

Dementia Services in Northwest Surrey



This directory is meant to offer help to anyone who is concerned about their memory or that of someone else, and for people with a diagnosis of dementia and their family or carers. It is meant as a signposting tool and so may not have information on every service available. All of the information within is available online at www.surreyinformationpoint.com where there is additional information and resources that may be helpful.

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Recognising there is a problem

Visit your GP

If you are at all concerned about your memory, visit your GP in the first instance. He or she can help by listening to your concerns and sending you for further tests, if it is necessary. You can find local GP services by searching online at www.nhs.uk

Contact the national Dementia Helpline

If you have concerns about your memory, the Alzheimer's Society National Dementia Helpline on 0300 222 11 22 can provide information, support, guidance and signposting to appropriate organisations. It is open from 9.00am-5.00pm Monday to Friday and 10.00am-4.00pm on Saturday and Sunday.

Visit a Wellbeing Centre

In Surrey, each District or Borough area has or will soon have a Wellbeing Centre. The Wellbeing Centres are local hubs of information and support services relating to memory loss, dementia and associated problems. They are open to anyone, whatever their situation and whether they are concerned about themselves or others. Each centre has different times when you can drop in for advice and information. Check www.surreyinformationpoint.com for information about times or contact your local centre direct.

Area	Address	Telephone number
Elmbridge	Walton Centre Manor Road Walton on Thames KT12 2PB	01932 247549
Runnymede	The Manor Farm Centre Manor Farm Lane Egham TW20 9HR	01784 444214 or 01932425853
Spelthorne	Greeno Centre Glebeland Gardens Shepperton TW17 9DH	01932 246173
Woking	The Vyne 45 Broadway Knaphill Woking GU21 2SP	01483 743558

Alzheimer's Society Dementia Navigators

The Alzheimer's Society in Surrey has special advisors called Dementia Navigators. They can provide advice about recognising symptoms, where to go to access services and signpost you to local services that may be of help.

Area	Address	Telephone number and email address
North West Surrey	Community Link Knowle Green Staines Middlesex TW18 1XA	01784 444214 spelthorne@alzheimers.org.uk
West Surrey	Part Ground Floor The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753651 woking@alzheimers.org.uk

Friends with Dementia

Friends with Dementia is a free information and support service in the Woking area for people with memory loss or dementia as well as for their carers, families and friends, with a specialised service for those from the Black Minority Ethnic community.

Address	Telephone number and email address
The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753652 info@friendswithdementia.org.uk

Discovering that it is dementia

Whether you have been diagnosed with dementia or you care for someone who has, the following services may be able to offer advice, information and support in the beginning.

Alzheimer's Society Dementia Navigators

Once you have a formal diagnosis of dementia, you should be referred to the Alzheimer's Society and contacted by a Dementia Navigator. He or she will be able to provide information and advice to people with dementia, as well as to their families. They can also give you information about local peer support groups, day centres and other activity groups for people with dementia or their carers.

Area	Address	Telephone number and email address
North West Surrey	Community Link Knowle Green Staines Middlesex TW18 1XA	01784 444214 spelthorne@alzheimers.org.uk
West Surrey	Part Ground Floor, The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753651 woking@alzheimers.org.uk

Alzheimer's Society National Dementia Helpline

You can contact the National Dementia Helpline to talk to someone about dementia. They can provide information, support, guidance and signposting to appropriate organisations. The telephone number is 0300 222 11 22 and it is open from 9.00am-5.00pm Monday to Friday and 10.00am-4.00pm on Saturday and Sunday.

Surrey County Council Adult Social Care

Adult Social Care can help in signposting you to local services or support. They can also discuss any care needs you may have now or in the future. The contact centre is open Monday to Friday 8.00am to 6.00pm on 0300 200 1005.

Wellbeing Centres

Surrey's Wellbeing Centres have drop-in sessions and planned activities and groups that can be helpful for people with dementia or their carers. They can offer advice and information or signpost you to other services. Each centre has a different timetable so check www.surreyinformationpoint.com or contact your local centre.

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Elmbridge	Walton Centre Manor Road Walton on Thames KT12 2PB	01932 247549
Runnymede	The Manor Farm Centre Manor Farm Lane Egham TW20 9HR	01784 444214 or 01932425853
Spelthorne	Greeno Centre Glebeland Gardens Shepperton TW17 9DH	01932 246173
Woking	The Vyne 45 Broadway Knaphill Woking GU21 2SP	01483 743558

Friends with Dementia

Friends with Dementia provides an opportunity for people with dementia, carers, families and friends and all those with an interest in dementia to help and support each other. It offers practical help and advice through a Resource Centre, Support Groups, an Asian Outreach Service and online discussion forums. Contact them to get information about their services.

Address	Telephone number and email address
The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753652 info@friendswithdementia.org.uk

Living well with dementia

There are a range of services, support groups and activity groups across northwest Surrey that can help you to continue living well, independently and safely for as long as possible. The following is as comprehensive as it can be and some of the services may be able to point you to additional resources.

Alzheimer's Society Dementia Navigators

Dementia Navigators will stay in touch with you, if you'd like them to, and continue to offer support, information and advice. You may want to join one of their local peer support groups or go to one of their day centres in future. Contact your Dementia Navigator or the local offices to find out more about what they offer.

Area	Address	Telephone number and email address
North West Surrey	Community Link Knowle Green Staines Middlesex TW18 1XA	01784 444214 spelthorne@alzheimers.org.uk
West Surrey	Part Ground Floor, The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753651 woking@alzheimers.org.uk

Surrey County Council Adult Social Care

You may wish to contact Adult Social Care to discuss your care needs. They can offer an assessment of your needs and advise you on what support is available. The contact centre is open Monday to Friday 8.00am to 6.00pm on 0300 200 1005. If you already have an assigned social care practitioner, you can contact your local office.

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Friends with Dementia provides an opportunity for people with dementia, carers, families and friends and all those with an interest in dementia to help and support each other. It offers practical help and advice through a Resource Centre, Support Groups, an Asian Outreach Service and

online discussion forums. Contact them to get information about their services.

Address	Telephone number and email address
The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753652 info@friendswithdementia.org.uk

Age UK Runnymede & Spelthorne

If you live in Runnymede or Spelthorne, your local Age UK offers a range of services, support groups and activities for older people. These include a befriending service, handy person services, gardening help and one-to-one support. Some services are free while others are charged for. All of their services are listed on their website or you can contact them direct. www.ageuk.org.uk/runnymedeandspelthorne/

Address	Telephone number and email address
Room 245, 2 nd floor Spelthorne Borough Council Knowle Green TW18 1XB	01784 444200 sec@ageukrunnymedeandspelthorne.org.uk

Age UK Surrey

Age UK Surrey also offer a range of services, support groups and activities for older people. These include information and advice, advocacy, counselling, home support, a home visiting service, gardening help and footcare. They also offer a wide range of exercise activities for those over 50 including Nordic walking and cycle rides. Some services are free while others are charged for. The full list of services is available on their website or you can contact them direct. www.ageuk.org.uk/surrey/

Address	Telephone number and email address
Rex House William Road Guildford Surrey GU1 4QZ	01483 503414 enquiries@ageuksurrey.org.uk

Age Concern Woking

Age Concern Woking offers the services to older people residing in the borough of Woking, such as friendship, information and support, home from hospital and emergency support and home fire safety checks.

There is no charge for services and no one is turned away. If Age Concern Woking cannot help, they are able to signpost you to other agencies who can help. Their website is www.ageconcernwoking.org.uk/

Address	Telephone number and email address
1 st Floor Moorcroft Community Centre Old School Place Westfield GU22 9LY	01483 770753 ageconcernwoking@btconnect.com

Telecare

Telecare is the name given to the range of sensors which link with the traditional community or lifeline alarms. There is a wide range of options that may be able to help you live independently in your own home for as long as possible, including linked smoke alarms, pill dispensers and door alarms. You can visit the website www.surreytelecare.com to find out more. There is a countywide telephone number, 0800 195 6035, or you can ring your local District or Borough Council Community Alarm team.

In addition to the regular Telecare offer, Runnymede Borough Council offers a GPS Location Device service that helps support independent living. The service is available to residents across Surrey, whether or not they have a community alarm, and is good for people with dementia who like to go out and about in their community. The person wearing the device can summon help if they get lost or family members can set a 'safe zone' in which the person is likely to travel. If the person goes outside of this area, the monitoring centre will be alerted and help can be provided.

Area	Address	Telephone number
Elmbridge	Community Alarm Services High Street Esher KT10 9SD	01372 474560

Runnymede	Careline Community Alarm Service Runnymede Civic Centre Station Road Addlestone KT15 2AH	01932 425865
Spelthorne	Council Offices Knowle Green Staines Surrey TW18 1XB	01784 444277
Woking	Careline and Telecare Services Civic Offices Gloucester Square Woking GU21 6YL	01483 743647

Day centres

There are a range of day opportunities across the area provided either by your local borough council or from the voluntary and charity sector. Day centres are listed here by who runs them.

Your local borough council	
Address	Telephone number and email address (where available)
Elmbridge	
Cobham Centre for the Community Oakdene Road Cobham KT11 2LY	01932 596031 cobhamcentre@elmbridge.gov.uk
Claygate Centre for the Community Elm Road Claygate KT10 0EH	01372 463476 claygatecentre@elmbridge.gov.uk
Hersham Centre for the Community Queens Road Hersham KT12 5LU	01932 246267 Hershamcentre@elmbridge.gov.uk

Molesey Centre for the Community 2 Bishop Fox Way West Molesey KT8 2AS	020 8973 5773 Moleseycentre@elmbridge.gov.uk
Thames Ditton Centre for the Community Mercer Close Thames Ditton KT7 0BS	020 8398 5921 thamesdittoncentre@elmbridge.gov.uk
Walton Centre for the Community Manor Road Walton on Thames KT12 2PB	01932 247549 Waltoncentre@elmbridge.gov.uk
Weybridge Centre for the Community Churchfield Place Off Churchfield Road Weybridge KT13 8DB	01932 844391 weybridgecentre@elmbridge.gov.uk
Runnymede	
Eileen Tozer Centre Station Road Addlestone KG15 2AN	01932 841088
Manor Farm Centre Manor Farm Lane Egham TW20 9HR	01784 435278
Woodham and New Haw Centre Amis Avenue New Haw KT15 3ET	01932 355707
Spelthorne	
Benwell Community Centre Downside Sunbury on Thames TW16 6RT	01932 784232

Fordbridge Community Centre Clarendon Road Ashford TW15 2PU	01784 243880
The Greeno Centre Glebeland Gardens Shepperton TW17 9DH	01932 246173
The Staines Community Centre Thames Street Staines upon Thames TW18 4EA	01784 463073
Woking	
Moorcroft Old School Place Westfield Woking GU22 9LY	01483 743373 moorcroft@woking.gov.uk
Parkview Centre for the Community Off Blackmore Crescent Sheerwater Woking GU21 5NZ	01483 743974 Parkview@woking.gov.uk
St Mary's Stream Close Byfleet KT14 7LZ	01483 743877 stmarys@woking.gov.uk
The Vyne Broadway Knaphill Woking GU21 2SP	01483 743558 the.vyne@woking.gov.uk

Voluntary sector and charity	
Address	Telephone number and email address (where available)
Alzheimer's Society	
The Orchard Staines Lane Chertsey KT16 8PS	01932 565242 shirley.bailey@alzheimers.org.uk
Woking Day Centre The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753651 woking@alzheimers.org.uk
Cameo	
The Greeno Centre Glebeland Gardens Shepperton TW17 9DH	01344 430312 enquire@cameodaycentres.org.uk
The Salvation Army Centre Woodthorpe Road Ashford TW15 3JY	01344 430312 enquire@cameodaycentres.org.uk

Surrey Independent Living Council (SILC)

SILC can provide information and advice about direct payments, carers breaks and other social care funding support. They also offer a Personal Assistant (PA) finder service. Personal Assistants can help with personal care, help around the home or even taking someone out for activities.

Website	Telephone number	Email address
www.surreyilc.org.uk	General: 01483 458111 Minicom: 01483 459977 SMS: 07919 418009	admin@surreyilc.org.uk

Citizens Advice Bureaux (CAB)

CAB provide free, confidential and impartial advice over the phone or in person. They have an online advice guide at www.adviceguide.org.uk
Below are details on your area CAB.

Address	Telephone number
Elmbridge	
Esher & District CAB Harry Fletcher House Esher KT10 9RN	01372 464770
Walton, Weybridge & Hersham CAB Elmbridge Community Hub The Old School House 72 High Street Walton on Thames KT12 1BU	01932 248660
Runnymede	
Runnymede & Spelthorne CAB The Old Library Addlestone KT15 1RW	01932 842666 or 01932 827187
Spelthorne	
Runnymede & Spelthorne CAB Sunbury Library The Parade Staines Road West Sunbury on Thames TW16 7AB	01932 765041 or 01932 842666
Woking	
Woking CAB Provincial House 26 Commercial Way Woking GU21 6EN	01483 541666

Our Plan

Our Plan is a helpful guide for making plans about care and support for someone with dementia. It provides six steps to guide you through the dementia journey and provides forms to record how a person with dementia wishes to be cared for in the future. You can download an Our Plan guide from www.actionforcarers.org.uk/getting-help/publications/

Living well – support for carers

Action for Carers (Surrey)

Action for Carers is an organisation led by carers, whose main aim is to raise awareness of carers' needs and concerns throughout Surrey. It also works in partnership with health and social care services to promote carers' needs and ensure they receive good, quality services. Action for Carers provides training on moving and handling as part of the caring role as well as support and information on employment, training and learning opportunities. Their website offers more information about what they offer and will also signpost to further help, such as information about carers breaks and emergency planning.

Website	Telephone	Email address
www.actionforcarers.org.uk	01483 302748	info@actionforcarers.org.uk

Local carers support agencies

There are 10 local carers support agencies in Surrey. They can help provide local information, support and advice to you as a carer. Below are the details on your local carers support agencies.

Area	Address	Telephone number and email address
Elmbridge	5 The Quintet Walton on Thames KT12 2TZ	020 3757 7230 info@carersupportelmbridge.org.uk
Runnymede	Room 21a The Runnymede Centre Chertsey Road Addlestone KT15 2EP	01932 564446 office@carerssupportrunnymede.org.uk
Spelthorne	Spelthorne Borough Council Room 241 Knowle Green Staines upon Thames TW18 1XA	01784 444233 or 01784 446234 or 01784 444229 spelthorne.css@gmail.com
Woking	Room 1 15a Monument Way East Woking GU21 5LY	01483 727277 (general) 01483 757272 (BME) admin@carerswoking.co.uk

Surrey County Council Adult Social Care

Adult Social Care can provide information and support to you as a carer. You can request a Carer's Assessment to help identify where you might need a bit of extra help or support. It is not an assessment of how well you care for someone. The contact centre is open Monday to Friday 8.00am to 6.00pm on 0300 200 1005. If you already have an assigned social care practitioner, you can contact your local office.

Elmbridge Relief Carers Scheme

If you live in Elmbridge, you can contact the local Relief Carers Scheme, who offer a sitting service, specialist dementia care groups, support groups and training, as well as information and advice. They also offer an out-of-hours advice and information line for users of their service. There is further information on their website.

www.elmbridge.gov.uk/css/reliefcarers/

Telephone number	Email address
01372 474547	reliefcare@elmbridge.gov.uk

Crossroads Care

Crossroads Care is a charity providing respite breaks to support carers. Crossroads offers a sitting service so that a carer can go out to run errands, see friends or have a few hours to themselves. Crossroads Care are committed to sending the same Carer Support Worker each time to provide continuity of care. Further information is available on their website www.crossroadscare.surrey.org.uk

Address	Telephone number and email address
West Elmbridge and Spelthorne	
Crossroads Care Surrey – North Room 255 Community Link Knowle Green Staines Middlesex TW18 1XB	01784 446294 and 01784 448578 enquiries.north@crossroadscare.surrey.org.uk

Runnymede and Woking

Crossroads Care Surrey – West 1st Floor Suite Park Barn Centre Park Barn Drive Guildford GU2 8EN	01483 447771 and 01483 447772 enquiries.west@crossroadscare Surrey.org.uk
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Our Plan

Our Plan is helpful for carers of people with dementia. It provides six steps to guide you through dementia journey and provides forms to record how the person dementia wishes to be cared for in the future. You can download an Our Plan guide from www.actionforcarers.org.uk/getting-help/publications/

Getting the right help at the right time

Now might be the time to start discussing plans about how you wish to be cared for in the future. The following services may be able to help.

Alzheimer's Society Dementia Navigators

Dementia Navigators are able to help point you in the right direction for help and support. If you haven't been in touch with a Navigator previously, the local branches of the Alzheimer's Society can help.

Area	Address	Telephone number and email address
North West Surrey	Community Link Knowle Green Staines Middlesex TW18 1XA	01784 444214 spelthorne@alzheimers.org.uk
West Surrey	Part Ground Floor, The Bradbury Centre Smiles Place Lavender Road Woking GU22 8BJ	01483 753651 woking@alzheimers.org.uk

Surrey County Council Adult Social Care

Adult Social Care can provide you with help in finding services you may need at a specific time. The contact centre is open Monday to Friday 8.00am to 6.00pm on 0300 200 1005. If you already have an assigned social care practitioner, you can contact your local office.

Surrey & Borders Community Mental Health Teams

If you have a diagnosis of dementia, it's likely you're in touch with one of the Community Mental Health Teams (CMHT) at Surrey & Borders Partnership NHS Foundation Trust. Their staff can also help signpost you to services you might need.

Our Plan

Our Plan helps explain what might be needed for financial and legal matters as well as providing forms and guidance on making decisions about future care plans. You can download an Our Plan guide from www.actionforcarers.org.uk/getting-help/publications/

Nearing the end of life

The following services can be of help as the dementia progresses and the person nears the end of his or her life. Referral to hospice services is normally through a healthcare professional, such as your GP or the District Nurse.

Woking and Sam Beare Hospices

Woking Hospice and Sam Beare Hospice in Weybridge can provide care to someone nearing the end of life. This can be delivered either in the person's home or at one of their Hospices. In addition to hospice services, Woking and Sam Beare offer counselling to help with the end of life process.

Website	Telephone number
www.wsbhospices.co.uk	Woking: 01483 881750 Sam Beare: 01932 826095

Princess Alice Hospice

Princess Alice offers in-home hospice care as well as in their Hospice in Esher. Princess Alice offers counselling to families as part of their end of life care service as well as a carers support group.

Website	Telephone number
www.pah.org.uk	01372 468811

Crossroads Care

In addition to their core service offering respite breaks for carers, Crossroads also offers an end of life carers support service. A trained Care Support Worker can take over the caring role to give the unpaid carer regular breaks.

Address	Telephone number and email address
West Elmbridge and Spelthorne	
Crossroads Care Surrey – North Room 255 Community Link Knowle Green Staines Middlesex TW18 1XB	01784 446294 and 01784 448578 enquiries.north@crossroadscare Surrey.org.uk

Runnymede and Woking

Crossroads Care Surrey –
West
1st Floor Suite
Park Barn Centre
Park Barn Drive
Guildford
GU2 8EN

01483 447771 and 01483 447772
enquiries.west@crossroadscare Surrey.org.uk

Care during and after bereavement

There is support available to people who are experiencing or have experienced bereavement.

Cruse Bereavement

Cruse Bereavement Care is able to support you after the death of someone close to you. They have a national telephone helpline on 0844 477 9400 or you can get email support helpline@cruse.org.uk They also have a local north Surrey branch for face-to-face support.

Address	Telephone number and email address
6 The Sainsbury Centre Guildford Road Chertsey KT16 9AG	01932 571177 surreynorth@cruse.org.uk

Woking and Sam Beare Hospices

Woking and Sam Beare offer counselling to families after bereavement. Counselling can offer the time and space to talk through concerns or issues and provide a supportive and confidential relationship to explore ways of coping and dealing with the situation.

Website	Telephone number	Email address
www.wsbhospices.co.uk	01483 881750	counsellors@wsbhospices.co.uk

Princess Alice Hospice

Princess Alice has a specially trained team of bereavement volunteers that can offer support. There are one-to-one sessions and group support. Princess Alice also offers counselling.

Website	Telephone number	Email address
www.pah.org.uk	01372 461805	socialwork@pah.org.uk