



# **A guide to Housing Options for Older People in Elmbridge**

# Introduction

This booklet is intended to help older people, their families, carers and organisations that work with older people in Elmbridge. It provides details on the range of housing options for older people in the Borough and how and where you can get more information.

As people age many find that they have increasing difficulties managing their homes. Some older people would prefer to remain in their own home, whilst others look to move, sometimes choosing more specialised types of housing that might offer companionship, security, care and support. The directory provides information both on local services that are designed to allow people to remain in their own homes as well as details on the range of housing available for people who are considering moving.

This guide does not provide details of all the housing options available to older people in the borough. It includes housing schemes and services specifically for older people provided by housing associations, Elmbridge Borough Council and local charities, but does not provide details on all the schemes provided in the private-sector.

If you have any comments on this booklet, including any changes that need to be made, please either telephone Elmbridge Borough Council's Housing on ☎ 01372 474632 or ✉ [housingpolicy@elmbridge.gov.uk](mailto:housingpolicy@elmbridge.gov.uk)

Although the utmost care has been taken to ensure this booklet is both accurate and comprehensive, the Council takes no responsibility for any omissions or errors contained therein.

A copy of this document is available on our website [www.elmbridge.gov.uk/housing](http://www.elmbridge.gov.uk/housing)

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# Section One - Moving Home

## Chapter 1 – Independent Living Housing for rent in Elmbridge

### 1.1 Introduction

Most Retirement Housing for rent is provided by non-profit making housing associations and by some voluntary charitable organisations including Almshouses. Housing associations generally aim to offer their housing to people in the greatest housing need, at rents which are affordable – perhaps with the help of Housing Benefit. They set criteria describing who qualifies for their housing and which applicants have the highest priority. Eligibility criteria for scheme acceptance will vary from provider to provider

This type of accommodation is sometimes called Retirement Housing and other times it is called sheltered housing or independent living. The term “Retirement Housing” is used in this document and it relates to housing where occupancy is restricted to people at or near retirement age and where, there is often low level of support provided to make sure that residents are ok.

If you are looking for Retirement Housing to rent and are already a tenant of a housing association you should first approach your landlord and explore the possibility of a transfer.

#### a. What can Retirement Housing offer you?

Retirement Housing offers a secure and independent lifestyle with support and activities available when you require. It is not the same as a residential care home, but is specially designed for those at or approaching retirement age who need a certain level of support but want a home of their own and can live independently.

Most Retirement Housing provided for rent by housing associations in Elmbridge consists of self-contained one bedroom flats, with their own kitchen, bathroom and living areas. Some schemes have a small number of studio flats and/or two bedroom flats available.

## **Security**

Most flats are fitted with an easily accessible alarm system, which puts you in direct contact with staff during working hours or, outside office hours, to a central control centre providing 24 hour cover every day of the week. Most schemes have door entry systems, which control access to the building.

## **Safety**

To minimise the risk from fire, each scheme is fitted with smoke detectors and fire alarms. Lifts are available in the majority of schemes (with the exception of Kemble Close).

## **Communal activities and areas**

Most, if not all, schemes have a venue to host events. The lounges are very comfortably furnished and provide a place for hobbies, relaxation or just somewhere to chat with friends. Residents can choose to be as active as they wish. Retirement Housing allows you to lead a private life with the option of participating at the level you choose.

Social activities take place throughout the year, though the range and frequency will depend on each scheme. Many events are organised by the residents themselves and typical activities include coffee mornings. These activities may vary from scheme to another and from one housing provider to another.

## **Gardens**

The majority of Retirement Housing schemes have gardens with plenty of seating enabling you to enjoy the warmer weather. Many residents have their own window boxes and some ground floor flats also have their own small garden.

## **Guest Rooms**

Some schemes have comfortable guest rooms enabling family and friends to stay for one or more nights. Many of the rooms have en-suite bathrooms plus tea and coffee making facilities and are available at a reasonable rate.

## **Pets**

Cats and dogs usually not allowed, retirement housing providers have different policy. You may wish to check with the housing provider when making an application.

## **b. Who is Retirement Housing for?**

- In general, if you are over 55 years of age then you can apply for retirement accommodation. However, different landlords have different policies about the minimum age requirement they use and it is worthwhile checking with the particular landlord before making an application, if this information has not already been provided.
- Couples may be eligible even if a partner is below retirement age.

Retirement Housing is suitable for all people who are able to live independently and do not have high care needs which would require a more specialist type of accommodation, such as a residential care home or a nursing home

Anyone at or approaching retirement age can apply for Retirement Housing including owner-occupiers. Priority will be given to applicants who do not have the financial means to afford accommodation in the private sector.

As part of the application process, home visits may be arranged to assess your circumstances. Viewings can often be arranged prior to offer.

## **c. Independent Living Neighbourhood Co-ordinators.**

As of 16 July, PA housing made some changes to the way they provide the service. The Scheme Manager service has been replaced by Independent Living Neighbourhood Co-ordinators. As a result, daily support visits are no longer provided, but the pull-cord/emergency alarm has been retained.

Each Independent Living Neighbourhood Co-ordinator manages around 125-150 homes with focus on contractor management (e.g. cleaning, gardening, repairs etc) and communal repairs. They also run resident surgeries as part of resident involvement work.

## **d. Help with your housing costs**

The cost of accommodation is usually made of rent, eligible service charges plus the cost of housing support and hardwired alarm provision. If you have a low income or few savings you may qualify for Housing Benefit or Council Tax Support. This is a service where the Council can give you help to pay all or part of your rent and council tax bill. The amount that you receive depends on your personal and financial circumstances.

To find out if and how you can get help with these costs, or for more information please contact Housing Benefits on ☎ 01372 474060

✉ [benefits@elmbridge.gov.uk](mailto:benefits@elmbridge.gov.uk) or visit <http://www.elmbridge.gov.uk/housing-benefits/> (a claim form is available online).

### **e. Choice Based Lettings**

Elmbridge Borough Council operates a Choice Based Lettings banding scheme called SEARCH Moves.

The scheme is in partnership with Paragon Asra Housing Group known as PA Housing (previously Paragon), the largest social housing provider in Elmbridge.

### **Changes to SEARCH Moves from September 2017**

We made a number of changes to how properties are advertised via SEARCH Moves. These include:

- From September 2017, Search Moves property adverts are no longer linked to a fortnightly cycle, but may open and close on any day of the week
- Properties will be advertised normally for 5 days but could also be advertised for more or less days and this will be shown on each advert
- No properties are advertised in the Cross Partner (orange) section as from 1 September 2017

The option of auto bid is available to those customers whose criteria matches the property specification. The bid will be placed on your behalf, you will need to select “auto bid” when logging into your Locata account.

Applicants on the Housing Register will be assessed according to their housing needs and placed in one of the four bands ranging from A - D, A being the highest priority.

### **Which Properties Can I Bid For**

All properties that become available are advertised daily on [www.searchmoves.org.uk](http://www.searchmoves.org.uk). The properties will outline who can bid for the

property, the number of bedrooms, any age restrictions, the number of people who can live in the property, if the property is adapted and suitable for applicants with mobility concerns etc.

### **How to apply for rented Retirement Housing (Independent Living)**

PA Housing existing tenants who wish to apply for Independent Living (Retirement Accommodation) can apply through the transfer list and they are not required to apply through the housing register.

New applicants need to make an online application to join the Elmbridge Housing Register details available on the council website

<http://www.elmbridge.gov.uk/housing/applying-for-social-housing/>.

For further information contact housing options on ☎ 01372 474590 or

✉ [housingoptions@elmbridge.gov.uk](mailto:housingoptions@elmbridge.gov.uk)

## **1.2 Housing Providers – Retirement Housing for rent**

The rest of this chapter provides details on the various Independent Living schemes in Elmbridge offering rented accommodation provided by housing associations. It is organised by housing association and sets out details on each scheme. For full details visit their website on

<https://asra.pahousing.co.uk/independent-living>

### **A. PA Housing**

PA Housing operates 17 schemes of independent living accommodation for older people across Elmbridge and these are known as Elmbridge Independent Living.

#### **PA housing schemes**

##### **1. Bradshaw House & Bishops Hill** (including The Bowling and Bishops Hill) – Bishops Hill, Walton on Thames, KT12 2PT.

Properties: 62 flats. Sizes 1, 2 bed. Includes wheelchair properties  
Facilities: Lift, lounge, laundry (Bradshaw only), guest facilities, garden

Accessibility: Access to site – fairly easy Distances: Bus stop 550 yards; shop 250 yards; post office 600 yards; town centre 600 yards, GP 1 mile(s); social centre 10 yards

**2. The Bowling** - Manor Road, Walton on Thames, KT12 2NX

Properties: 14 flats. Sizes 1 bed & 2 bed

Facilities: Lift, use of Bradshaw guest room and lounge, garden

Accessibility: Access to site - fairly easy

Distances: Bus stop 500 yards; shop 250 yards; post office 600 yards; town centre 440 yards; GP 1 mile(s); social centre 10 yards.

**3. Chaddesley** - Portmore Park Road, Weybridge, Surrey, KT13 8HA

Properties: 26 flats. Sizes 1 bed  
Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site - fairly easy

Distances: Bus stop; shop; post office, town centre, social centre 440 yards and GP 600 yards

**4. Churchfield House** - Lushington Drive, Cobham, KT11 2LX

Properties: 98 flats. Sizes 1 and 2 bedroom flats, including wheelchair properties.  
Facilities: Lift, lounge, laundry, guest facilities, garden and conservatory

Accessibility: Access to site – easy

Distances: Bus stop 50 yards; shop 100 yards; post office 300 yards; town centre 300 yards; GP 1 mile(s); social centre 25 yards.

**5. City Wharf House** - Ditton Reach, Thames Ditton, KT7 0XB

Properties: 54 flats. Sizes 1 bed. Includes wheelchair properties

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site - fairly easy

Distances: Bus stop and shop 400 yards, post office 0.5 mile(s); town centre 2 mile(s) GP 440 yards; social centre 1 mile.

**6. Clayton House** - Sugden Road, Thames Ditton, KT7 0AA

Properties: 27 flats. Sizes 1 bed (34 - 41 outside the block)

Facilities: Lift, lounge, laundry, guest facilities, garden, Accessibility:  
Access to site – fairly easy

Distances: Bus stop 50 yards; shop 200 yards; nearest post office in  
Hinchley Wood; GP 1 mile(s); social centre 0.5 mile(s)

### **7. Heath House**, Park Road, Weybridge, KT13 8HA

Properties: 41 flats. Sizes 1 bed

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site – fairly easy, Distances: Bus stop and post  
office 100 yards, town centre 200 yards; GP 50 yards; social  
centre shop 300 yards 300 yards

### **8. Homefield** - 94 Molesey Road, Hersham, KT12 4RE

Properties: 54 flats, (5 bungalows outside building). Sizes 1 bed

Facilities: Lounge, laundry, guest facilities, garden

Accessibility: Access to site – fairly easy

Distances: Bus stop; shop 100 yards; post office ; town centre; GP and  
social centre 0.5 mile(s).

### **9. Kemble Close** - St Mary's Road, Weybridge, KT13 9PS

Properties: 27 flats, bungalows. Sizes 1 bed

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site – easy

Distances: It is convenient for local shops and has a regular bus service to  
Walton and Weybridge

### **10. Manor Court** - High Street, West Molesey, KT8 2LZ

Properties: 38 flats. Sizes 1 bed. Facilities: Lift, lounge, laundry, guest  
facilities, garden

Accessibility: Access to site - easy

Distances: Bus stop 5 yards; shop 50 yards, post office; town centre; GP  
and social centre 0.7 mile

### **11. Paul Vanson Court** - New Berry Lane, Hersham, KT12 4HQ

Properties: 53 flats. Sizes 1 bed, 2 beds.

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site – fairly easy  
tances: Bus stop 400 yards;  
shop 200 yards; post office 300 yards; town centre 2 mile(s);  
GP 300 yards; social centre 400 yards

**12. St Helen's** - Weston Green Road, Thames Ditton, Surrey, KT7 0JD

Properties: 28 flats (20 main block/ 8 outside block). Sizes 1 bed

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site - fairly easy

Distances: Bus stop 100 yards; shop 400 yards; post office 400 yards;  
town centre 1 mile(s); GP 500 yards; social centre 400 yards

**13. The Firs** - Hare Lane, Claygate, Surrey, KT10 0NW

Properties: 94 flats. Sizes, 1 bed, 2 beds, 3 beds This scheme is a mixed  
tenure of which (leasehold units are no 35,40,41,45,46,47,48,  
49,55,56,60,61,69,70&75) and the remaining are rented  
sheltered units.

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site - fairly easy

Distances: Bus stop 100 yards; shop 150 yards; post office 150 yards;  
town centre 4 mile(s); GP 250 yards; social centre 250 yards.

**14. The Limes** - Spreighton Road, Molesey, Surrey, KT8 2PZ

Properties: 61 flats. Sizes 1 bed. Includes wheelchair properties, Facilities:  
Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site - fairly easy

Distances: Bus stop; shop 150 yards; post office; town centre 0.5 mile(s);  
GP 1 mile(s); social centre 0.7 mile(s)

**15. Rydens Avenue**, 23 Rydens Avenue, Walton on Thames, KT12 3NS

Properties: 8 flats, bungalows. Sizes 1 bed, 2 beds. Opened in 2003.

Facilities: Lift, lounge and garden

Accessibility: Access to site - not so easy.

Distances town centre 1.5 mile(s); GP 0.8 mile(s)

## **16. Talbot Lodge**, West End Lane, Esher, Surrey, KT10 8NE

Talbot Lodge is a mix of leasehold and rented units (the remaining 4 rented properties, as tenancy comes to an end, they will become leasehold). A Resident Manager is on site Monday to Friday.

Properties: 13 flats. Sizes studios, 1 bed. Includes mobility standard & wheelchair properties

Facilities: Lift (only in the main block), lounge, laundry, guest facilities, garden

Accessibility: Access to site - easy, but less so for less mobile people.

### **How to apply:**

PA Housing existing tenants who wish to apply for Independent Living can apply through the transfer list and they are not required to apply through the housing register.

New applicants need to make an online application to join the Elmbridge Housing Register details available on the council website

<http://www.elmbridge.gov.uk/housing/applying-for-social-housing/>.

For further information contact the Housing Options for Older People Officer

on ☎ 01372 474599, ✉ [housingoptions@elmbridge.gov.uk](mailto:housingoptions@elmbridge.gov.uk) or write to:

Housing Options, Elmbridge Borough Council, Civic Centre, High Street, Esher, Surrey, KT10 9SD

## **B. Crown Simmons Housing**

Crown Simmons is based in Elmbridge and owns several Retirement Housing schemes for rent and for sale in the borough. The following schemes provide rented accommodation only.

### **1. Mole Abbey Cottage** Abbey Walk, West Molesey, KT8 2JL

Properties: 11 Maisonettes, 12 bungalows. Sizes 23 one-bed

Facilities: Lounge, laundry, guest facilities, gardens

Accessibility: Access to site - fairly easy

Distances: Bus stop 100 yards; shop and post office 110 yards; town centre 200 yards; GP 120 yards; social centre 2 mile(s)

**2. Alstonfield** 5 Claremont Lane, Esher, KT10 9DP

Properties: 21 flats, bungalows, Sizes 20 X one-bed & 1 X two-bed

Facilities: Communal gardens

**3. Threeways:** 43 Claremont Lane, Esher, KT10 9DP

Properties: 4 flats. Sizes 4X one- bed

Facilities: Communal gardens

**4. The Fairings** Clarence Road, Hersham, KT12 5 JY

Properties: 15 flats. Sizes 15 X one-bed. Includes mobility standard & wheelchair properties

Facilities: Lounge, laundry, communal gardens and stair lift

**5. Leighdale** 23 Woodland Grove, Weybridge, KT13 9EQ

Properties: 10 flats. Sizes 9 X one-bed and 1 X two-bed

Facilities: Lounge, laundry, communal gardens

**How to apply:**

Crown Simmons does seek nominations from Elmbridge Borough Council's Housing Register when vacancies arise, so if you are interested in any of the above schemes you are encouraged to apply to join the Council's Housing Register. Alternatively you can apply directly to Crown Simmons housing register by completing an on line application. For more information on any of the above schemes, please contact Crown Simmons. ☎ 01372 461440, ✉ [enquiries@crownsimmons.org.uk](mailto:enquiries@crownsimmons.org.uk) or visit <https://www.crownsimmons.org.uk/become-a-resident/apply-for-a-home/rent-a-home/>

**C. Kingston Churches Housing Association**

Kingston Churches Housing Association operates mainly in the Royal Borough of Kingston upon Thames but provides one retirement scheme within Elmbridge.

**1. Torrington Lodge**, 20 St Mary's Road, Long Ditton, KT6 5EY

Properties: 14 flats. Sizes studios and 1 bedroom flats

Facilities: Lounge, laundry, guest facilities, garden

Accessibility: Access to site - easy, but less so for less mobile people

Distances: Bus stop 2 yards; shop 100 yards; post office 250 yards; town centre 1 mile(s); GP 300 yards; social centre 0.5 mile(s)

### How to apply:

For more information, including how to apply contact Kingston Churches call

☎ 020 8399 7221 ✉ [office@kcha.co.uk](mailto:office@kcha.co.uk) or visit:

<http://www.kcha.org.uk/applying-for-housing/>

## D. Orbit Housing Association

Orbit Housing Association owns housing across much of Southern England and manages one Retirement Housing scheme for rent in Elmbridge.

### 1. **Woodward Close:** Claygate, Surrey, KT10 0EG

Properties: 12 flats. Sizes studios, 1 bed includes mobility standard properties

Facilities: Lounge, laundry, garden.

Accessibility: Access to site easy

### How to apply:

Orbit does seek nominations from Elmbridge Borough Council's Housing Register when vacancies arise, so if you are interested in the above scheme you are encouraged to apply to join the Housing Register. For more information on this scheme, please call ☎0800 678 1221

✉ [info@orbit.org.uk](mailto:info@orbit.org.uk) or visit: <http://www.orbitsouth.org.uk>

## Chapter 2 - Almshouses

### 2.1 Introduction

Almshouses are independent local charitable trusts that provide affordable housing. Most Almshouses have rules as to who they can house, they normally consider only local people or applicants who have a strong connection with the area. Vacancies are usually advertised in libraries, churches and other public buildings close to the accommodation.

### 2.2 Almshouses providers in the borough

#### A Walton on Thames Charity

Walton on Thames Charity provides two sheltered schemes in Walton on Thames. To be eligible to apply, applicants must be current residents of the Ancient Parish of Walton (The Ancient Parish covers the areas of Walton, Hersham and the Oatlands area of Weybridge). Applicants should be over 60 years of age or but the Charity will consider, in exceptional circumstances, applicants aged over 55 years.

Walton on Thames Charity does not ask for nominations from Elmbridge Council's Housing Register and all enquiries should be made directly to Walton on Thames Charity.

A Welfare Officer provides assistance with advice and advocacy to older people. The service is available to the older people themselves, as well as their friends, family and carers.

#### 1. **Mayfield**, 74 Hersham Road, Walton on Thames, KT12 5UN

Properties: 47 flats. Size, 1bed

Facilities: Lift, lounge, laundry, guest facilities, garden

#### 2. **Fenner House**, Mayfield Road, Walton on Thames, KT12 5PL

Properties: 49 flats. Size 1bed - Short-term care services available

Facilities: Lift, lounge, laundry, guest facilities, garden

#### **How to apply:**

Applicants can also download the application forms and view some photos of both sheltered housing schemes from the website (address shown below). For more information, including how to apply contact the Housing Manager please call

Telephone: 01932 220242

E-mail: [admin@waltoncharity.org.uk](mailto:admin@waltoncharity.org.uk) or visit <http://www.waltoncharity.org.uk>

## **B Whiteley Village**

Whiteley Village is a unique concept in seamless care for the elderly's different needs, consisting of independent living in cottages, an extra care housing complex and residential care and nursing home provision.

The Village is located near Walton-on-Thames in Surrey. The woodland surrounding the residential area of the Village offers a variety of secluded and interesting walks with an abundance of wildlife.

### **1. Whiteley Village Cottages**

Whiteley Village welcomes applicants for cottages, single or couples, from all walks of life. Priority is given to those from retail and agricultural trades, or those living within Surrey or Berkshire. Prospective entrants should have reached retirement age (65 years for men and 60 years for women), on date of entry

They should be fit and in good general health. To meet the founder's criteria, the Trust needs to know about the finances of each applicant.

**Properties:** 277 flats, Bungalows, houses. Sizes studios, 1 bed and 2 bed homes including mobility standard properties

**Facilities:** Lounge, restaurant, laundry, guest facility, garden, conservatory, hobby room, café, shop, hairdressing salon, swimming pool, bar/pub, library

**Accessibility:** Access to site - easy, but less so for less mobile people

**Distances:** Bus stop 20 yards, shop 70 yards, post office 70 yards, town centre 2 mile(s), GP 70 yards, social centre 70 yards

### **How to apply:**

Households seeking to rent one of the cottages at Whiteley Village should apply directly to the Trust. The Trust does not ask for nominations or referrals from Elmbridge Borough Council's Housing Register.

For general enquiries contact Whiteley Homes Trust by please call

**☎** 01932 842360 **✉** [cottages@whiteleyvillage.org.uk](mailto:cottages@whiteleyvillage.org.uk) or visit

<http://www.whiteleyvillage.org.uk>

## **C. Thames Ditton Almshouse Charity**

### **1. Lynton House:** Lynton, St. Leonards Road, Thames Ditton, KT7 0RW

Properties: 15 flats, bungalows (for rent). Sizes studios, 1 bed, including mobility standard & wheelchair properties

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site - easy, but less so for less mobile people.

Distances: Bus stop 2 yards; shop 100 yards; post office 250 yards; town centre 1 mile(s); GP 300 yards; social centre 0.5 mile(s)

Thames Ditton Almshouse Charity caters for pensioners who are living, or have at some time lived, within the ancient parish of Thames Ditton, including Weston Green, Hinchley Wood and parts of Esher and Claygate.

**Almshouses** located in 58-68 Station Road, Thames Ditton, KT7 0NS. Opened in 1720, there are 6 one bedroom houses with a community alarm service.

**Almshouses** located in 57-67 Weston Park, Weston Green, Thames Ditton, KT7 0HW. Opened in 1980, there are 6 one bedroom dwellings with a community alarm service.

### **How to apply:**

For more information contact the warden's manager Sandi Savides on 

0208 398 0306 or  [sandisavides@hotmail.co.uk](mailto:sandisavides@hotmail.co.uk)

or  [lyntonhome@btconnect.com](mailto:lyntonhome@btconnect.com)

## Chapter 3

### 3. Leasehold Retirement Housing

#### 3.1 Introduction

Most leasehold Retirement Housing is purchased at full price on the open market and marketed by the housing providers, Estate Agents or websites such as Housing Care, Right Move and Zoopla.

However, a few housing associations provide schemes for older people with insufficient capital to buy at market price, where you buy a share of the property (e.g. 70%) and pay rent on the remainder. There is no shared ownership (part rent/part buy) provision in Elmbridge.

Retirement Housing for sale is nearly always built by private building companies. Once all the houses or flats in the scheme have been sold, the scheme is usually run by a separate management group. This management group then employs the warden and organises maintenance services. You will pay a service charge to cover these costs.

Those interested in purchasing a property are strongly advised to obtain expert financial and legal advice, not only on buying the property but on paying the service charge and the running costs, before committing themselves. Find out exactly what the service charge covers and what it doesn't.

All retirement leasehold schemes should have been purpose-built to a specification that incorporates amenities and design features especially suitable for older people.

#### 3.2 Leasehold Retirement Housing Providers

##### A. Beechcroft Trust Ltd

**Claremont Place**, Church Road, Claygate, Esher, KT10 0JD

Properties: 23 flats. Sizes 1bed, 2bed, 3bed. Opened in 2005

Facilities: A few minutes' walk from Claygate High Street shops, restaurants.

## For more information:

For further details, please call ☎01491 843975 or 01491 825522

✉ info@beechcroft.co.uk or visit <http://www.beechcroft.co.uk> or visit <http://www.housingcare.org>

## B. Peverel Management Services

### 1. Fairlawn: Hall Place Drive, Weybridge, Surrey, KT13 0AJ

Properties: 38 flats. Sizes 1 bed, 2 bed

Facilities: Guest facilities, garden, ground floor flats have own conservatories

Accessibility: Access to site - fairly easy, but less so for less mobile people.  
Distances: bus stop 1 mile(s); shop 900 yards; GP 1.5 mile(s)

Pets: Both cats & dogs accepted (not to be replaced)

### 2. Bridge Court: Located in Springfield Meadow, Weybridge, KT13 8BE.

Properties: 51 flats. Sizes 1 bed, 2 bed

Facilities: Lift, lounge, laundry, guest facilities

Accessibility: Access to site - easy, but less so for less mobile people

Distances: Bus stop 500 yards; shop 150 yards; post office; town centre; GP 350 yards; social centre 400 yards

### 3. Royston Court: Manor Road North, Hinchley Wood, Esher, KT10 0AW.

Properties: 36 flats. Sizes 1 bed, 2 bed

Facilities: Lounge, laundry, guest facilities, garden

### 4. Alexandra Lodge, Monument Hill, Weybridge, KT13 8RY

Properties: 24 flats. Sizes 1 bed

Facilities: Lift, lounge, laundry, guest facilities

Accessibility: Access to site - fairly easy.

Distances: Bus stop 400 yards, shop 400 yards, post office 800 yards, town centre 400 yards, GP 800 yards, social centre 800 yards

**For more information:** For further details contact Peverel Management Services on ☎ 0845 634 8751 or 01425 632332, or visit <http://www.peverelmanagement.co.uk>

### **C. Grange Management Southern Ltd**

- 1. Aragon Court**, Pemberton Road, East Molesey, Surrey, KT8 9LP  
Renovated in 2000, there are 16 one and two bedroom with non-resident management staff.
- 2. Aspen Square:** Located in Oatlands Drive, Weybridge, Surrey KT13 9ZA  
There are 24 two bedroom houses. Opened in 1993. There is a community alarm service.

### **For more information**

Please call ☎0845 330 3444 ✉ [info@grangemanagement.com](mailto:info@grangemanagement.com)  
or visit: [www.grangemanagement.com](http://www.grangemanagement.com)

### **D. MacCarthy & Stone**

- 1. Dial Stone Court**, Oatlands Avenue, Weybridge, Surrey, KT13 9DE

Dial Stone Court opened in 2011 and consists of 27 one and two bedroom Later Living homes. These apartments are ideally located close to an array of local shops including a supermarket and a newsagent.

- 2. Meadows House**, New Zealand Avenue, Walton on Thames, KT12 1PG

26 Retirement Living 1&2 bedroom flats for sale. This new scheme benefits from a guest suit which is available for homeowners guests at a very small cost.

For more information contact MacCarthy & Stone ☎0800 2014811 or visit <https://www.mccarthyandstone.co.uk/meadows-house-surrey>

### **E. Crown Simmons**

- 1. Elizabeth Hart Court**, Mayfield Road, Weybridge, Surrey KT13 8XB.

17 one-bed flats built in 1973 and renovated in 1989 with laundry and communal gardens facilities.

**2. Gunters Mead**, 37 Copsem Lane, Esher, Surrey KT10 9HJ

65 flats one-bed & two-bed built in 1980 it has lounge, laundry, landscaped gardens and guest facilities.

**For more information:**

For more details, please contact Crown Simmons ☎01372 461440

✉ [enquiries@crownsimmons.org.uk](mailto:enquiries@crownsimmons.org.uk) or visit <http://www.crownsimmons.org.uk>

**F. PA Housing**

**1. Rydens Avenue:** 23 Rydens Avenue, Walton on Thames, Surrey, KT12 3NS

8 flats, bungalows one bed and two beds properties built in 2003. It has a lift, lounge and garden

**2. Talbot Lodge**, West End Lane, Esher, Surrey, KT10 8NE

25 flats, bungalows, studios and one bed leasehold properties including wheelchair properties. It has a lift, lounge, laundry, guest facilities and a garden.

Talbot Lodge is a mix of leasehold and rented units.

**3. The Firs** - Hare Lane, Claygate, Surrey, KT10 0NW

Properties: 40 one bed, two beds, with

Facilities: Lift, lounge, laundry, guest facilities, garden

Accessibility: Access to site - fairly easy

Distances: Bus stop 100 yards; shop 150 yards; post office 150 yards; town centre 4 mile(s); GP 250 yards; social centre 250 yards.

## Chapter 4 - Extra Care Housing

### 4.1 Extra Care Housing

Extra Care Housing is housing to rent or to buy, designed with the needs of frailer older people in mind and with varying levels of care and support available on site. People who live in Extra Care Housing have their own self-contained homes, their own front doors and either a tenancy or lease.

It is also known as assisted living or simply as “housing with care”. It is a popular choice among older people because it can sometimes provide an alternative to a care home. It can be ideal for people who are less able to manage on their own, but who do not need the level of care available in a residential care or nursing home. Services offered will vary between schemes, but meals and some personal care will be provided.

In addition to the communal facilities often found in retirement housing schemes extra care developments often include a restaurant or dining room, health & fitness facilities, hobby rooms and even computer rooms. Domestic support and personal care will be available all day, every day (or at the very least for the greater part of the day), provided by on-site staff.

### 4.2 Extra Care Housing Schemes

#### 1. **Huntley House:** Octagon Road, Whiteley Village, Walton-on-Thames, KT12 4EH.

Huntley House is an extra-care scheme designed for people who would like to maintain their independence but require a degree of support to enable them to do so. The scheme opened in November 2003.

Huntley House consists of 51 self-contained apartments to be let unfurnished with a Licence to Occupy. The scheme is staffed 24 hours a day, although night time support is limited to responding to emergencies only.

The apartments can accommodate either one or two. Should occupiers require assistance, ranging from domestic aid to personal care, it would be available following an assessment. In addition staff at Huntley House will be available to assist with general welfare issues, accessing community services and leisure activities. Huntley House also has laundry facilities, for which help will be available, should residents need it

Applicants for Huntley House must be over retirement age, 60 for women and 65 for men.

Residents in Surrey, who are already receiving assistance through Social Services, should apply through their Care Manager. For self-funding applicants, Huntly house is currently accepting direct application.

### **How to apply:**

For more information including to see if you are eligible, for more information about the service costs or how to apply call Residential & Nursing Home Care Centre on ☎ 01932 842360 or ✉ [generaloffice@whiteleyvillage.org.uk](mailto:generaloffice@whiteleyvillage.org.uk) or visit <http://www.whiteleyvillage.org.uk>

## **2. Anchor retirement homes**

**Austin Place**, 72 Oatlands Drive, Weybridge, KT13 9JA

This new development is a Leasehold Retirement Housing that provides home owners with care support package, should this be needed, to and help to maintain an independent lifestyle. The charges for these flexible care services will vary depending on the level of support required

For more information ☎0808 231 5980 or visit

<http://www.anchor.org.uk/austin-place/independent-retirement-living>

## **Chapter 5 - Residential Care & Nursing Home options**

### **5.1 Introduction**

Care homes offer accommodation and personal care for people who may not be able to live independently. Care home places can be funded publicly but many people pay for their own care.

#### **Types of care**

There are two main types of care homes, residential and nursing homes.

#### **Residential care home**

These range in size from very small with few beds to large-scale facilities. They offer care and support throughout the day and night, staff help with washing, dressing, at meal times and with using the toilet.

#### **Nursing Homes**

This type of home will normally offer the same type of care as residential ones but with the addition of 24-hour medical care from a qualified nurse.

Residential care is a different housing model, which offers different care packages comprised of domestic and personal care.

In some cases people wonder whether they can give away their home or their savings so that they can avoid paying for residential care. In any event, if you are thinking about transferring your assets you should seek independent financial and legal advice before making a decision.

### **5.2 Residential and nursing home care**

Many people find it difficult to look after themselves at home, e.g. after a stay in hospital. If you live in Surrey and are unable to manage at home and require support you can ask the local Social Care Locality Team within Surrey County Council to assess your social care needs. You may just need help for a couple of hours each week or it may be daily help that you need.

Elmbridge Borough Council does not have role in directing or giving detailed advice. Surrey County Council is the local social services authority covering Elmbridge, so any enquiries about social care or residential care should be directed to the County Council and not to Elmbridge Borough Council.

For more information on local providers contact

Surrey County Council Adult Social Care Services on ☎0300 200 1005

✉ [contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk) or visit [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

### **5.3 Nursing Care/Nursing Homes**

Care homes may be owned and opted by private individuals, companies, not for profit organisations and local authority social services departments. All care homes in England are registered and inspected by the Care Quality Commission for Inspection (CQC). For more information visit [www.cqc.org.uk](http://www.cqc.org.uk)

### **5.4 Nursing Care Housing Providers**

There are nursing care providers which are run by highly skilled nurses, supported by well-trained care worker with a choice of extensive activities programme for residents.

If you can afford to pay your own fees you can choose a home and make your own arrangements. Before making any arrangements, it is a good idea to ask for a local authority assessment of need, particularly if you may need help with the fees at some point in the future. If you are paying your own fees, the care home must provide a written contract when you move in.

To find out more or to find a suitable nursing care that meet your needs visit <http://www.housingcare.org>

## Section Two – Staying Put

### Chapter 6 - Help to maintain and improve your home

#### 6.1 Introduction

There are various different schemes and services available in Elmbridge to help people remain living independently in their homes.

##### a. Care and Repair Elmbridge (CARE)

CARE is a home improvement agency run by the Council. If you are an owner-occupier or private tenant on a low income, or aged 70 or over or disabled, who needs to repair, improve or adapt your home, then you may be able to get help from CARE.

##### What CARE does

- provide free information and advice on claiming benefits, energy efficiency and home security.
- advise on what type of repair, improvement or adaptation is needed and can help you in applying for financial assistance for home repairs or improvement to pay for the works.
- provide a project management service, from the design and planning stage, through to recommending contractors and organising and overseeing the work to make sure the work is being carried out to a good standard.

If the work is eligible for a council grant, then a fee of 15% can be included in the grant and would cost you nothing. If you pay for the works privately, fees of 12.5% of the costs of the works apply.

CARE also offers a handyman service to carry out minor repair jobs in and around the home.

CARE does not provide personal care to residents but does offer a range of other services, including:

##### a. Housing Options for Older People Service

Our Housing Options for Older People Service (HOOPS) provides free advice and information to help you with your housing decisions – for example,

whether to adapt your home or to look at moving instead. Get more information.

## **b. The Handyperson Service**

Care and Repair Elmbridge's Handyperson Scheme can assist with small works of a health and safety nature and can provide a rapid response to hasten a planned hospital discharge, or to assist in avoiding admission to hospital.

Works such as:

- fitting grab rails and banister rails
- eliminating trip hazards
- moving beds downstairs (for hospital discharge)
- providing and fitting key safes
- minor repairs
- security works such as installing spy holes and door bars
- small plumbing jobs
- carrying out a 'healthy house' check to identify future works

## **The Charges**

There is charge for the Handyperson Service, £10 per hour for people who receive a means tested benefit and £17 per hour for people who do not, plus VAT if appropriate.

The above rates don't apply to Key-safe charges, where supply and fitting costs £46 for people who receive a means tested benefits and £50 for people who do not. Usually the materials are also charged at a cost.

To find out more call ☎ 01372 474 645, ✉ [careandrepair@elmbridge.gov.uk](mailto:careandrepair@elmbridge.gov.uk) or visit <http://www.elmbridge.gov.uk/housing>

## **c. Disabled Facilities Grants (DFG)**

These are to aid in the adaptation to the home of a person considered to be disabled or infirm. Applicant could be an owner or a tenant and a recommendation is required from an occupational therapist that works are necessary and appropriate for one or more of the following purposes.

- creating access to and from the home, to family room or access to a bedroom
- making the home safe
- specially adapted bath or shower room, a toilet and/or wash-hand basin in a room in the home

- creating accessible work place for the preparation and cooking of food
- improving or providing a heating system
- altering electric supply (power and/or lighting systems)
- alteration to allow the disabled person to provide care for someone else
- alteration to allow the disabled person safe access to the garden

## **DFG Costs and charges**

There is a maximum of £30,000 for these grants which are means tested. However, the age and condition of the home may be taken into consideration. Some other financial assistance can be offered for the client to move to another property. This assistance includes: removal expenses, legal costs, valuation costs and any other works to be agreed by the Council up to a maximum of £5,000.

### **d. Financial assistance for home repairs and improvements**

In addition to disabled facilities grants, the council offers the following:

#### **Home Trust Loans**

These are for owner-occupiers whose properties need essential repairs, improvement or adaption and who do have the funds to carry out the work. Subsidised loans of between £1,000 and £25,000 can be offered through our partner, Parity Trust.

#### **Major works grants**

Grants of between £5,000 and £25,000 are on offer to owner-occupiers and private landlords, subject to funding being available. These grants can be used to remedy category one hazards or bring properties up to the decent homes standard. Examples of work that could be funded include making the property structurally stable or fixing defective ceilings and wall plastering.

#### **Minor work grants**

Grants of up to £5,000 can be offered to homeowners and private landlords, subject to funding being available, to remedy category one hazards or to keep a property from serious disrepair. The type of work that could be funded include repairing faulty heating or electrical systems and the treatment of damp, rot and timber infestation.

### **Energy efficiency grants**

Grants of up to £1,000 can be offered to homeowners and private tenants, subject to availability, but applicants are expected to look to other sources of funding first, visit our [energy efficiency page](#) for more information.

### **Empty property grants and loans**

If you own a home in Elmbridge which has been empty for 12 months or more, we may be able to provide you with financial help to carry out improvements and repairs and bring the property back into use. Visit our [empty property grants and loans page](#) for more information.

To find out more call ☎ 01372 474 645, ✉ [pshousing@elmbridge.gov.uk](mailto:pshousing@elmbridge.gov.uk) or visit <http://www.elmbridge.gov.uk/housing/financial-assistance-for-home-repairs-and-improvements/>

## Chapter 7 - Community Support Services

### 7.1 Introduction

Community Support Services provides information services for older people, provision of seven Centres for the Community, Meals on Wheels, Elmbridge Relief Carers Scheme, Community Alarm Service, Community Transport, Dial a Ride, Hire a Bus and support for the Voluntary Sector.

The Council produces a “Services Directory”, which provides a comprehensive guide to services for older adults in Elmbridge. Printed copies of this directory can be obtained by ☎ 01372 474552.

### 7.2 Some of the services and facilities include:

#### a) Community Alarm

Anyone of any age can use a community alarm or piece of Telecare equipment, especially if you live alone, feel vulnerable, are disabled or have been a victim of crime.

#### How does it work?

The alarm unit is installed via your phone line and linked to a Care Centre, 24 hours a day, 365 days a year. The Centre will respond to your needs and organise appropriate assistance through your key holders or the emergency services.

#### The Cost

The current fee for the service is £3.90 per week or £50.70 quarterly. VAT will be payable unless an exemption declaration can be signed. For more information please contact Community Alarm Services on ☎ 01372 474560 or ✉ [communityalarms@elmbridge.gov.uk](mailto:communityalarms@elmbridge.gov.uk) or visit <http://www.elmbridge.gov.uk/css/community-alarm-and-telecare/>

## Community Alarm Hospital Discharge Scheme

The Council assists those residents discharged from hospital, who currently do not have an alarm, by providing a free Community Alarm for 12 weeks to help them maintain their independence at home. This doesn't apply to people in sheltered housing or similar, or anyone who has previously benefited from the scheme.

### a. Telecare Scheme

The Community Alarm Service can also help with falls prevention by providing falls sensors, bed and chair occupancy sensors, and with home safety through smoke, flood, gas and carbon monoxide alarms linked to the main community alarm system.

The Telecare Sensors are provided at no extra cost, so all you will be paying is just the Community Alarm charge, through Elmbridge Borough Council. The Telecare Sensors will be provided at no extra charge until at least the end of March 2017. This offer is available to both new and existing Elmbridge Borough Council Community Alarm clients.

To find out what Telecare equipment is available please visit [www.surreytelecare.com](http://www.surreytelecare.com). To find out more about Community Alarm and Telecare services please contact the Community Alarms Team on ☎01372 474560 ✉ [communityalarms@elmbridge.gov.uk](mailto:communityalarms@elmbridge.gov.uk) or to know more about Telecare Services in the rest of Surrey visit [www.surreytelecare.com](http://www.surreytelecare.com)

New Telecare equipment includes the Pathfinder GPS wristwatch. This watch allows the wearer to call for help wherever they are, not just at home. Using mobile phone technology, together with satellite navigation, it can connect you with our Monitoring Centre and give your precise location at the same time. It can also be used for people who are at risk of getting lost, so that they can easily be located or to warn if someone has gone outside of a designated safe zone.

### b) Centres for the Community

There are seven centres in Elmbridge, each offering a wide range of services, facilities and activities to residents, including:

- Very good value home-cooked three course meals
- Advice and information
- Complementary therapies and hairdressing
- Computer, exercise and arts and craft classes

- Outings, activities and special events

For more information, please contact your local Centre:

- Claygate Centre, Elm Road, Claygate, Esher, Surrey, KT10 0EH  
☎ 01372 463476 (open Monday to Friday)
- Cobham Centre, Oakdene Road, Cobham, Surrey, KT11 2LY  
☎ 01932 596030 (open Monday to Friday)
- Hersham Centre, 7 Queens Road, Hersham, Walton-on-Thames, Surrey, KT12 5LU ☎ 01932 246267 (open Monday to Friday)
- Molesey Centre, 2 Bishop Fox Way, West Molesey, Surrey, KT8 2AS  
☎ 0208 979 5773 (open Monday to Friday)
- Thames Ditton Centre, Mercer Close, Thames Ditton, Surrey, KT7 0BS,  
☎ 0208 398 5921 (open Monday and Thursday)
- Walton Centre, Manor Road, Walton on Thames, Surrey, KT12 2PB  
☎ 01932 247549 (open Monday to Friday)
- Weybridge Centre, Churchfield Place, off Churchfield Road, Weybridge, Surrey, KT13 8BZ, ☎01932 844391 (open Monday to Friday)

Alternatively, visit <http://www.elmbridge.gov.uk/css/centres-for-the-community/>

### **c) Meals on wheels**

A seven-day a week Meals on Wheels Service is provided. GPs, Surrey County Council and health or social care professional make referrals for this service. For further information please call ☎ 01372 474552 or visit <http://www.elmbridge.gov.uk/css/mealservices/>

### **d) Supper Service**

A Supper Service of a sandwich and a slice of cake (or fruit for cold dessert) can also be provided alongside the hot lunchtime meal delivered by Meals on Wheels

### **e) Breakfast Service**

Consists of cereal and milk or breakfast pastries and jam.

### **f) Elmbridge Relief Carers Scheme**

This Scheme offers support to those suffering from memory loss, providing support through specialist day groups at Centres for the Community across Elmbridge.

The service also provides training and information for carers, Carers' Support Groups, and organised social events and outings. For further information please contact Elmbridge Relief Carers Scheme on ☎01372 474547 or visit <http://www.elmbridge.gov.uk/css/reliefcarers/>

# Chapter 8 - Independent Living - Home-based Care

## 8.1 Introduction

Surrey County Council provides social care for adults, including older people and works closely with a range of partners to ensure that health and social care needs are provided for in a coordinated fashion. These services can help people to remain living in their own home. It is Surrey County Council and not Elmbridge Borough Council which has legal responsibilities around the delivery of social services in the borough.

Before any service is provided, Surrey County Council will carry out an assessment of the health and social care needs of an individual to find out which services they are eligible for. If the Social Care Team finds you to be eligible for services, it will draw up a Care Plan which sets out the type and level of home-based care to be provided. The amount charged by Surrey County Council for any services provided will depend on the household's financial circumstances. If a household has limited financial resources, it may receive services free of charge.

## 8.2 What is home-based care?

The care services that may be provided include:

- assistance with getting up and/or going to bed
- washing, bathing and showering
- hair, hand and foot care (but nothing requiring a state registered chiropodist)
- preparation of light meals and assistance with eating and drinking
- assistance with toilet needs
- administering prescribed medication, in accordance with Surrey County Council policy

All service users receive a copy of the Care Plan, agreed by all parties, which defines the type and level of care required.

### 8.3 Applying for help from Social Services

An assessment can be requested by the individual, a relative, a doctor or other health worker. To request an assessment or for more information on the services available from Surrey County Council, please call Surrey County Council on ☎ 0845009009 ✉ [contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk) or visit [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

## Section Three

### Chapter 9 - Further Information and Useful Contacts

**Action for Carers(Surrey)** main aim is to raise awareness of carers' needs and concerns throughout the county and to work in partnership with statutory services such as health care and social care teams to promote how best they can serve carers within Surrey.

For more information, ☎01483 302748 ✉ [info@actionforcarers.org.uk](mailto:info@actionforcarers.org.uk) or visit <http://www.actionforcarers.org.uk>

#### Age UK

Age UK is a national organisation that provides help and information to older people on choice in Independent Living.

For more information and leaflets about the services provided please call

☎ 0800 169 6565 or visit Age UK advice [www.ageuk.org.uk](http://www.ageuk.org.uk)

#### Action Surrey

Action Surrey helps homeowners, schools and businesses to reduce their energy consumption, water consumption and fuel bills.

For more information:

Call Action Surrey ☎ 0800 783 2503 or ✉ [info@actionsurrey.org](mailto:info@actionsurrey.org), to fill out [Action Surrey's online enquiry form visit www.actionsurrey.org](http://www.actionsurrey.org)

#### Care Choices

If you are looking for more information about available care options or wish to identify relevant care providers, Care Choices Limited is able to provide you with a list of appropriate care providers that meet your requirements and preferences.

Care Choices also produce an annual guide called Surrey Care Services Directory on choosing and paying for care, home care, care homes and specialist care and useful contacts. A copy of the directory is available on line visit [www.carechoices.co.uk](http://www.carechoices.co.uk).

#### For more information:

To obtain a hard copy of the directory please contact Surrey County Council's Adult Social Care helpline on ☎ 0300 200 1005. Or for more information call the help line on ☎ 0800 3892077 ✉ [enquiries@carechoices.co.uk](mailto:enquiries@carechoices.co.uk)

## Citizens Advice

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice and by influencing policymakers. Citizens Advice is a registered charity reliant on volunteers.

For more information, please contact your local office:

### **Esher & District Citizen Advice**

Harry Fletcher House, High St, Esher, KT10 9RN

☎ 01372 464770 or visit [www.eshercab.org.uk](http://www.eshercab.org.uk)

### **Walton & Weybridge Citizen Advice**

Elmbridge Community Hub, The Old School House, 72 High St, Walton-on-Thames, KT12 1BU

☎ 01932 248660 or visit <http://www.caew.org.uk>

## Elderly Accommodation Counsel (EAC)

The Elderly Accommodation Counsel is a registered charity that maintains a nationwide database of all forms of accommodation for older people – Staying at home, Independent Living for sale and rent, housing with care, care homes, and nursing homes. Staff also give guidance, advice and detailed information to help callers choose and fund the accommodation most suited to their needs.

For more information please ☎ 020 7820 1343 ✉ [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)

or visit: [www.housingcare.org.uk](http://www.housingcare.org.uk)

## Energy Saving Trust

The Energy Saving Trust offers impartial advice to communities and households on how to make home more energy efficient. There is a great deal of information on its website [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk).

For free and independent advice contact Energy Saving Advice (National) on ☎ 0300 123 1234 or ✉ [energy-advice@est.org.uk](mailto:energy-advice@est.org.uk)

## FirstStop Advice

FirstStop Advice is an independent, free service offering advice and information for older people, their families and carers about housing and care options in later life. It is led by the charity Elderly Accommodation

Counsel (EAC) working in partnership with other national and local organisations.

First Stop's Advisors are available to discuss your circumstances and offer guidance on the options available for meeting your needs and aspirations. They are expert advisors and can also help you get the most out of their website and explain anything you find unclear or difficult.

**Services available are:**

- a. First Stop Advice Service - <http://www.firststopcareadvice.org.uk/>
- b. Housing Care - <http://www.eac.org.uk/services.aspx>
- c. Housing Advice - <http://www.elmbridge.gov.uk/housing/housing-advice-and-support/>
- d. Housing options for older people – <http://www.elmbridge.gov.uk/housing/care-and-repair-elmbridge/>
- e. Home from hospital toolkit - <http://hfh.housingcare.org/>

For more information please contact Advice Line on ☎0800 377 7070

**Surrey County Council - Adult Social Care**

Surrey County Council provides social care for adults, including older people, people with disabilities and vulnerable adults.

Further initial enquiries and general enquiries call ☎ 0300 200 1005 or visit [www.surreycc.gov.uk](http://www.surreycc.gov.uk)