

Community and Housing Department

# Better care higher standards



A charter for adults in Merton who need long term care and support and carers who support people in these circumstances

June 2006

Sutton and Merton   
Primary Care Trust





# Foreword

We are pleased to introduce the 2006-2007 edition of ***Better Care Higher Standards*** which has been produced to help people with long term care needs to contact Housing, Community Care and the Health Service. It will also help identify what services are available in the borough.

Merton's Community and Housing department works in close partnership with the Sutton and Merton Primary Care Trust to ensure that residents receive a co-ordinated service. We will continue to work hard to provide better-integrated services to adults and older people. The standards set out in this charter tell you what you can expect from us when you contact us for a service or for information.

We hope that you will find this booklet useful, please let us know any views or comments you have about this charter or our services.

## **Jeff Hobden**

Interim Director of Community and Housing Department  
London Borough of Merton

*Representing:* Housing Services  
Adult Social Care/Community Care  
Supporting People

## **Caroline Taylor**

Chief Executive  
Sutton & Merton Primary Care Trust

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# 1. A charter for Community Care, Housing and Health

This charter is for adults (over the age of 18) who need long-term care and support and the carers who support them. This includes:

- Older people
- People with mental health needs
- People with physical impairments
- People with sensory impairments
- People with learning disabilities
- People with long-term health problems
- People affected by HIV and AIDS
- People being supported to live at home or in temporary accommodation through the Supporting People Programme
- Carers

The charter will also be helpful to others who advise, inform and represent users and carers such as the Citizen's Advice Bureau and information and advocacy organisations.

The charter covers services provided by Community Care, Housing, Supporting People and Health services. Co-ordinated help from these services can make it much easier for people to get the advice and support they need to live independently.

This charter is the local version of the National Charter for People with Long Term Care Needs; Better Care, Higher Standards. It tells anyone who needs long term care or support what services are provided by local health, housing and community care services, what standards to expect and what to do if these standards are not met.

Better Care, Higher Standards sits alongside other documents such as Tenants' Charter and Merton's Tenant Participation Compact.

The charter sets out standards that people can expect from these services. These standards will be monitored and improvements will be made on the basis of this monitoring as well as surveys of users' and carers' views and comments and complaints from users and carers.

## **The main areas that the charter will cover are:**

- *What is the charter for and how you can help us?*  
This can be found in section 1 and gives an overview of what the charter is about.
- *Helping users and carers to find out about services.*  
This is section 2 and tells you which organisations provide services and where you can get information and advice.
- *Understanding and responding to the needs of users and carers.*  
Section 3 tells you how Community Care, Health and Housing Departments work with you to find out what your needs are and what services would meet your needs.
- *Finding a suitable place to live.*  
This is section 4, which tells you about the services, which can help make your current home more suitable for your needs or services that can help you move to more suitable accommodation.
- *Helping people to stay independent.*  
Section 5 tells you about services that are available to help you stay independent and about social security benefits.
- *Supporting People in Merton.*  
A summary of Merton's Supporting People Strategy is available in section 6.
- *Getting the right health care.*  
This can be found in section 7 and tells you about local health services.
- *Helping carers to care.*  
Section 8 tells you about specific services and organisations that can help you if you are a 'carer'.
- *Charges for services.*  
Section 9 tells you what you can expect to pay for different services.
- *How you can help to improve services and what to do if things go wrong.*  
This information can be found in section 10.
- A list of useful contacts and addresses are listed in section 11.

## What is this charter for?

The aims of Merton's charter are:

- To inform users and carers of what services are available from their local authority and health service and who they should contact to find out about these services.
- To inform users and carers of how different agencies should respond to their needs and how to complain if things go wrong.
- To set standards and to monitor and review our performance against them.

The charter is based on the following values and principles:

- Treating people with courtesy, honesty and respecting their dignity.
- Working in partnership with people who need services,
- Helping people to achieve and keep their independence.
- Involving people in making decisions and giving them enough information so that they can make informed choices.
- Helping people to give their own views through advocacy and other representative organisations.
- Treating people fairly on the basis of need and not discriminating against them on the basis of age, sex, race, religion, disability or sexual orientation.
- Making sure that people feel they can comment or complain about the services they receive and that this will not adversely affect the services they are getting.

The charter contains:

- Information about local services that are available and how to get them.
- The standards that people can expect when they get services, information and advice.
- Targets for improvement and when these will be achieved.
- The rules, or eligibility criteria, that decide if people can get help.
- How to get information about social security benefits.
- Information about how to comment or complain if things could be improved.
- Information about how people can say what they think about services they are getting and how they can suggest ways of improving the services.
- Information about the charges people will be asked to pay,
- Local telephone help line numbers and contact names, including local advice, information and advocacy groups.

## How you can help us

You can help us provide better services by:

- Keeping appointments and giving people as much notice as possible when you cannot make the appointment.
- Giving all the information that is needed about your personal and financial circumstances.
- Telling people about what you need and letting them know if you do not need a particular service anymore.
- Looking after any equipment and returning it when you do not need it any more.
- Following the instructions and advice about any treatment and medication that you may be given.
- Treating our staff with the dignity and respect you expect them to show you.
- Telling the people who provide the service when things have gone well, gone wrong or how you think the service or this charter could be improved.

## 2. Information about Housing, Health, Community Care and the Supporting People programme in Merton

### What you can expect from us

- You will be given information about whether you qualify for assessment and services; these criteria are called eligibility criteria. This will include information about further contact points.
- There will be one single point of access to information about health and social care. Wherever possible, you will be able to speak to someone in person or on the telephone.
- We will give you information about the services you are enquiring about.
- Information will be made available in an appropriate format that suits you and takes account of your needs, including being made available electronically.
- Where possible, we will involve users and carers in the production of information.

Merton has a joint Community Care and Housing department that provides or arranges the provision of housing and adult social care services including those from the Supporting People programme. These services are provided in partnership with local health services.

At present the organisations that provide or arrange local health services are:

- Sutton and Merton Primary Care Trust
- St George's Healthcare NHS Trust
- Epsom and St Helier University Hospital NHS Trust
- South West London and St George's Mental Health NHS Trust

Merton Link, Merton Council's customer services area on the ground floor of the Civic Centre in Morden is a one stop shop allowing residents to conduct their business at one reception. It includes housing information and advice. Community Care services are provided at divisional offices located in the borough. At the end of this charter we give details about the divisional offices, what services they provide and how to contact them.

Community Care and Housing public information leaflets are available in Merton Link or from the Public Information Officer on 020 8545 3475.

Merton Link is open from Monday to Friday from 9am to 5pm.

Other organisations that can help you find out about local health and community care services, are:

**CareConnect**

Health and community care information service

Merton Civic Centre

London Road

Morden

Surrey SM4 5DX

Telephone: 020 8545 4710

Textphone: 020 8545 4356

Fax: 020 8545 3637

Website: [www.care-connect.info](http://www.care-connect.info)

Email: [info@care-connect.info](mailto:info@care-connect.info)

CareConnect offers free, confidential and impartial information on a wide range of health and community care services. These services are available from the council, the health authority, voluntary organisations and private care agencies locally and nationally. CareConnect are located on the ground floor of Merton Civic Centre in Merton Link.

**Citizens Advice Bureau (CAB) – Mitcham**

Kellaway House

326 London Road

Mitcham

Surrey CR4 3ND

Telephone: 020 8288 0450

Fax: 020 8685 9483

Email: [mitchamcab@btinternet.com](mailto:mitchamcab@btinternet.com)

**Citizens Advice Bureau (CAB) – Morden**

7 Crown Parade

Crown Lane

Morden

Surrey SM4 5DA

Telephone: 020 8715 0707 or 020 8715 0575

Fax: 020 8715 0550

**NHS Direct** 0845 4647

## **Advocacy**

If you need some help and support to speak up for yourself or to help you get the services you need there are several organisations in Merton that might be able to help you. Three of these are listed below:

### **Advocacy Partners**

Is an independent advocacy organisation that recruits and supports volunteer citizen advocates to represent people with learning disabilities. They will also provide an advocacy service for older people with disabilities and support to people who want help to sort out problems with community care, health, housing and other issues.

For more information on Advocacy Partners call 020 8330 6644.

### **WAM Advocacy**

Is an independent mental health advocacy service, which is available to adult users of mental health services. It provides relevant information regarding rights, treatment or any other aspect of care and helps users to speak up for themselves.

They can be contacted on 020 8682 6690.

### **Merton People First**

Is a self-advocacy group for people with a learning disability, they can be contacted at

The Jan Malinowski Centre

Wandle Way

Willow Lane

Mitcham

CR4 4NB

Telephone: 020 8646 8300

### **Other services**

If you are unsure whether one of these services would meet your needs you can contact CareConnect (at the end of this charter) who may be able to give you information about other organisations, which can offer an advocacy service.

## **Information and Advice**

Services, information, advice and support are also provided by a number of local voluntary organisations. For more information about local voluntary organisations you can contact:

### **Merton Voluntary Services Council (MVSC)**

The Vestry Hall  
London Road  
Mitcham  
Surrey  
CR4 3UD

Telephone: 020 8685 1771

**CareConnect** (at the end of this charter).

It is our intention that no matter whom you contact in health, housing or community care we should be able to find the right person to help you.

## **Information about you**

Often different services will need the same information about you. It will save you time if you agree to the health services and the community care services sharing information about you and your needs. You will be asked for your consent in writing and we will only share information if it is necessary in making proper arrangements for you. However, on rare occasions for your own protection or for the protection of others information may be shared without your consent. In this event you will be told that this has happened and given a full explanation as to the reasons why. All information will be accurately recorded and you have the right to see what it says.

The Health Authority and the Housing and Community department hold large amounts of confidential information and place great emphasis on the need for the strictest confidentiality in respect of personal data.

## **Other types of information**

Information will be provided in a way that you can understand, for example for people whose first language is not English we offer an interpreting and translation service. We are also able to provide information in large print, Braille and audiotape.

Everyone who uses our services can expect to be provided with full and accurate information. This includes information about:

- What services are available.
- Who provides the service.
- How to get those services.
- Who is entitled to use each service.
- What choice there is over the type and timing of each service.
- What charges (if any) there are for each service.
- How to get emergency help.
- How to get more information about each service.
- How to make a suggestion, comment or complaint.

## **Access to your files**

### **Community and Housing Department**

The Community and Housing department has a policy on how you can gain access to information held about you in your file. You can do this by contacting the Customer Services Officer in the Community and Housing department, based at Merton Civic Centre on 020 8545 3509. There are certain rules that apply to the information in your file, who has access to this information and who we can disclose this information to. Should you wish to see any information in your file, it would help us if you are specific about exactly which information you want to see, as this will speed up the process of locating the information.

### **The Health Service – medical records**

You have the right to ask to see copies of any files about you, including your medical records. If you wish to see copies of your medical records you should ask the person who holds the records to show them to you. You may need to put your request in writing. You may view the records free of charge. However, if you wish to have copies of these records, an administrative

charge of up to £50 may be made. For more information you can contact the independent complaints and advisory service on 0845 120 3784 for Greater London and 0845 6008616 for the South East.

## **Supporting People programme in Merton**

This programme is administered by the council but works in partnership with Health and the Probation services. The programme funds a range of support services to a diverse range of people who need help to stay in their own homes or gain settled accommodation.

The vision for Supporting People in Merton is:

“To enable vulnerable people to maximize their independence, building safe and fulfilling lives in the community through support to their housing circumstances that meets their needs”.

Information about the Supporting People programme in Merton can be gained from [www.merton.gov.uk/supporting-people](http://www.merton.gov.uk/supporting-people).

### **3. Understanding and responding to your needs**

#### **What you can expect from us**

- We will share with you the summary of your needs and how those needs will be met. We will make a written copy of this available to you.
- We will endeavour to start a community care assessment of your needs within 48 hours of your referral and complete this within one month.
- If you are eligible for a community care service, that service (if available) will be put in place within one month of your completed assessment. We will let you know if we cannot do this in the timescale and why.
- We will formally ask you, at least once a year, for your views about the services you receive. In addition you can give us feedback at any time.
- We respect confidentiality and will only share information where necessary in order to achieve a full assessment of your needs. We will always ask for your written consent.
- You will be told how to challenge your assessment and be provided with details of how to complain, comment and give feedback.

In order to make sure that we provide you with the right services to meet your needs we will find out some information about your circumstances and will work with you to find the right services and support to help you. This process is called a community care assessment and may be completed over the phone or face-face during a home visit.

Nearly all the services provided by housing and community care are only available to people who meet certain criteria. This is to make sure that the people who need the services most are the ones who get them. These criteria are called eligibility criteria and are usually laid out within government guidance, such as the 'Fair Access to Care Services' (FACS) document. FACS ensures that there is only one set of eligibility criteria for all adults seeking support from Community Care and is used by all councils, across the country.

General health services are available to everyone living in Merton through their doctor. Eligibility criteria apply to continuing health care for frail older people, people experiencing mental illness, those with physical or learning disabilities and for those requiring palliative care. Sutton and Merton Primary Care Trust have explained these criteria in a document called '*Continuing Care Policy and Eligibility Criteria*' which is available from local libraries in Merton or the Sutton and Merton Primary Care Trust.

Decisions about eligibility for continuing health care are made jointly by health and social care staff. If you are being discharged from hospital and are not satisfied with your assessment you have the right to ask the Continuing Care Panel to review it. This procedure is not a formal appeal or complaint. It can only be used to challenge the way the criteria have been used. It cannot be used to challenge the content of the assessment, the type or location of the NHS care offered, the content of any alternative package of care offered or your treatment whilst in hospital.

**To find out about eligibility criteria please contact:**

**Community Care** – the relevant divisional office contact numbers are listed below and are available at the back of this charter or call the Public Information officer on 020 8545 3475 for a copy of the leaflet '*Who can get Community Care services?*'

**Housing** – There are different criteria for each service. You can find out about the criteria for a service when you ring the relevant phone number for more information. Phone numbers are listed at the back of this charter.

**Community Care assessments**

The local authority has a duty to complete an assessment on anyone who may be in need of community care services. With regard to older people, community care and the health services have adopted a single assessment process, which identifies both health, and social care needs (but not medical needs) in one go and record them in one place. The aim of this is to make sure that the care provided by either organisation is well co-ordinated.

If you are the carer of someone who needs long term care and support, you are entitled to an assessment of your needs.

If you think any of the above applies to you and you would like an assessment, please contact the relevant social services office.

If you are an **older person** that means you are over state retirement age (60 for a woman and 65 for a man) you should contact the older people's intake team at:

Gifford House  
67c St Helier Avenue  
Morden  
SM4 6HY

Telephone: 020 8545 4430 or 020 8545 4431

If you are below the state retirement age but over 18 and have:

A **physical or sensory impairment** you should contact:

**The Access Team**

42 – 44 Russell Road  
Wimbledon  
SW19 1QL

Telephone: 020 8545 4493

A **learning disability** and you would like information about health services you should contact:

**Merton Joint Learning Disability Team**

42 – 44 Russell Road  
Wimbledon  
SW19 1QL

Telephone: 020 8545 4490.

**Mental health needs:**

If you live in the Wimbledon or Morden area you should contact:

**The Community Mental Health Team**

The Lodge  
Nelson Hospital  
Kingston Road  
London  
SW20 8DB

Telephone: 020 8254 1000 (Morden office)

Telephone: 020 8544 9799 (Wimbledon office)

If you live in the Mitcham area you should contact:

**The Community Mental Health Team**

The Wilson Hospital

Cranmer Rd

Mitcham

Surrey

CR4 4TP

Telephone: 020 8687 4714 (East Mitcham)

Telephone: 020 8687 4766 (West Mitcham)

Both Community Mental Health Teams are open from 9am to 5pm Monday to Friday (excluding Bank Holidays).

If you have a problem relating to **drug misuse** you should contact:

**Merton Community Drugs Team**

The Wilson Hospital

Cranmer Rd

Mitcham

Surrey

CR4 4PT

Telephone: 020 8687 4666

If you have a problem relating to **alcohol misuse** you should contact:

**The Merton Community Alcohol Team**

White Lodge

Springfield University Hospital

61 Glenburnie Rd

London

SW17 7DJ

Telephone: 020 8682 6931

If you are living with **HIV** and you are in need of support you can contact one of the HIV social workers directly at:

42 – 44 Russell Road

Wimbledon

SW19 1QL

Telephone: 020 8545 4547

The contact details for the HIV service are the same whether you are below or above state retirement age.

For more information about who is eligible for an assessment you can contact the appropriate community care divisional office and ask for the leaflet '*A Guide to Social Services for Adults*'.

During your assessment you can expect:

- To have your views listened to.
- Not to have to repeat your information to lots of staff from different organisations (providing you have given permission for information to be shared).
- To have a friend, relative or someone else to help you or speak for you if this is what you want.
- To have an interpreter if English is not your first language or you are deaf and use British Sign Language.
- To have your carers' views taken into account.
- To have your housing circumstances taken into account when deciding what care and support you need.
- For different people involved in your assessment to work together effectively.
- To be given information about the services available and the charges you will have to pay.
- To be given a written copy of the result of your assessment. We will give the reasons for all our decisions and information about the services you can get.
- We will tell you what you can do if you disagree with the assessment and how to complain if you are not satisfied.

Your assessment may involve a number of different people, such as the professions mentioned in the list above. They will work with you to identify what your needs are and decide the best way to meet them. Your assessment may involve more than one visit and also some specialist tests and questions. When you have agreed to what is required, you should then receive a care plan in a format, which suits you and in language that you can understand. For example you may require it in large print, audiotape, Braille or translated.

The care plan will also give you dates when you can expect your care needs to be reviewed. You can expect your needs to be reviewed within six months of the start of your service, and at least once a year after that. Reviews may be completed face-face, over the phone or in writing.

If you have a disagreement about your assessment and care plan, you should first talk to your assessor and their manager to see if it can be resolved. Your assessor will be named in your care plan. If you feel that the problem has not been resolved then you do have the right to use the Community Care complaints procedure - see section 10 *'How to suggest improvements and what to do if things go wrong'*.

### **Paying for Services**

There is no charge for a community care assessment. However, most services carry a charge and service users are normally expected to make a contribution towards the overall cost of their care package. The Community Care Service provides information about charges for services, which are affected by your income and savings and we may need to make an assessment of your financial position. See section 9 'Charges for Services' for information about charges and financial assessments.

### **Health Services**

Doctors (GPs) are usually the first place that people go when they have a health problem. GPs will treat you, prescribe medicines where appropriate and will refer you to other services, if necessary.

You can expect from your doctors surgery:

- Your GP to refer you to more specialised services when this is necessary
- To be able to contact an emergency doctor outside normal surgery hours.

You can also call NHS direct on 0845 4647, 24 hours a day.

## 4. Finding a suitable place to live

### What you can expect from us

- If you apply for housing, we will contact you to tell you that we have registered your application and how likely it is that you will be offered accommodation.
- If you are eligible for help in having an adaptation or works to your home, we will explain how this can be provided and how long it may take. We will provide information and advice about grants or other assistance that may be available.
- If you apply to the council as homeless, we will contact you with a decision about your application. Our aim is to provide a decision within 33 working days from the date of your application. If we are not able to offer you accommodation, we will provide advice about other options.
- If you claim Housing Benefit, we aim to process your claim within 56 days of receiving your form. We aim to process any change in circumstances within 10 days of receiving the information from you.
- For homeless households with dependent children or a pregnant woman requiring temporary accommodation, our aim is that they will be in bed and breakfast accommodation for no longer than six weeks.

If you think that your current home is no longer suitable you can contact Health, Housing or Community Care. Staff will be able to help you find the right information or will be able to discuss a range of different options that might be open to you. The options might be about help for you to carry on living in your current home or, if necessary, helping you to find more suitable accommodation.

Help to stay in your own home may include:

- Provision of a community alarm, so you can get help in an emergency.
- Equipment to help with daily living activities or adaptations to your home.
- Repairs and improvements to your home and help from nurses or from other health services or community care services.

Some of the services mentioned above are described in other sections.

## **Adaptations to your home**

If you own your own home or if you rent your home from a landlord other than the council, and you need some adaptations, such as a stair lift or a downstairs shower installed, so that you can carry on living there, you may be entitled to a Disabled Facilities Grant (DFG) from the council. If you are a tenant of Merton Council you may be entitled to an adaptation to your home in similar circumstances.

Disabled Facilities Grants will be offered where the property to be adapted is the disabled person's only or main home. Grants are available for a range of essential adaptations including getting in and out of your home, for accessible bathroom facilities, and improving or providing satisfactory heating to meet your needs.

Applications for a Disabled Facilities Grant must be supported by the Council's Occupational Therapists.

All applications must be made to the Occupational Therapy office at:

Gifford House  
67c St Helier Avenue

Telephone: 020 8545 4477

Eligibility for a grant will also depend on how much income you have and what your savings are.

## **Repairs and improvements**

### **Owner-occupiers**

Merton Council is committed to the repair and improvement of the privately owned housing in the borough, and to helping older and disabled people to live in their homes in comfort and safety. You may be entitled to grants to help you carry out repairs or improvements to your home. Recently Merton council has agreed a new grants policy. This policy sets out who is eligible to receive grants for improvements. For information about who is eligible and how to obtain a grant please contact the Environmental Service at Merton Civic Centre by calling them on 020 8545 3025.

## **Care and Repair**

Hanover At Home in Merton provides advice and practical support with repairs, adaptations and improvements for older or disabled people who are private tenants or homeowners. They make home assessments, help find reliable contractors, advise on sources of funding and will oversee building work. They also provide a handyman service to help with small home repairs. There is a small charge for this service. Hanover At Home in Merton, can be contacted on 020 8648 0471.

## **Council or Housing Association Tenants**

If you are a council or housing association tenant, you can ask your landlord to make repairs to your home. If you are a council tenant and you become disabled the Council can sometimes carry out adaptations to your home as well as repairs to help you to carry on living there. If you think you need adaptations to your home you will need to contact the occupational therapists at Gifford House who will carry out an assessment of your needs and will contact your local housing office if they agree that your home needs some adaptations. If your home needs some repairs to enable you to carry on living there safely you should contact your local housing office. If it is not possible to adapt or repair your home to meet your needs there are ways the council can help you by offering to move such as moving you to another home that meets your needs.

If you need to move to another home this may be to another more suitable house or flat; a house or flat which has been specifically adapted to meet your needs; housing with support; sheltered housing or residential accommodation.

## **Advice and Information**

If you are the tenant of private rented property and require information on your rights of occupation or you are having concerns about your landlord's behaviour you can contact the Housing Advice Service, Merton Civic Centre, on 020 8545 3734 for information and advice.

If you live in rented accommodation or are staying with friends or family and you need to find alternative accommodation the Housing Advice Service can give you information on renting in the private rented sector.

If you own your home and need some help to manage it, we can give you advice about the different housing options that are open to you. We can also

help with money advice. You can contact the Housing Advice Service for more information.

Merton Council tenants should always contact their housing office for information and advice. Addresses and phone numbers for housing offices are listed at the back of the charter.

There are other organisations that may be able to give you information and advice about housing problems. CareConnect (see back of charter for contact details) could give you more information about these organisations.

## **Housing Register**

If you need to apply for Council accommodation you will have to apply to go on the housing register.

We will offer help to fill in the application form to go on the Council's housing register. You can contact the Housing Needs section at Merton Civic Centre, on 020 8545 4119.

Since April 2006 Merton Council has introduced a new way of letting homes called Choice Based Letting. Households applying for housing are placed into bands, according to their priority and are invited to 'bid' or express interest in a home. Households will be offered the home if they are in the highest priority 'bidder'. This differs to the previous scheme as households will not have to bid for a property they do not want, or do not want to live in the area the property is in. Homes are advertised in Merton Link, local papers, on the Internet and various other outlets.

If you would like more information about meeting your housing need ask for a copy of the leaflet '*Housing needs in Merton – your options explained*' from the Housing Needs Section or call the Public Information Officer on 020 8545 3475.

## **Homelessness**

If you are homeless or are about to become homeless and are a vulnerable person you should first approach the Housing Advice Service for information and advice on your situation. They can, if appropriate, refer your case to the Homeless Persons Unit at Merton Civic Centre. Your case will be assessed in accordance with the statutory homeless scheme and you may be offered

temporary accommodation while this assessment is taking place. If you are found to be homeless the local authority has a duty to provide you with accommodation. You may not be offered this accommodation immediately but will be offered temporary housing until there is a property available. If you think you are in this situation, please contact:

### **The Housing Advice Section**

Merton Civic Centre  
London Road  
Morden

Telephone: 020 8545 3734

The Homeless Person's Unit can be contacted on 020 8545 3714 or 020 8545 3715.

### **Moving elsewhere**

You may wish to move to another part of London or the country to be nearer to friends or relatives, who can offer you support. If you wish to investigate the possibilities of obtaining council or housing association accommodation in another area you should contact Housing Needs Section at Merton Civic Centre on 020 8545 4119, to ask about assessment for a place on the housing register. You should ask to speak to the Homes Mobility Officer for information and advice.

### **Housing with support**

Some housing associations offer housing with support. These are sometimes called Supported Housing Schemes. These are designed to help particular groups of people such as people with learning disabilities or people with mental health needs. If it is thought that a particular supported housing scheme will meet your needs you will be referred by your community care assessor following an assessment of your needs.

### **Adult placement**

This is private accommodation with a package of care and support included. Housing Benefit will meet most of the cost with a small amount met by the tenant. This scheme is best suited to people who are recovering from mental health problems, people with learning disabilities or fairly able older people. If

you do not need personal care but you do need some support it may be agreed at your assessment, that you should move into adult placement and your community care assessor will refer you to the Housing Support Team.

### **Resettlement service**

This service is available for people with mental health problems who are moving into their own home. You will be given assistance to apply to have all the services connected, help with your removal, advise and assistance to apply for all benefits and grants that you are entitled to. They will also help you to purchase essential items of furniture. To receive this service you must be referred by a housing officer in the council's lettings section or by your community care assessor, following an assessment of your needs.

### **Resettlement Service for people with learning disabilities**

This service is provided for people with learning disabilities who are moving out of long stay hospitals. A community care assessor will be allocated to you and will work as part of a team, which includes health services workers. They will work with you and your relatives and help to find out what your needs are and to help find the best place for you to live. When you have moved, your assessor will check regularly that the place you have moved to still meets your needs and will help you make any changes. If you need this service you will be referred by a health professional to:

### **Merton's Joint Learning Disability Team**

42 – 44 Russell Road  
Wimbledon  
SW19 1QL

Telephone: 020 8545 4490

### **Sheltered housing**

Sheltered housing is provided for older people who want to remain independent, but who want the added security of knowing that help is close at hand if they need it. If you are over 60 and you are interested in this type of housing you can contact Housing Needs Section at Merton Civic Centre by calling 020 8545 3602.

## **Extra Care housing**

In addition to traditional sheltered housing, Merton Council offers two Extra Care Schemes. Extra Care housing offers all the security of sheltered housing plus a more coordinated, flexible approach to care, with 24-hour on-site cover. It is an alternative to residential care although it does not replace it and maintains a degree of independence for its residents where possible.

Information can be obtained in the first instance from the scheme managers or from Housing Needs Team at Merton Civic Centre on 020 8545 3602

Trellis House  
Mill Road  
Colliers Wood  
SW19 2NE

Telephone: 020 8543 6680

Glebelands  
Love Lane  
Mitcham  
CR4 3AJ

Telephone: 020 8646 6632

## **Moving to a residential or nursing home**

If you have had an assessment from a community care team or a multi-disciplinary assessment, involving a number of health and social care professionals, it may have been agreed with you that you need to move to a residential or nursing home because your needs cannot be met any other way.

An assessment will identify how much nursing care you need together with any other health care.

The Health Service needs will provide all your care entirely free if you meet the Level 1 eligibility criteria for continuing health care.

Community care can help you with the cost of the social care part but you will be assessed to contribute towards this. This will identify how much you will have to pay. For more information about charges for services see section 9.

If you move to a residential or nursing home you can expect:

- To be given information to enable you to choose which home you would like to move to.
- To be given information about how much you will have to pay towards the cost of your care.
- To be involved in developing a care plan which is a document which sets out what your needs are and how they will be met in the home.
- To have a copy of your care plan.
- To be told how you can make a complaint about the home if you need to.

If you would like further information about issues around choosing a residential or nursing home there are a number of organisations, which may be able to give you advice and information. CareConnect (see contact details at the end of this charter) could give you details of which organisations to contact.

## 5. Helping you to stay independent

### What you can expect from us

- Where a piece of equipment is identified as suitable for your needs, the equipment will be delivered within seven days of the decision being made to provide that equipment.
- We will seek to ensure that the services you have been assessed as needing are provided consistently and to a good standard and that they enable you to remain as independent as possible.
- When you are in an acute hospital, we will arrange your discharge within two days of your doctor or consultant making the decision that you are fit to be discharged.
- If you are leaving hospital, you will be given the chance to recuperate at home or elsewhere before making any final decision about residential or nursing care.
- With the exception of permanent residential care, you will be offered the option of arranging services yourself through the councils direct payment scheme.
- We will respond to a referral to prevent immediate and unnecessary admission to hospital within two hours.

Most of the services mentioned in this charter will help you to stay or to become independent. Sections 4 and 7, *'Finding a suitable place to live'* and *'Getting the right health care'* refer to services such as adaptations to properties, housing with support, sheltered housing, district nursing, physiotherapy and intermediate care, which are all designed to help people stay independent. This chapter refers to services that are not specifically mentioned in other parts of this document. These services are:

- Home Care
- Meals on wheels
- MASCOT Community alarm scheme
- Rehabilitation services
- Day time opportunities
- Equipment and adaptations

- A direct payments scheme to organise and manage your own support services.
- Travel concessions

There are also a number of local voluntary organisations in Merton that provide advice and services to help you stay independent. A full list of voluntary organisations and the services they provide can be obtained from Merton Voluntary Service Council (MVSC), 020 8685 1771.

Merton's Community Care information service can also provide information about local services including voluntary organisations. CareConnect can be contacted on 020 8545 4710, full address can be found at the back of this document.

## **Home care**

Home care services are for older people or people with disabilities who have been assessed by a community care team and it has been agreed that support is needed in the home. Depending on the assessment of your needs you will receive support and assistance with personal care such as dressing and washing. Other tasks undertaken may include cleaning, ordering shopping and pension collecting. There are costs associated with Home Care services. You will be advised of these costs during your assessment.

In addition to the general home care service there are two specialist services, which may be available if you are assessed as needing them. The Hospital Discharge Team, which arranges and provides support to people being discharged from hospital. The Crisis Intervention Team provides short-term help to people in an emergency while their needs are assessed to find out what services might be needed in the long term.

### **For Home Care services you can expect:**

- A home carer who has been trained.
- To know who is coming to help you in your home.
- To know what the person will do.
- To know when the person will come and how long they will stay.
- If someone does not come when you expect them, you will be told the reason why and will receive an apology.

## **Meals on wheels**

This service delivers meals to people who are unable to go out and who cannot prepare adequate food for themselves and therefore are at risk of becoming undernourished. Frozen meals can now be provided so that you can have a choice of menu and you are able to choose when you would like to have your meal.

### **You can expect:**

- The meals to be nutritious
- To be given information about how your meals will be delivered

## **MASCOT – Community Alarm Scheme**

MASCOT is Merton Council's community careline service that provides the installation of a portable alarm in the home.

Older people use the careline mainly but any vulnerable person can benefit from the scheme. Trained and caring staff will get help for medical emergencies and help the police to combat bogus callers and hate crimes such as domestic violence and racial harassment.

If you think you would benefit from a community alarm call 020 8540 0355.

## **Rehabilitation**

Community Care and the Health Service arrange a number of rehabilitation services.

### **Rehabilitation service for visually impaired people**

A rehabilitation service for visually impaired people is provided by Merton Voluntary Association for the Blind (MVAB). On behalf of Merton council. This service provides courses for groups of people as well as offering a one to one service for individuals.

For more information about how to get this service please contact the physical and sensory impairment team at Russell Road Divisional Office (see contact details at the end of this charter).

## **Day time opportunities**

Day time opportunities are provided by the council and the Health Service to older people, people with learning disabilities, people with mental health needs and people with physical and sensory impairments. Day services provide care and support for people during the day, help people to carry on using existing skills and develop new skills, it helps people to get out of the house and meet others.

You can expect:

- To be advised what activities and opportunities are available to you.
- To be advised what arrangements there are for helping you travel to the activities.
- You can tell us what days you would like to attend the available services.

## **Equipment and adaptations**

If you have had an accident or been in hospital and you are assessed as needing some equipment to help you manage at home for a short period of time while you recover, this will be provided by the Health Service, usually by occupational or physiotherapists or a district nurse.

If you have a permanent and substantial physical impairment and you are assessed as needing equipment or adaptations such as grab rails in your bathroom or a downstairs shower these can be arranged by community care occupational therapists.

For details of how to obtain an assessment from an occupational therapist please see the Occupational Therapy section in this charter.

You can expect:

- The equipment to be delivered within seven days of the decision being made to provide that equipment.

If you would like more information about organisations that have equipment available for temporary loan you could contact CareConnect (see back of charter for contact details).

## **Direct Payments Scheme**

For people who are assessed as needing certain community care services, Merton Council offers a direct payments scheme. If you have a direct payment you can, with independent support if you wish, have the money so that you can arrange your own support and personal assistance in a way that suits you.

If you choose a direct payment you can expect:

- To receive support, advice and assistance if you want it, to recruit personal assistants, with payroll and with issues associated with being an employer.

For more information about direct payments you can ask at a community care divisional office for a copy of the leaflet '*A Guide to Direct Payments*'.

## **Travel Concessions**

These services provide assistance with travel for older and disabled people. There are three different types of travel concession:

- Taxi cards
- Freedom Passes – (sometimes called travel permits or bus passes)
- Blue Badges

Taxi cards are mainly for people who cannot use public transport.

For more information and an application form please contact:

### **The Community Care Office**

42 – 44 Russell Road

Wimbledon

SW19 1QL

Telephone: 020 8545 4490

Freedom Passes are for older people and some disabled people and gives concessionary travel on most public transport in London. If you are over 60 years old you can get an application form from your local post office. If you are a disabled person please call 020 8545 4490 for more information about who can have a Freedom Pass and how to apply.

Blue badges are for disabled people. They enable people to park their cars in places that make it easier for them to get around. If you would like more information about who can get a Blue Badge and how to apply please contact:

## **Parking Services**

London Borough of Merton  
Merton Civic Centre  
London Road  
Morden  
SM4 5DX

Telephone: 020 8545 4656

## **Social Security Benefits**

If you are on a low income, disabled or are an older person there are a number of financial benefits that you may be entitled to claim to help you pay for your housing, costs of daily living and your care and support.

## **Welfare Benefits Advice Surgery**

We run welfare benefits advice and information surgeries once a week for residents, who need help with welfare benefit, claims and appeals. Including retirement pension, housing benefit, council tax benefit, health benefit enquiries and completing forms. Priority is given to those receiving social care services.

To book an appointment or for more information about this service please contact:

### **Suzie Rollins**

Welfare Benefits Co-ordinator  
Merton Civic Centre  
London Road  
Morden  
Surrey  
SM4 5DX

Telephone: 020 8545 4178

## **Housing and Council Tax Benefit**

Housing and council tax benefit are for people who are on low incomes and are to help people with the costs of housing and paying council tax. The Housing Benefits Advisors at the council can give advice and help to people who think they might be entitled to claim these benefits. The advisors can also give advice to people about completing application forms either over the telephone number or in person. They are not, however, able to complete the forms on behalf of applicants.

For more information please contact:

### **The Housing & Council Tax Benefits Advisors**

Civic Centre  
Morden  
SM4 5DX

Telephone: 020 8274 4901

## **Income Support**

This provides financial support for people on low incomes. You can obtain a claim form from your local Benefits Agency office; see back of charter for addresses. For more information about how to apply please contact:

The Benefits Agency Office  
Concorde House  
Croydon

Telephone: 020 8710 5600

## **Job-Seekers Allowance**

This is for people who are unemployed and are actively seeking work. You should contact your local job centre to arrange an appointment to speak to someone about Job-Seekers Allowance.

## **Incapacity Benefit**

This is for people who were working, but who have become too ill to continue. You can pick up an application form from your local Benefits Agency Office (see back of charter for addresses). If you wish to make further enquiries you should contact:

Helena House  
348 High Street  
Sutton  
SM1 1PX

Telephone: 020 8652 5000

## **Attendance Allowance**

This is for people who are over 65 years old and who, as a result of a long-term health condition need help with personal care. If you qualify for this benefit it will be paid to you regardless of any other savings you may have, however it could be affected by other income you may have. You can pick up an application form from your local benefits Agency Office, or for further details you can contact:

### **The Benefits Agency office**

Concorde House  
Croydon

Telephone: 020 8710 5600

## **Disability Living Allowance**

This is paid to people who are under the age of 65, who have long term needs for help with care and mobility. This benefit will be paid regardless of any other savings you may have, however it could be affected by other income you may have. You can get an application form from your local Benefits Agency office (see back of charter for addresses).

## **Invalid Care Allowance**

This benefit is paid to someone who is caring for a person for at least 35 hours per week. The person they care for must receive Attendance Allowance or Disability Living Allowance at the middle or higher rate of the

care component. For an application form please contact your local Benefits Agency office, or for further enquires you can contact:

**The Benefits Agency office**

Concorde House  
Croydon

Telephone: 020 8710 5600

**Other information about benefits**

There are many other Social Security benefits that you may be entitled to. Other sources of information about benefits include:

**The DWP Benefit Enquiry Line**, for disabled people and their carers.  
Freephone – 0800 882200.

**Senior Line** – This is a telephone helpline which provides information about benefits for people over retirement age and their carers on: 0808 800 6565.

**Local Citizens Advice Bureau.** The addresses and phone numbers for these can be found at the back of this booklet.

Many other national and local organisations can offer advice and information about social security benefits. Care Connect has a list of these organisations and how they can be contacted. Please see the back of this booklet for details of how to contact Care Connect.

## 6. Supporting People in Merton

### What is Supporting People?

The Supporting People programme aims to provide a better quality of life for vulnerable adults and enable them to live independently, gain access to secure housing or maintain their housing. The programme provides housing-related support to prevent problems that can lead to hospitalisation; institutional care or homelessness and can help smooth the path from institutional care to independent living.

Although managed by the council, the programme is planned and delivered in partnership with other local organisations such as the health service, probation service, support agencies, service providers and service users.

In Merton, the vision for Supporting People is:

“To enable vulnerable people to maximise their independence, building safe and fulfilling lives in the community through support to their housing circumstances that meet their needs”.

### What are Supporting People services?

The services include helping a vulnerable person to find somewhere to live that feels like home or preventing a person from losing their home if there is danger of that happening. To achieve this Supporting People services aim to assist individuals with the practical support required to pay for their home, keep it warm, secure, clean and well maintained. In addition the services provide emotional or psychological support to ensure that individuals feel in control of what happens in relation to where they live and that they do not suffer feelings of isolation.

### What type of support is provided?

The types of housing-related support that the programme provides include:

- Setting up a home
- Developing life and domestic skills
- Managing finances and benefit claims
- Gaining access to other services and community organisations
- Establishing social contacts and activities

- Establishing safety and security
- Monitoring health and well being

This support may be provided by accommodation-based services or by non-accommodation based services. Accommodation based services require their customers to move in to the accommodation provided in order to gain the required support service. This may include sheltered housing and supported housing projects and women's refuges.

Non-accommodation based services provide support to people already living in suitable accommodation, providing community alarm services, home improvement services or floating support to assist the individual live independently in a safe, warm and clean environment as listed above.

### **What kind of support can Supporting People not provide?**

Supporting People cannot provide support with personal care, such as washing, bathing, dressing. Nor can they assist with administering medication, applying dressings or any other nursing tasks. However, other services are available to assist in these areas.

Whilst Supporting People can provide services for a short period of time or for a lifetime, the programme cannot be accessed on an ad hoc or one off basis.

### **Who can get support from the Supporting People programme?**

The programme is intended for a diverse range of vulnerable adults, which includes:

- People with a history of tenancy loss
- People who are homeless or sleeping rough
- People who have been in prison or who are at risk of offending
- People with a mental health need or learning disability
- People with a physical disability or sensory impairment
- People with drug or alcohol problems
- Women who are have experienced domestic violence
- Teenage parents or young people at risk
- Older people
- Refugees

Due to their circumstances or experiences vulnerable adults from all of these groups may currently get support. Unfortunately, due to the constraints on

the Supporting People financial allocation an investigation of supply against need was deemed necessary. This was to ensure that the programme reached those groups with the highest needs and the outcomes showed that the majority of current resource is required to support:

- Homeless people
- Older people
- People with a learning disability
- People with a physical disability
- People with mental health problems
- Young people leaving care

The remaining financial allocation is used to provide services to the other groups, but it is recognised that they are currently below the expected supply. However, whilst the funding position in Merton means that it will not be possible to address all expressed need, it has been identified that priority will be given to the following groups within the next five years:

- People affected by drugs or alcohol
- Women affected by domestic violence
- Ex offenders

It has also been identified that these client groups would benefit from cross authority service provision (for example, Merton, Sutton and Wandsworth working together).

Like wise it has been identified that there is a high need for an increase in the floating support services currently provided to young people leaving care, young people at risk and older people living in extra care supported housing.

### **What can I expect from a Supporting People service?**

All providers of Supporting People Services are under contract to the council and the Supporting People Team is responsible for monitoring the performance and quality of supporting people services under contract.

### **You can expect to have:**

- A full needs and risk assessment carried out that places your views at the centre and managed by skilled staff, involving carers and or other professionals.

- An individual support plan developed for you based upon an up to date needs and risk assessment.
- Your health, safety and security protected.
- Protection from any forms of abuse.
- Your cultural or life values and beliefs considered and respect. All services are committed to the values of diversity and inclusion.
- Free access to make complaints without fear of repercussions and full knowledge of Merton's complaints procedure

### **How can I access the Supporting People Programme?**

If it is thought that you have a particular housing support need that can be met by the Supporting People programme you can be referred by your social worker following an assessment or by:

- The Housing Department
- Housing Association
- Probation Service
- Health Service
- Citizens Advice Bureau
- Non-statutory Agencies
- Care Trusts
- Or you can refer yourself

Contact numbers for these different organisations and departments are available in the last section of this charter.

## 7. Getting the right PCT health service

### In Merton and Sutton you can expect:

- To be treated with dignity and respect by all healthcare staff.
- To be able to make an appointment to see a healthcare professional within 24 hours or a family doctor within 48 hours.
- To wait less than 17 weeks for an initial outpatient attendance following a written referral from your family doctor.
- To wait less than nine months for a planned (elective) inpatient admission via a waiting list.
- To be assessed, treated and discharged or admitted to hospital from Accident and Emergency (A&E) in under four hours
- To have an ambulance or paramedic with you within eight minutes of dialling 999 in cases that are life threatening and within 14 minutes in cases that are serious, but not immediately life-threatening.

If you need advice about your health you can contact your GP or you can call NHS Direct, which is a 24 hour telephone helpline staffed by nurses. If you need emergency treatment you can go to your local hospital accident and emergency department (casualty) or you can contact your doctor's out of hours service (the number is usually on a recorded message if you ring your doctor's surgery).

If you think that your life is in danger you should dial 999 for an ambulance.

### GP

Your GP can provide general health services, diagnosis and treatment for a large variety of conditions. If your condition needs more specialist attention your GP can refer you to the appropriate service.

Out of surgery hours, a service is available if you cannot wait until surgery re-opens. You can contact this service by ringing the usual surgery number. If you contact this service you will be asked some questions then helped. This help could be by being given advice over the telephone, by being asked to visit the GP the next day, by being asked to visit a health centre or surgery see a GP, by receiving a home visit or by being referred to a hospital.

If you need to register with a GP you can contact your local surgery to make an appointment to register. To get a list of local GP surgeries or if you have a

problem registering with a doctor you can contact:

Sutton and Merton Primary Care Trust on 020 8251 1111 or you can contact the Primary Care Agency.

### **NHS Direct**

NHS Direct is a 24-hour, Seven days a week, telephone helpline staffed by nurses. They can give information and advice about health care and about local health services.

Telephone: 0845 4647

### **NHS walk-in clinic**

A clinic is open seven days a week from 7am to 11pm at:

St George's Hospital  
Tooting

Nurses who treat minor ailments and give advice staff it. You do not need a referral or an appointment to be seen at the clinic.

### **Pharmacists**

NHS pharmacists are able to supply medicines and appliances on NHS prescriptions provided by your GP. All pharmacists can dispense private prescriptions and sell a range of medicines that are only available in chemist shops. Some pharmacists will deliver medicines to you at home. If you need advice on a health problem such as flu, your pharmacists will be able to advise you on self-treatment and what medicines are appropriate or recommend that you see your doctor. Most pharmacists are located on the high street or in large supermarkets, but if you do have difficulty finding one you can contact:

The Sutton and Merton Primary Care Trust on: 020 8251 1111.

You can expect:

- To have prescribed medication promptly and accurately dispensed.

## **Dentists**

Dentists provide general dental services and refer people to more specialist services if necessary. If you want to register with an NHS dentist you should ask at the practice where you wish to attend if they accept NHS patients. If you have any difficulties registering or if you need a list of local NHS dental practices contact:

The Sutton and Merton Primary Care Trust on: 020 8251 1111.

You can expect:

- Dentists to refer you on to more specialist services when appropriate.
- To be able to access an emergency dental service when your practice is closed.

## **Optometrists**

Sight problems should be taken up with an optician. There are many located in the high streets, but if you do have difficulties finding one that provides NHS services contact:

The Sutton and Merton Primary Care Trust on 020 8251 1111.

You may be eligible for a free eye test, for example, if you are over 60, or if you have diabetes or glaucoma, or if you are over 40 and have a close relative, for example, a mother or sister who has glaucoma.

You can expect:

- To have your eyes professionally assessed and any necessary glasses or contact lenses accurately ordered, made and fitted.

## **District nurses**

The role of the district nurse is to provide specialist care within the home. They can offer support for those with acute and chronic problems and for those with terminal needs.

They advise on health promotion, and can in conjunction with other professionals provide packages of care to help you stay at home rather than be admitted to a hospital. They will also help to support you should you have nursing needs on discharge. The district nurse will take referrals from health and social care colleagues as well as self-referrals.

You can expect:

- A district nurse to visit and with you and or your advocates assess your needs.
- Once you have been assessed your identified needs will be addressed appropriately and the district nurse will, with your permission make the necessary referrals or implement care from the community nursing team.

## **Hospital services**

Unless it is an emergency you should try contacting your GP or NHS Direct before going to a hospital Accident and Emergency Department (A&E), your GP or NHS Direct will advise you if you need to go to hospital.

Local accident and emergency departments are at St George's hospital, St Helier hospital and Kingston hospital.

St George's Hospital

Telephone: 020 8672 1255

St Helier Hospital

Telephone: 020 8296 2000

Kingston Hospital

Telephone: 020 8546 7711

If you need specialist care or services your GP or the doctor in the accident and emergency department may refer you to the hospital at St George's or St Helier or sometimes they may refer you to another hospital.

If you have been in hospital, you may need some new or different support and care to make it possible for you to leave hospital or to help you get your confidence back. You can expect local services to work together with you and your carer if you wish, to find out what your needs are and to find the best way of meeting those needs. You can expect to have a written copy of what is agreed so that you know what will happen after you leave hospital. If you agree, it would be helpful for other people who are going to help give you the care and support you need to have a copy of what has been agreed too.

Some people who have long term illnesses or conditions may need community health care services. You will often get this care from a number of different people who have different professions.

You can expect:

- All the people involved in your health care to give you information about your condition and medication
- They will discuss your condition and explain the options for treatment and the likely outcome
- They will listen to your views and concerns and will take these into account
- If you wish, they will tell a chosen friend or relative about your condition.

If you are not happy with the information or explanations provided by one person you can ask to see another member of staff. You can also discuss any concerns with your doctor and you can ask your doctor to refer you to someone else for a second opinion.

There are several different community health services that are provided in the area.

These include:

- Mental health services
- Learning disability services
- Physiotherapy
- Occupational therapy
- Speech and language therapy
- Chiropody
- Intermediate care
- Wheelchair service

## **Mental health services**

If you need specialist Mental Health services from the NHS and you live in Merton these will normally be provided by South West London and St George's Mental Health NHS Trust. You will usually be referred to these services by your GP.

You will usually be assessed at home or at an outpatient's clinic by staff from the Community Mental Health Team (CMHT). They will decide whether you need treatment, which may be provided on an in-patient basis at hospital, or at a day hospital or in the community. Occasionally, it may be decided that someone needs more specialist services, in which case you would be referred to the appropriate service by staff in the Community Mental Health Team (CMHT).

If your GP thinks that you don't need specialist mental health services you may be referred to a counselling service provided by your GP practice or another organisation.

## **Learning Disability services**

These services are available from a joint Health and Social Services team that provides physiotherapy, occupational therapy, psychology, psychiatry, and speech and language therapy and social work. There is also dual diagnosis input for people who need services for learning disabilities and mental health.

You can expect:

- To be seen within Three weeks of an ordinary referral.
- To be seen between 24 hours and Three days in an emergency depending on whether a psychiatrist or a nurse is needed for the assessment.

If you would like further information about health services for people with learning disabilities please contact Merton Joint Learning Disabilities Team on 020 8545 4490.

## **Physiotherapy**

If you have a long-term health problem, have been unwell or had an accident, physiotherapy can help your muscles and joints work to their full potential. It can help to reduce pain and stiffness to allow you to move better and repair damage and help you to re-learn basic movements. You could be referred to a physiotherapist by your GP or by another health worker. Physiotherapy could be provided in hospital, or by different services within the community.

## **Occupational therapy**

Following an illness or accident or as part of your long-term care you may need help from the occupational therapist service. Occupational therapists and assistants can help you to find the best ways of carrying out tasks such as getting dressed and cooking food. They will also be able to recommend and order equipment to make daily activities easier for you to manage. You could be referred to an occupational therapist by your GP, another health worker or a community care worker.

If you have a permanent and substantial physical impairment and you think you need equipment for a long period of time, you can contact the Occupational therapy duty worker on: 0208 545 4477. You will then be sent a form to complete so that the occupational therapists can decide if you are eligible for a service. If you are eligible you will then be assessed either at a clinic or at home, to find out what, if any, equipment you need. You may have to wait for six months or more to receive an assessment from a community care occupational therapy service.

## **Speech and language therapy**

Speech and language therapists help people with acquired neurological speech, communication and swallowing difficulties. These difficulties may occur, for example, following a stroke. The therapists will assess and advise on the best management of these difficulties and provide therapy where appropriate. You will normally be referred to a speech and language therapist by a health professional.

## **Chiropody**

### **Podiatry services – podiatry is the modern name for chiropody.**

The NHS podiatry service is for any person with a foot health problem, who is registered with a family doctor in the area. You may self refer for an assessment.

The podiatry service diagnoses, treats and cares for conditions that affect the foot and lower leg. The service does not provide simple toenail cutting. Nail cutting is only available to clients who have a diagnosed foot health problem, this is provided by a fully trained podiatry assistant. If you need someone to cut your toenails you will need to see a local private podiatrist, which you will have to pay for.

If you fit the NHS Podiatry criteria you will be offered the first available assessment appointment. However, the service is in great demand and you may have to wait up to 26 weeks from your first contact with the service. If you have a serious infection that is placing the foot or leg at risk we can treat you as an urgent case. Urgent cases will be given an appointment within five working days. At this appointment the service will only treat the urgent problem, so you will need to return at a later date for a full assessment. You may be asked to provide an 'urgent referral' letter from your family doctor.

## **Wheelchair service**

This service is for people who have a permanent impairment. The wheelchair service assesses people's needs and provides wheelchairs and seating aids. GPs, physiotherapists and occupational therapists would usually refer you to this service. If necessary someone will come to your home to discuss your needs.

You can expect:

- To receive notification of an appointment within Five days of the referral being received.
- If you need a standard wheelchair you can expect to receive it within one week following your assessment.

## **Intermediate care**

What you can expect from us:

- We will respond to a referral to prevent unnecessary admission to hospital within Two hours.
- We will respond to all other referrals within 24 hours including those to assist discharge from hospital.

Intermediate care services help you to stay at home when you might otherwise have to go into hospital. They might also help you to return home more quickly after a stay in hospital and where we can assist you to reach your true potential before making long-term decisions.

The services provided by intermediate care provide extra support such as nursing and therapy services. Depending on your assessed needs these services may be provided in your own home or as an in-patient in a residential or nursing home. Whilst you are receiving intermediate care services your medical care will usually be provided by your own GP.

To receive intermediate care a health care professional or a social services worker would normally refer you. You will then be assessed by a care co-ordinator who works closely with your GP.

Other services such as occupational therapy, physiotherapy and intermediate care also play a vital role in the process of rehabilitation and helping people stay independent.

## **8. Helping carers to care**

### **What you can expect from us**

- You will always be offered an assessment of your own needs as a carer and we will look at how those needs can be met.
- Any service offering you a break should be flexible in meeting your individual and cultural needs.
- We will give you a pack of information about the relevant services for both the service user and you as a carer.

In this publication the word carer does not mean care workers or care staff who are paid to provide care as part of their contract.

### **I am looking after someone. Am I a carer?**

Care is defined in a wide-ranging way including emotional and administrative support as well as physical and domestic tasks. Caring responsibilities may include regularly helping or supervising persons with everyday activities such as shopping, cooking, washing or bathing, dressing and providing emotional support and advocacy.

#### **Parent carer**

A parent carer is a parent of a disabled child. Carers will often see themselves as parents rather than carers, but their child will have additional care needs and may be entitled to additional services. Is this you?

#### **Young carers**

Young carers are under the age of 18. The person receiving care is often a parent, but can be a brother or sister who needs support.  
(See below for address of Merton Young Carers Project)

#### **Carer's assessment**

##### **How do I get help for the person I am caring for?**

There are rules, called eligibility criteria, about who can and cannot get help from Community Care services. To find out what you need and whether you qualify for help, Community Care staff will meet with you.

This meeting is called an assessment and we will arrange it somewhere suitable for you and your circumstances. You can bring a friend or relative with

you to the meeting, if you want to. The type of service you are offered will depend on your needs. After the meeting, you can expect to see a written copy of the assessment of your needs and if you are offered a service, you can expect a copy, in writing, of the plan of how we aim to meet your needs. If you wish to see the records we keep about you, you have a right to do so.

### **Can carers get help and support too?**

If you meet the eligibility criteria you are also entitled to a carers assessment in your own right, (even where the person cared for refuses an assessment). This will assess your own needs so that you can get support with caring.

Your assessment will give you the opportunity to tell Community Care services about the things that could make caring easier for you and how caring affects your life.

### **Services for carers**

There are a variety of services available to support carers in Merton. Many of these services are those that are provided to the person you care for, such as home care, provision of equipment and adaptations and daytime opportunities. These services are all listed in other parts of this charter.

If you and the person you care for need a break from each other, there are several services available which enable you to go out for a few hours or to have a break overnight. These services are called 'respite care'. Respite care can be provided by someone else coming to stay with the person you care for in their home or by the person you care for going to stay somewhere else.

If you or the person you care for are assessed as needing respite care your community care assessor will discuss the most appropriate type of service with you and the person you care for.

### **Is there a charge for these services?**

Usually, yes. Charges vary according to the service and ability to pay. Here are some useful national contacts:

### **[www.direct.gov.uk/carers](http://www.direct.gov.uk/carers)**

The 'Caring for someone' section provides a single point of access to government information and services.

**www.carers.gov.uk**

Department of Health Carers Website

**Carers UK**

20/25 Glasshouse Yard

London

EC1A 4JT

Telephone: 020 7490 8818

Carers line: 0808 808 7777 cost of a local call,  
Wednesday and Thursday 10am to 12pm and 2pm to 4pm  
[www.carersuk.org.uk](http://www.carersuk.org.uk)

There are several local organisations that provide support, information and services for carers. These include:

**Carers Support Merton (CSM)**

Young Carers Project

The Vestry Hall

London Road

Mitcham

Surrey

CR4 3UD

Telephone: 020 8640 4159

Email: [info@carerssupportmerton.org.uk](mailto:info@carerssupportmerton.org.uk)

Carers Support Merton (CSM) provides support for carers and information on services available to them locally and nationally. They produce carers' fact sheet packs and quarterly newsletter. Carers Support Merton identifies carers and raises awareness of their needs at policy level. Their support workers give information, support and advice, including benefits advice, to carers (excluding young carers) of adults and parent carers of children of all ages, as well as people with mental health needs.

The Young Carers Project provides support and activities for young carers.

## **Merton Crossroads Caring for Carers Ltd**

The Vestry Hall  
London Road  
Mitcham  
Surrey  
CR4 3UD

Telephone: 020 8648 9677  
Email: [manager@mertoncrossroads.org](mailto:manager@mertoncrossroads.org)  
Contact: Valerie Cova

The scheme provides trained care support workers to give home based respite to relieve carers of physically disabled, chronically sick people, children and adults with learning disabilities. A day, night and full weekend service is available to offer carers a break. A designated palliative care service to give practical support to carers of people with cancer. A fortnightly Saturday Club for children on the autistic spectrum of disorders. There is no charge for these services.

## **Merton MENCAP**

The Wilson Hospital  
Cranmer Road  
Mitcham  
CR4 4TP

Telephone: 020 8646 0965  
Fax: 020 8646 0965  
Email: [info.merton@swlondonmencap.nhs.uk](mailto:info.merton@swlondonmencap.nhs.uk)

Merton MENCAP works on behalf of people with learning disabilities and their families to improve services and to change attitudes. A services co-ordinator provides information, advice and support to families. Three clubs for adults of different ages, holiday schemes for children in the summer, and young people at Easter and in the summer.

**Merton MIND**

The Vestry Hall  
328 London Road  
London Road  
Mitcham  
Surrey  
CR4 3UD

Telephone: 020 8648 6565  
Fax: 020 8648 2188  
merton.mind@virgin.net

Merton MIND provides a range of services to enable people with mental health problems to remain in the community. For adults there are Two day centres, a weekend drop-in, a women's group and a user involvement project. For older people with dementia and their carers we provide a range of integrated services such as respite, day care, home care, counselling and groups for carers. Also a disabled peoples counselling service.

You can also ask at community care offices, CareConnect or at Merton Link for a copy of the public information leaflet: *'How to get help if you are looking after someone'*.

## 9. Charges for services

### What will I have to pay?

Most National Health Services are free. There are a few exceptions such as prescriptions and dental care.

You will not have to pay for information and advice from Merton's Housing and Community department and you will not have to pay for an assessment.

You will, however, have to pay for many of the services that are provided by or arranged by Housing and Community Care.

For services arranged by us there are national rules for calculating how much you will be required to pay towards residential or nursing home care and different locally determined charging arrangements for community based services. These must fall within the statutory guidance "*Fairer charging policies for home care and other non-residential social services*".

The amount you have to pay will depend on how much income you have and what your savings are.

If a charge is to be made for a service that you need, we will let you know how much that will be as soon as we have collected the information we need about how much money you have.

### Residential or Nursing Home Care

If you need to receive care in a residential or nursing home you will normally be charged for these services. The charges for these services are based on national guidelines.

If you have capital of £21,000 or more, excluding the value of any property, you will have to pay the maximum cost of the care that you receive. If you go to into care on a temporary basis, we ignore any property you have. If you are going into care on a permanent basis, then we ignore your property for the first 12 weeks. You may then be assessed to pay the full cost of your care after the 12 weeks. The exception to this is if your spouse or another dependent still lives in the property. The NHS now provides care from qualified nurses in nursing homes free of charge.

If you have less than £21,000 in capital you will still have to contribute to the cost of your care, but you may be entitled to some financial assistance.

If you are in this situation you should contact the Housing and Community department and will appoint a worker from the Community Care Team to assess your needs and work with you to find the most suitable type of care.

If the Community Care Team agrees that you need residential or nursing care they will ask the Financial Assessment Team will work out how much you need to pay, based on your income, including social security benefits, and the amount of capital Savings you may have.

Providing we have all the financial information from you and the Department for Work and Pensions;

You can expect:

- To be assessed and informed of how much you will have to pay towards the cost of your care within Five days of community care receiving all the relevant information.
- To receive a bill for your care each month during the month after the care has been provided.
- To receive your first bill for care within 12 weeks of receiving the care providing we have all the necessary information and done all assessments.

If your circumstances change in any way you should tell Merton's Financial Assessment team. They are based at Merton Civic Centre on 020 8545 3605. They may advise you to claim more benefits or they may want to reassess how much money you pay.

If you think you are being charged incorrectly, you can ask for a reassessment of your finances. Please tell the Financial Assessment Team about any information that is not correct or if anything has been forgotten, so they can make any corrections.

If you receive respite care in a residential or nursing home this is governed by the same National Guidelines referred to for permanent care, however, it does not include your property as part of your capital. Your property is disregarded for assessment purposes.

## Community Services

These are services such as Home Care and Day Care.

For more information about charges for community care, you can ask for a copy of the leaflet the '*Home Care and Day Care financial assessment and payment handbook*' by calling the Financial Assessment Team on 020 8545 3605.

## Home Care Charges

You can expect:

- If you require home care you will be assessed and informed of how much you will have to pay within five days of community care receiving all the necessary information.
- Invoices for homecare are sent out every four weeks after you have received the care (in arrears). You will be charged for Four weeks in arrears based on your service package. This is because of the length of time it takes to get information from the people who provide homecare about how much care they have provided. Please note that any difference between the actual hours and what we have billed you will be reconciled at the end of every quarter.

If your circumstances change in any way you should tell the Financial Assessment team on 020 8545 4036. They may advise you to claim more benefits or they may want to reassess how much money you pay.

If you think that what you are being charged is wrong you can ask for a reassessment of your finances. Please tell the Financial Assessment team about any information that is not correct or if anything has been forgotten, so they can make any corrections. If you are still unhappy with the charge, you may then appeal to the Council in writing.

## 10. How to suggest improvements and what to do if things go wrong

The standards you can expect are:

- Complaints procedures will be publicised so individuals using the services and their representatives know how to complain about the quality or nature of how services are delivered.
- Your complaint will be treated seriously and thoroughly investigated. You can expect a clear explanation and an apology if appropriate.
- Complaints will be resolved as near as possible to the point of service delivery where the complaint arose.
- Complaints or comments will be responded to within the time set within each service area. If there are delays an explanation for this will be given in writing. You will be notified of this when your complaint is acknowledged.
- Complaints will be treated confidentially.
- The complaints process to be both fair and accessible. If you need support to make a complaint you can expect to be assisted for example through the provision of interpreters, translation, signers, large print and Braille.
- Complaints will be monitored and an annual report produced.

### Can I complain or make comments?

It is valuable to us to receive comments and feedback about the services we provide so that we can make sure that we are meeting people's needs and make improvements where necessary. Any comments and complaints will be treated confidentially and your services should not be affected simply as a result of making a complaint.

If you wish to make a comment or complaint about a service it is best to speak to the person who is providing you with the service first. If you don't feel able to do this you can contact the Primary Care Trust's Patient Advice and Liaison Service (PALS), their Complaints Manager or the Customer Services Officer in the Housing and Community Care Department.

Primary Care Services (GPs, dentists, pharmacists and opticians) should all have their own complaints procedures clearly displayed.

You could also contact the Independent Complaints and Advocacy Service (ICAS) about concerns you have about the local health services.

### **How does the complaints procedure work?**

If your complaint relates to more than one organisation, the person in the organisation you speak to first about the complaint will ask for your permission to tell the other organisation(s) about your concerns. You can expect the organisations to work together to resolve your complaint.

All organisations work to broadly the same standards regarding initial complaints. You may make a complaint in person, by telephone or by letter. You can make a complaint directly to the people providing the service that you are dissatisfied with or you can contact the complaints officer or customer services officer.

Each organisation has different targets about the timescale in which they will respond to your complaints. You can get more information about the targets and standards that each organisation uses by contacting the complaints officers or customer services officer listed below.

If the organisation you complain to cannot give you a response within the appropriate timescale you should be given an explanation of why there is a delay and an expected timescale for a final response.

You may be invited to meet with someone to discuss your concerns. This stage is called local resolution or Stage 1. If you are not satisfied with the outcome of the local resolution you will be given information about the next stage of the complaints procedure for each organisation.

If your complaint relates to a Health Trust you will receive information about how to request an independent review. This is where a member of the Trust, called a Convener, considers your complaint with help from an independent layperson. If they think it would help to resolve your concerns, they may decide to set up an Independent Review panel to reconsider your complaint. They may make other recommendations or they may decide that every effort has been made to address the problem that has been raised.

If your complaint relates to Housing and you are not satisfied with the outcome the next step is to write to the Director of Community Care and Housing. The Director will then arrange for the matter to be investigated by a senior manager in the Department. If you remain dissatisfied following the outcome of Stage 2 you can write to the Chief Executive of the Council to ask for the complaint to be investigated further.

If your complaint relates to Community Care and it has not been resolved at Stage 1, or if it is too serious to be dealt with appropriately at Stage 1, your complaint will be investigated either by a manager who is independent of the complaint or an independent investigator. This is Stage 2 of the procedure.

If, when you have completed all the stages of the relevant complaints procedure, you are not satisfied with an organisation's response to your complaint you can contact:

- The Health Service Ombudsman, for complaints about health services:

**Mr Michael Buckley**

The Health Service Ombudsman for England

Millbank Tower

Millbank

London SW1P 4QP

Telephone: 020 7217 4051

Textphone: 020 7217 4066

- The Local Government Ombudsman, for complaints about Housing and Community Care:

**Mr Jerry White**

The Oaks No 2

The Westwood Way

Westwood Business Park

Coventry

CV4 8JB

Telephone: 024 7682 0000

Fax: 020 7682 0001

- The Commissions for Social Care Inspection, for all social care services:

33 Greycoat Street

London

SW1 2QF

Telephone: 020 7979 2000

- Your local MP or
- finally the courts.

## **Comments and feedback on the Charter**

Within each of the organisations a senior manager is responsible for ensuring that the standards in the charter are met and that the charter is monitored and that improvements to services are made on the basis of monitoring the standards. These managers are known as charter champions. They welcome any comments you would like to make about any aspect of this charter.

Please put them in writing and send them to the charter champions at:

### **Community Care**

Terry Hutt  
Head of Community Care  
4th Floor, Civic Centre  
Morden  
SM4 5DX

[terry.hutt@merton.gov.uk](mailto:terry.hutt@merton.gov.uk)

### **Housing**

Peter Mulloy  
Head of Strategy & Partnerships  
4th Floor, Civic Centre  
Morden  
SM4 5DX

[peter.mulloy@merton.gov.uk](mailto:peter.mulloy@merton.gov.uk)

### **Supporting People**

Peter Mulloy  
Head of Strategy & Partnerships  
4th Floor, Civic Centre  
Morden  
SM4 5DX

[peter.mulloy@merton.gov.uk](mailto:peter.mulloy@merton.gov.uk)

## **Sutton and Merton Primary Care Trust**

Angela Gibson  
Executive Director – Merton  
Sutton and Merton Primary Care Trust  
Falkland Wing  
Nelson Hospital  
Kingston Road  
Raynes Park  
London  
SW20 8DB

### **Contact numbers for complaints**

The following is a list of useful contacts if you need to make a complaint about a service.

If you would like to make a complaint about services in Merton Community Care and Housing Department you can do so making the complaint in writing and sending it to the Customer Services Officer. Alternatively you can phone to request that we send you a copy of the leaflet *'Have your say about Merton Housing and Social Services'* which contains a form that can be completed and sent back to the Customer Services Officer. Alternatively you can phone and request an appointment to meet with the Customer Services Officer in Merton Link.

### **Merton Community and Housing Department**

Customer Services Officer  
3rd Floor  
Civic Centre  
London Road  
Morden  
SM4 5DX

Telephone: 020 8545 3509  
Fax: 020 8545 3637  
Email: [housing.complaints@merton.gov.uk](mailto:housing.complaints@merton.gov.uk)  
[socialservices.complaints@merton.gov.uk](mailto:socialservices.complaints@merton.gov.uk)

**St George's Healthcare NHS Trust**

St George's Hospital

You should write to the Business Manager of the Department that has given you cause to complain.

Telephone: 020 8672 1255

**Epsom and St Helier University Hospital NHS Trust**

Marcel Markan

St Helier Hospital

Wrythe Lane

Carshalton

SM5 1AA

Telephone: 020 8644 4343

**South West London and St George's Mental Health Trust**

You should address your complaints to:

The Chief Executive

SW London & St George's Mental Health Trust

Springfield Hospital

61 Glenburnie Road

Tooting

SW17 7DJ

Telephone: 020 8672 9911

**Sutton and Merton Primary Care Trust**

Tony Foote

Complaints Manager

Falkland Wing, Nelson Hospital

Kingston Road

Raynes Park

London

SW20 8DB

Telephone: 020 8251 0143

Email: [tony.foote@smpct.nhs.uk](mailto:tony.foote@smpct.nhs.uk)

For further information, advice and advocacy services to help you make a complaint, many of the local voluntary organisations may be able to help you. You can contact CareConnect for more information about which organisation may be able to help you. Their phone number is at the back of the Charter.

## 11. List of useful contacts

Community Care	Address	Phone Number
General enquiries	Please contact the relevant divisional office – see below for contact details	
Older People – for anyone over state retirement age 60 for women 65 for men	Gifford House 67c St. Helier Avenue Morden SM4 6HY	020 8545 4430 or 020 8545 4431
Morden and Wimbledon Mental Health Community Mental Health Teams	The Lodge Nelson Hospital Kingston Road Rayne's Park SW20 8DB	020 8254 1007
Mitcham East and Mitcham West Community Mental Health Teams	The Wilson Hospital Cranmer Road Mitcham Surrey CR4 4PT	020 8687 4781
Merton Community Drugs Team	The Wilson Hospital Cranmer Road Mitcham Surrey CR4 4PT	020 8687 4666
Merton Community Alcohol Team	White Lodge Springfield University Hospital 61 Glenburnie Rd London SW17 7DJ	020 8682 6931
Physical and sensory Impairment Age 18 – 60/65	42-44 Russell Road Wimbledon London SW19 1QL	020 8545 4493 or 020 8545 4494
HIV All ages	42-44 Russell Road Wimbledon London SW19 1QL	020 8545 4547
Learning disabilities Age 18 – 60/65	42-44 Russell Road Wimbledon London SW19 1QL	020 8545 4493 or 020 8545 4494

## List of useful contacts

Community Care	Address	Phone Number
Out-of-hours. (Emergency Duty Team)		020 8770 5000
Complaints	Jan Austin Customer Services Officer Civic Centre London Road Morden SM4 5DX	020 8545 3509
MASCOT community alarm scheme	Mascot Centre Wykeham Lodge Langley Road SW19 3PA	020 8540 0355 (24 hours)
Occupational Therapy – (18 – 60/65 years)	Access Team 42 -44 Russell Road Wimbledon London SW19 1QL	020 8545 4493 or 020 8545 4494
Occupational Therapy – over retirement age (For equipment & adaptations)	Gifford House 67c St Helier Avenue Morden SM4 6HY	020 8545 4477 Monday, Wednesday & Friday 9.30 – 12.30
Merton Link & Contact Centre	Merton Link Merton Civic Centre London Road Morden SM4 5DX	020 8274 4901  <a href="http://www.merton.gov.uk">www.merton.gov.uk</a>  Click on A-Z

## List of useful contacts

Housing	Address	Phone Number
Housing advice	Housing Division Civic Centre London Road Morden SM4 5DX	020 8545 3734 or 020 8545 3733
Homeless Persons Unit	Housing Division Civic Centre London Road Morden	020 8545 3714 020 8545 3715
Housing Needs (was known as Housing Lettings)	Housing Division Civic Centre London Road Morden SM4 5DX	020 8545 3717 020 8545 3720
London Borough of Merton Council Housing Management	Merton Housing Services Chapel Orchard Church Road Mitcham Surrey CR4 3BE	0845 304 6090 Repairs freephone: 0800 404 6090
Phipps Bridge District Housing Sub-office	2 Cobham Court Haslemere Avenue Mitcham CR4 3PR	020 8545 4600
Housing & Council Tax Benefit	2nd Floor Civic Centre London Road Morden SM4	020 8545 4903
<b>Supporting People</b>		
Supporting People Team Community and Housing	1st Floor, Civic Centre LB Merton London Road Morden SM4 5DX	020 8545 3844

## List of useful contacts

Health	Address	Phone Number
Sutton and Merton Primary Care Trust	Sutton and Merton Primary Care Trust Nelson Hospital Kingston Rd Rayne's Park SW 20 8DB	020 8251 1111
NHS Direct		0845 4647 (24 hours)
Complaints about family health services (doctors, dentists and pharmacists)	Primary Care Agency 187 Ewell Road Surbiton Surrey KT6 6AU	020 8335 1400
Merton and Sutton Patient Advice and Liaison Service (PALS)		0800 085 3182
Complaints Service	The Complaints Manager Falkland Wing Nelson Hospital Kingston Road Rayne's Park London SW20 8DB	020 8251 0143
Merton and Sutton Independent Complaints and Advocacy Service (ICAS)	29 West Sutton Street Sutton SM1 1SJ	020 8642 2583 (24 hours)
Epsom and St Helier University Hospitals NHS Trust	St Helier Hospital Wrythe Lane Carshalton Surrey SM5 1AA	020 8296 2000
St George's Healthcare Trust	St George's Hospital Blackshaw Road Tooting SW17 OQT	020 8672 1255
SW London & St George's Mental Health NHS Trust	Springfield Hospital 61 Glenburnie Road London SW17 7DJ	020 8672 9911

## List of useful contacts

Health	Address	Phone Number
Enquiries about the planning and purchasing of health care	Ian Ayres Chief Executive Sutton and Merton PCT Nelson Hospital Kingston Road SW20 8DB	020 8251 1111
St. George's Hospital Walk-in Centre		020 8700 0505
Queen Mary's Hospital Minor Injuries Unit		020 8355 2450/2813
St. Helier Hospital		020 8296 2000
St. George's Hospital		020 8672 1255
Kingston Hospital		020 8546 7711
Mayday University Hospital		020 8401 3000
Stop Smoking Service		020 8725 0981
Sexual health helpline		020 8407 3636
Talk to Frank (drugs information and advice)		0800 77 66 00

## List of useful contacts

Information and Advice	Address	Phone Number
CareConnect	Merton Civic Centre, London Road Morden SM4 5DX	020 8545 4710
Citizens Advice Bureau	Kellaway House 326 London Road Mitcham CR4 3ND	020 8288 0450
Citizens Advice Bureau	7 Crown Parade Crown Lane Morden SM4 5DA	020 8715 0707
Merton Voluntary Service Council	The Vestry Hall London Road Mitcham Surrey CR4 3UD	020 8685 1771
Benefits Agency	Boundary House 317-321 London Road Mitcham Surrey CR4 4YF	020 8710 5600
Benefits Agency	3 Brook Street Kingston-Upon-Thames Kingston KT1 2EY	020 8481 3000
Benefits Agency	Ravensbury House 3 Palmerston Road Wimbledon London SW19 1PG	020 8784 4900
Benefits Agency – Regional Office and Telephone enquiries	Concorde House Croydon	020 8710 5600
Welfare Benefits Advice Surgeries	Merton Link Merton Civic Centre London Rd Morden SM4 5DX	020 8545 4178

# Useful Websites

<b>Carers</b>	<a href="http://www.carers.gov.uk">www.carers.gov.uk</a>
<b>NHS Direct</b>	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
<b>London Borough of Merton</b>	<a href="http://www.merton.gov.uk">www.merton.gov.uk</a>
<b>Sutton and Merton PCT</b>	<a href="http://www.suttonandmerton.nhs.uk">www.suttonandmerton.nhs.uk</a>
<b>Supporting People Advisory Network</b>	<a href="http://www.supporting-people.org.uk">www.supporting-people.org.uk</a>

## Other leaflets about social services for adults and older people

All of these public information leaflets are available from Social Services offices, CareConnect and Merton Link on the ground floor, Merton Civic Centre, Morden. Alternatively they are available [www.merton.gov.uk](http://www.merton.gov.uk).

- *A guide to direct payments*
- *Adult Abuse*
- *Better care, higher standards charter*
- *Guide to social services for adults*
- *Have your say about Merton's Social Services.*  
(A guide to the Merton Social Services complaints procedure)
- *Hospital social work service*
- *How to get help if you are looking after someone* (Information for Carers)
- *Occupational therapy – information for people with a physical impairment*
- *Services for deaf and hearing impaired people*
- *Services for older people*
- *Services for people with a learning disability*
- *Services for people with physical impairments*
- *Services for people with Mental Health problems*
- *Services for people with a visual impairment*
- *Who can get community care services?*



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

Information is also available in large print, in Braille and on tape

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

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

**Arabic** إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا في العنوان المدون ضمن الإطار أدناه.

**Bengali** যদি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন, তলার বক্ সে আমাদের ঠিকানা রয়েছে।

**Chinese** 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。

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

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

**Gujarati** જો તમને તમારી પોતાની ભાષામાં વધારે માહિતી જોઈતી હોય, તો કૃપા કરીને નીચે અંતમાં આપેલા ખાનામાં દર્શાવેલા સરનામે અમારો સંપર્ક કરો.

**Punjabi** ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

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

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

**Tamil** உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்பினால், அடியிலுள்ள பெட்டிக்குள் தரப்பட்டுள்ள விலாசத்தில் எம்முடன் தொடர்பு கொள்ளுங்கள்.

**Urdu** اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے اس پتہ پر رابطہ قائم کریں جو کہ نیچے کے بکس میں درج ہے۔

Public Information Officer  
3rd Floor, Merton Civic Centre, Morden SM4 5DX  
Telephone: 020 8545 3475