	✓	✓	✓						
<b>B</b>											
Benefits	See “welfare benefits”										

Service A-Z	Who/ what?	Who to contact?	Provides to:							
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<b>C</b>										
Campaign and Lobbying	<p>Carers' Voice</p> <p><i>Aims to provide the majority of carers in borough with a say in the development, monitoring and provision of services for carers and their cared-for</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Sharon Cameron  <a href="mailto:sharon.cameron@carerssupportmerton.org.uk">sharon.cameron@carerssupportmerton.org.uk</a>            020 8543 0347</p>	✓	✓	✓	✓	✓	✓	✓	✓
	<p>Kids First</p> <p><i>Merton parents' forum for parents/carers of children with special needs and disabilities</i></p>	<p>kids.first@swlondonmencap.nhs.uk            020 8687 4644</p>				✓		✓		
Carers Groups	<p>Carers Group</p> <p><i>The group is open to all carers and over 18. Meets first Thursday of every month.</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Irene Williamson  <a href="mailto:irene.williamson@carerssupportmerton.org.uk">irene.williamson@carerssupportmerton.org.uk</a>            020 8543 0347</p>	✓	✓	✓		✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
	<p>Male Carers Group</p> <p><i>The group is open to all male carers over 18. Meets third Thursdays of every month.</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Irene Williamson irene.williamson@carerssupportmerton.org.uk</p> <p>020 8543 0347</p>	✓	✓	✓		✓	✓	✓	✓
	<p>Learning Disability Carers Group</p> <p><i>Support group for parent / carers of adults with a learning disability offering days out and social opportunities. Meets the last Friday of every month.</i></p>	<p>Merton Mencap info.merton@swlondonmencap.nhs.uk</p> <p>020 8646 0965</p>						✓		
	<p>Mental Health Carers</p> <p><i>Groups for carers of people with mental health problems.</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Support Worker <a href="mailto:mentalhealth@carerssupportmerton.org.uk">mentalhealth@carerssupportmerton.org.uk</a></p> <p>020 8543 0347</p>					✓			
	<p>Help for Carers – Merton MIND</p> <p><i>Groups for carers of confused older people.</i></p> <p><a href="http://www.mertonmind.org.uk/">www.mertonmind.org.uk/</a></p>	<p>Margaret Phillips merton.mind@virgin.net</p> <p>020 8685 0791</p>			✓					

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	<p>Rethink (National Schizophrenia Fellowship)</p> <p><i>Carers and user support groups, monthly meeting and free newsletter available. Rethink advice service.</i></p> <p><a href="http://www.rethink.org">www.rethink.org</a></p>	<p>Laura Johnson  <a href="mailto:laurajohnsonrethink@hotmail.com">laurajohnsonrethink@hotmail.com</a>            020 8542 3657</p>					✓			
	<p>Family Matters</p> <p><i>A group run by a trained counsellor providing non-judgmental support and information. Includes coping with prescription drug use.</i></p>	<p>Emily Holt  <a href="mailto:emily@cdssl.org">emily@cdssl.org</a>            020 8417 1960</p>							✓	
	<p>Merton Vision</p> <p><i>Peer support and social activities for people with visual impairment.</i></p> <p><a href="http://www.mertonvision.org.uk/">www.mertonvision.org.uk/</a></p>	<p>MertonVision            Theresa Adams  <a href="mailto:Theresa.adams@mertonvision.org.uk">Theresa.adams@mertonvision.org.uk</a>            020 8540 5446</p>		✓						
Community Alarm	<p>Mascot</p> <p><i>Enables older people and people with a disability who live in their own homes to call for help in an emergency.</i></p> <p><a href="http://www.mascot-telecare.org.uk/">http://www.mascot-telecare.org.uk/</a></p>	<p>Mascot  <a href="mailto:mascot@merton.gov.uk">mascot@merton.gov.uk</a>            020 8274 5940</p>	✓	✓	✓		✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
Counselling	<p>Counselling for Carers</p> <p><i>Up to six one-to-one counselling sessions for carers</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Susan Bowman susan.bowman@carers supportmerton.org.uk</p> <p>020 8543 0347</p>	✓	✓	✓	✓	✓	✓	✓	✓
	<p>Family Matters</p> <p><i>A trained counsellor providing non-judgmental support and information. Includes coping with prescription drug use.</i></p>	<p>Emily Holt emily@cdssl.org</p> <p>020 8417 1960</p>							✓	
	<p>Alcohol Counselling Service</p> <p><i>For service users and their relatives and friends.</i></p> <p><a href="http://www.equinoxcare.org.uk/">www.equinoxcare.org.uk/</a></p>	<p>Equinox Substance Misuse Services <a href="mailto:admins@esms.equinoxcare.org.uk">admins@esms.equinoxcare.org.uk</a></p> <p>020 7939 9800</p>							✓	
	<p>Morden Pastoral Counselling Centre</p> <p><i>Individual counselling for adults.</i></p>	<p>Christine McCutcheon <a href="mailto:mordencounselling@yahoo.co.uk">mordencounselling@yahoo.co.uk</a></p> <p>020 8646 0192</p>	✓	✓	✓	✓	✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:							
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	<p>The Wimbledon Guild Counselling Service</p> <p><i>One-to-one, group and family counselling.</i></p> <p><a href="http://www.wimbledonguild.co.uk/counselling.htm">www.wimbledonguild.co.uk/counselling.htm</a></p>	<p>John Priestley <a href="mailto:info@wimbledonguild.co.uk">info@wimbledonguild.co.uk</a></p> <p>020 8296 0030</p>	✓	✓	✓	✓	✓	✓	✓	✓
<b>D</b>										
Days Out / Trips	See "Activities"									
<b>E</b>										
Education (Adult Learning)	<p>Merton Adult Education</p> <p><i>Provides a range of courses for adults.</i></p> <p><a href="http://www.merton.gov.uk/adulteducation">www.merton.gov.uk/adulteducation</a></p>	<p><a href="mailto:info@merton-adult-college.ac.uk">info@merton-adult-college.ac.uk</a></p> <p>020 8543 9292</p>	✓	✓	✓		✓	✓	✓	✓
	<p>Merton College</p> <p><i>Provides courses in a range of subjects for school leavers and adults.</i></p> <p><a href="http://www.merton.ac.uk">www.merton.ac.uk</a></p>	<p>Bev Giarraputo <a href="mailto:info@merton.ac.uk">info@merton.ac.uk</a></p> <p>020 8408 6500</p>	✓	✓	✓	✓	✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:							
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	Laptops @ Home for Adult Carers <i>Web and internet training for adult carers.</i> <a href="http://www.merton.gov.uk/learning/adulted/olc.htm">www.merton.gov.uk/learning/adulted/olc.htm</a>	Mo Azhar <a href="mailto:openlearningcentre@merton.gov.uk">openlearningcentre@merton.gov.uk</a>  020 8764 3183	✓	✓	✓	✓	✓	✓	✓	✓
Emergency	Carers Emergency Alert Card <i>A confidential alert card carried by carers which enables people to activate emergency support for the cared-for in the event of an accident or emergency.</i>  <a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a>	Sharon Cameron <a href="mailto:sharon.cameron@carerssupportmerton.org.uk">sharon.cameron@carerssupportmerton.org.uk</a>  020 8543 0347	✓	✓	✓	✓	✓	✓	✓	✓
Emotional Support	See “Counselling” and “Carers Groups”									
Employment	See “Work and employment (staying in work)”									
<b>F</b>										

Service A-Z	Who/ what?	Who to contact?	Provides to:							
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Former carers	<p>The 'Next Step' for Carers – Merton MIND</p> <p><i>A course for carers whose dependants have either died or who have had to move into long-stay care provision.</i></p>	<p>merton.mind@virgin.net</p> <p>020 8648 0791</p>					✓			
<b>H</b>										
Help lines (national)	<p>Carers-line</p> <p><i>Provides complex advice on welfare benefits and community care concerns</i></p>	<p>0808 808 7777</p> <p>(Telephone Wed &amp; Thurs 10am to 12pm &amp; 2 – 4pm)</p>	✓	✓	✓	✓	✓	✓	✓	✓
	<p>NHS Direct</p> <p><i>Provides health related advice for carers and people seeking health related advice.</i></p> <p><a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></p>	<p>NHS Direct</p> <p>0845 4647</p>	✓	✓	✓	✓	✓	✓	✓	✓
Holidays	<p>With person cared for</p> <p><i>Most tour operators have specialist knowledge to help find suitable accessible facilities</i></p>	see "Information"								

Service A-Z	Who/ what?	Who to contact?	Provides to:							
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	<p>Taking separate holidays</p> <p><i>There are a number of voluntary organisations or specialist providers who organise residential holidays for people with disabilities</i></p>	see "Information"								
House sitters	See "Respite care"									
Home adaptations	See "Aids and equipment"									
<b>I</b>										
Information	<p>Careconnect</p> <p><i>Free, confidential and impartial information on a wide range of health, social and community care issues</i></p> <p><a href="http://www.care-connect.info">www.care-connect.info</a></p>	<p>Careconnect info@care-connect.info</p> <p>020 8545 4710 (Monday to Friday, 10am to 4pm)</p>	✓	✓	✓	✓	✓	✓	✓	✓
	<p>Carers Support Merton</p> <p><i>Provides information, advice and support</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Carers Support Merton info@carerssupportmerton.org.uk</p> <p>020 8543 0347</p>	✓	✓	✓	✓	✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
	Age Concern Merton <i>Provides information, advice and support for people 50+ and their carers of any age.</i>	Age Concern Merton 020 8648 5792	✓	✓	✓	✓	✓	✓	✓	✓
	Merton Citizens Advice Bureau Ltd. <i>Information advice and advocacy services</i> <a href="http://www.mertoncab.org.uk">www.mertoncab.org.uk</a>	Merton CAB info@mertoncab.org.uk 020 8715 0575	✓	✓	✓	✓	✓	✓	✓	✓
	Merton Mencap <i>Provides information, advice and support for carers of children and adults with a learning disability.</i> <i>Directory of nationwide services available on request.</i>	Merton Mencap info.merton@swlondon mencap.nhs.uk 020 8646 0965						✓		

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
<b>L</b>										
Legal advice	Merton Citizens Advice Bureau Ltd. <i>Information advice and advocacy services – access to legal aid</i>  <a href="http://www.mertoncab.org.uk">www.mertoncab.org.uk</a>	Merton CAB info@mertoncab.org.uk 020 8715 0575	✓	✓	✓	✓	✓	✓	✓	✓
	Wandsworth and Merton Law Centre  <i>Offer free legal advice on housing, immigration, welfare benefit, debt management and hold evening advice sessions around the boroughs for general advice including employment.</i>  <a href="http://www.lawcentres.org.uk/">www.lawcentres.org.uk/</a>	Wandsworth and Merton Law Centre info@lawcentres.org.uk  020 8767 2777 (Telephone between 2-4pm)	✓	✓	✓	✓	✓	✓	✓	✓
Lobbying	See “Campaigning and Lobbying”									
Leisure	See “Activities”									
<b>M</b>										
Money	See “welfare benefits”									

Service A-Z	Who/ what?	Who to contact?	Provides to:						
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol
<b>R</b>									
Respite Care	<p>Merton &amp; Sutton Crossroads Caring for Carers Ltd.</p> <p><i>Provides trained care support workers to give home-based respite to carers of physically disabled people, chronically sick people and children and adults with learning disabilities</i></p> <p><u><a href="http://www.mertonandsuttoncrossroads.org">www.mertonandsuttoncrossroads.org</a></u></p>	<p>Merton &amp; Sutton Crossroads manager@ @mertonandsuttoncrossroads.org</p> <p>020 8648 9677</p>	✓		✓	✓	✓	✓	
	<p>Open House and Cumberland Day Centre (mon-fri) – Merton Mind</p> <p><i>Day respite for carers and their cared for person meeting separately in the mornings and together in the afternoons</i></p>	<p>Margaret Croucher cd.centre@virgin.net</p> <p>020 8646 8694</p>					✓		

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
	<p>Merton Mencap</p> <p><i>Run the following schemes for several age groups weekly and special schemes during school holidays:</i></p> <ul style="list-style-type: none"> <li>• Buddy Scheme</li> <li>• Out &amp; About</li> <li>• Summer Play Scheme.</li> <li>• The TC</li> <li>• Drop in</li> <li>• Gateway Club</li> </ul> <p><a href="http://www.mencap.org.uk/">www.mencap.org.uk/</a></p>	<p>Merton Mencap</p> <p>info.merton@swlondon.mencap.nhs.uk</p> <p>020 8646 0965</p>						✓		
<b>S</b>										
Sitting Service	See "Respite care"									
Support Groups	See "Carers groups"									
Support, other	<p>Lions Club - Message in a Bottle through Hanover AtHome</p> <p><i>Facility which enables people to keep their personal and medical details on a standard form and in a common location - the fridge</i></p>	<p>Hanover AtHome</p> <p>Katie Dare</p> <p><a href="mailto:katie.dare@hanover.org.uk">katie.dare@hanover.org.uk</a></p> <p>020 8648 0471</p>	✓	✓	✓	✓	✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
<b>T</b>										
Translation	<p>Merton Translation Service</p> <p><i>Language services in more than 80 languages/local dialects, including British Sign Language.</i></p> <p><a href="http://www.merton.gov.uk/community/translationsandint/ti-overview.htm">www.merton.gov.uk/community/translationsandint/ti-overview.htm</a></p>	<p>Merton Translation Service</p> <p>merton.translation.service@merton.gov.uk</p> <p>020 8545 3397</p>	✓	✓	✓	✓	✓	✓	✓	✓
Transport	<p>Blue Badge Parking</p> <p><i>National arrangement of parking concessions for people with severe walking difficulties who travel either as drivers or passengers.</i></p> <p><a href="http://www.merton.gov.uk/bluebadge">www.merton.gov.uk/bluebadge</a></p>	<p>Blue Badge Application</p> <p><a href="mailto:parking@merton.gov.uk">parking@merton.gov.uk</a></p> <p>020 8545 4661</p>	✓	✓	✓	✓	✓	✓	✓	✓
	<p>Merton Community Transport</p> <p><i>Provides accessible transport for voluntary and community groups. Run individual transport service (ITS) and new service providing electric scooters to service users with mobility needs.</i></p> <p><a href="http://www.mct.uk.com">www.mct.uk.com</a></p>	<p>Fitzroy Dawson</p> <p>info@mct.uk.com</p> <p>020 8648 7727</p>	✓	✓	✓	✓	✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:						
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol
<b>W</b>									
Welfare Benefits	<p>Merton Horizons Healthy Living Initiative</p> <p><i>Income maximisation, benefits advice, and access into other statutory and voluntary sector services. (Merton CAB)</i></p> <p><a href="http://www.suttonandmerton.nhs.uk/ec/healthyliving/update/readnew.asp?id=11">www.suttonandmerton.nhs.uk/ec/healthyliving/update/readnew.asp?id=11</a></p>	<p>Anne-Marie Liew</p> <p>020 8251 0583</p>	✓	✓	✓	✓	✓	✓	✓
	<p>Age Concern Merton</p> <p><i>Welfare benefits for disabled and older people <b>aged 50+ and their carers of any age.</b></i></p>	<p>Age Concern Merton</p> <p>020 8648 5792</p>	✓	✓	✓	✓	✓	✓	✓
	<p>Pension Service</p> <p><i>Welfare benefits for disabled and older people</i></p> <p><a href="http://www.thepensionsservice.gov.uk">www.thepensionsservice.gov.uk</a></p>	<p>Pension Service</p> <p>020 8687 3621</p>	✓		✓		✓	✓	

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
	<p>Carers Support Merton – Parent Carer Rights &amp; Advocacy Project</p> <p><i>Support for parents and carers of children or young people under the age of 19 with a diagnosed or undiagnosed disability or special need</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Johnsy Murray  <a href="mailto:parentcarers@carerssupportmerton.org.uk">parentcarers@carerssupportmerton.org.uk</a>            020 8543 0347</p>				↙				
	<p>Merton Welfare Benefits</p> <p><i>Advice on welfare benefits</i></p> <p><a href="http://www.merton.gov.uk/living/benefits.htm">www.merton.gov.uk/living/benefits.htm</a></p>	<p>Welfare Benefits Team  <a href="mailto:welfarebenefitsteam@merton.gov.uk">welfarebenefitsteam@merton.gov.uk</a>            020 8545 4178</p>	↙	↙	↙	↙	↙	↙	↙	↙
	<p>Merton Citizens Advice Bureau</p> <p><i>Information, advice and advocacy services</i></p> <p><a href="http://www.mertoncab.org.uk">www.mertoncab.org.uk</a></p>	<p>Merton CAB  <a href="mailto:info@mertoncab.org.uk">info@mertoncab.org.uk</a>            020 8715 0575</p>	↙	↙	↙	↙	↙	↙	↙	↙

Service A-Z	Who/ what?	Who to contact?	Provides to:							
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol	HIV / Aids
Well Being	<p>Carers Support Merton</p> <p><i>One-to-one and group sessions in holistic, complementary therapy and counselling for carers</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Susan Bowman susan.bowman@carerssupportmerton.org.uk</p> <p>020 8543 0347</p>	✓	✓	✓	✓	✓	✓	✓	✓
	<p>Merton Horizons Healthy Living Initiative</p> <p><i>Physical activity sessions, such as ladies Aikido, 50+ exercise classes, circuit training, walking events, capoeiro, football, and keep fit classes</i></p> <p><a href="http://www.suttonandmerton.nhs.uk/ec/healthyliving/update/readnew.asp?id=11">www.suttonandmerton.nhs.uk/ec/healthyliving/update/readnew.asp?id=11</a></p>	<p>Anne-Marie Liew</p> <p>020 8251 0583</p>	✓	✓	✓	✓	✓	✓	✓	✓
Work	<p>Carers UK – support for carers in employments (known as ACE)</p> <p><i>Information available to support carers in employment are available on the Carers UK website for download/print.</i></p> <p><a href="http://www.carersuk.org/Policyandpractice/PolicyResources/Employmenttoolkit">www.carersuk.org/Policyandpractice/PolicyResources/Employmenttoolkit</a></p>	<p>Carers UK</p> <p><a href="http://www.carersuk.org/Policyandpractice/PolicyResources/Employmenttoolkit">http://www.carersuk.org/Policyandpractice/PolicyResources/Employmenttoolkit</a></p>	✓	✓	✓	✓	✓	✓	✓	✓

Service A-Z	Who/ what?	Who to contact?	Provides to:						
			Physical	Sensory	Older People	Children	Mental Health	Learning disability	Drug & alcohol
	<p>Job Centre Plus</p> <p><i>Integrated work and benefit services</i></p> <p><a href="http://www.jobcentreplus.gov.uk/JCP/index.html">www.jobcentreplus.gov.uk/JCP/index.html</a></p>	<p>Job Centre Plus</p> <p>020 8687 3000</p>	✓	✓	✓	✓	✓	✓	✓
	<p>Carers in Work Support</p> <p><i>Information, advice, advocacy and support for carers in work or wishing to return to work from age 16+</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Daniela Maloni</p> <p><a href="mailto:daniela.maloni@carerssupportmerton.org.uk">daniela.maloni@carerssupportmerton.org.uk</a></p> <p>0208 543 0347</p>	✓	✓	✓	✓	✓	✓	✓
Young Carers	<p>Young Carers Project</p> <p><i>Information, advise and activities for young people (5– 18 years) caring for a parent.</i></p> <p><a href="http://www.carerssupportmerton.org.uk">www.carerssupportmerton.org.uk</a></p>	<p>Hazel Daniell</p> <p><a href="mailto:hazel.daniell@carerssupportmerton.org.uk">hazel.daniell@carerssupportmerton.org.uk</a></p> <p>020 8543 0347</p>	✓	✓	✓	✓	✓	✓	✓

## Carers Websites

<http://www.carersconnect.com/index.html> ( General information )

<http://www.carersnet.org.uk/acts/acts.html> ( Carers legislation )

<http://www.carers.org> ( General information )

<http://www.carers.gov.uk> ( General information )

<http://www.carersuk.org/Home> ( General information )

<http://www.direct.gov.uk/CaringForSomeone/fs/en> ( General information )

<http://www.dwp.gov.uk/lifeevent/discare/> ( Carers services and benefits )

<http://www.learning-for-living.co.uk/> ( City and guilds education )

# Notes

If you would like more information in your own language, please contact us at the address shown in the box below.

Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

Albanian

إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا  
في العنوان المذكور ضمن الإطار أدناه.

Arabic

যদি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন, তদার বন্ধু সে আমাদের ঠিকানা রয়েছে।

Bengali

如果你需要用中文印成的資料，  
請按低端方格內提供的地址與我們聯系。

Chinese

اگر مایل به اطلاعات بیشتر به زبان خود هستید، لطفاً با ما از طریق آدرس زیر تماس  
بگیرید.

Farsi

Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.

French

Jeśli życzy sobie Pan/i więcej informacji w swoim języku, proszę się z nami skontaktować pod adresem podanym w dolnej ramce.

Polish

ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਫ਼ਿਰੀਆ ਵਰਕੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Punjabi

Hadlii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Somali

Si usted desea más información en su propia lengua, por favor contáctenos en la dirección al pie del formato.

Spanish

உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்பினால், அடியிலுள்ள பெட்டிகளில் தரப்பட்டுள்ள விவரத்தில் எம்முடன் தொடர்பு கொள்ளுங்கள்.

Tamil

اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم  
تم سے اس پتے پر رابطہ قائم کریں جو کہ نیچے کے کس میں درج ہے۔

Urdu

You can also get this information in large print, in Braille and on audiotape.

020 8545 3430