

# HOW TO 01

## Information and Advice

It's important to get the right information when you are caring for someone. Whether you're a new carer or you've been caring a long time, this factsheet can tell you where to find the information and advice you need. Please note that any organisations listed are included for information only and listing does not mean recommendation.

This factsheet is part of **How To... A Guide for Carers in Croydon**. You can download the full series of factsheets from our website [www.carersinfo.org.uk](http://www.carersinfo.org.uk). You can also call us on 020 8649 9339, option 1, or visit the Carers Support Centre.

### Support for Carers

### Carers Information Service

Carers Support Centre (open Monday to Friday, 10am-4pm)  
24 George Street, Croydon CR0 1PB  
020 8649 9339, option 1  
[info@carersinfo.org.uk](mailto:info@carersinfo.org.uk)  
[www.carersinfo.org.uk](http://www.carersinfo.org.uk)

The Carers Information Service provides information, advice and support for carers looking after someone in the London Borough of Croydon. We are part of The Whitgift Foundation and supported by Croydon Council.

The Carers Information Service runs the Carers Support Centre, a drop-in advice and support centre for carers on George Street in central Croydon. Carers can drop in Monday to Friday, 10am-4pm. It is home to a number of organisations supporting carers across the London Borough of Croydon. The Carers Information Service offers a range of services for carers at the Carers Support Centre, including:

- **Drop-in advice and support** from an advice worker.
- **Information and advice** by email, over the phone or online [www.carersinfo.org.uk](http://www.carersinfo.org.uk).
- **Casework support** for carers with more complex queries.
- **Regular advice surgeries** covering benefits, employment, mental health and more.
- **Free training and workshops** on a range of topics.
- **Carer's Assessments** to assess a carer's support needs.
- **Carers Café** offering free refreshments with access to books, games, Wi-Fi and a laptop. The Café is open weekday mornings, 10.30am-12.30pm.
- **Health and Wellbeing Service** including massage, singing and dancing.
- **Useful publications** including *How To... A Guide for Carers in Croydon*, a series of factsheets bringing together what you need to know as a carer in Croydon.
- **Online directory** of local services for carers.
- **Regular newsletter and e-bulletin.**
- **Free membership of the Carers Support Centre**, giving you access to local discounts.
- **Emergency Carers Cards** to provide you with peace of mind
- **Radar keys** for sale (currently £3).
- **Office and room hire.**

### Carers Information Service



### National support for carers

#### Carers Direct

0300 123 1053  
[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)  
Helpline offering information, advice and support to all carers. Callers can request a free call back.

#### Carers Trust

0844 800 4361  
[www.carers.org](http://www.carers.org)  
National carers' charity. Provides information, advice, and delivers local services via Network Partners.

#### Carers UK

0808 808 7777  
[www.carersuk.org](http://www.carersuk.org)  
National carers' charity. Runs national campaigns and provides information for carers via publications and website. Helpline and listening service available.

## Support for black and minority ethnic (BME) carers

### **Horizon Care and Welfare Association**

020 8665 0921

07932 557 301

Offers respite, short breaks, emergency help, support groups and befriending. Specialises in supporting those from BME communities, but services are open to everyone.

## Support for carers of veterans

### **Combat PTSD Angels**

[www.facebook.com/CombatPTSDAngels](https://www.facebook.com/CombatPTSDAngels)

Facebook support group for carers of veterans who are suffering from Post-Traumatic Stress Disorder (PTSD). Admin must be messaged directly to join group.

### **Officers' Association**

020 7808 4175

[www.officersassociation.org.uk](http://www.officersassociation.org.uk)

Provides support, advice and one-off grants to former officers, their families and dependants.

### **Royal British Legion's Independent Living Service and Legion Handy Van Service**

0808 802 8080

[www.britishlegion.org.uk](http://www.britishlegion.org.uk)

Provides information, advice, support, respite services, grants and personal alarms. The Legion Handy Van Service provides assistance with small maintenance tasks. Service is open to current or former members of the armed forces and their dependants, spouses or partners.

## Support for disabled carers

### **Disabled Parents and Carers Together (DPACT)**

0800 689 7474

[mandy@dpact.org.uk](mailto:mandy@dpact.org.uk)

[www.dpact.org.uk](http://www.dpact.org.uk)

User-led organisation providing advice, support, casework, advocacy and a support group for parents and carers who have a chronic illness or disability. Can support carers to prepare for disability benefit applications and appeals. Leave a message and calls will be returned as soon as possible.

## Support for older carers and carers of older people

### **Age UK Croydon**

020 8683 7100 (Thornton Heath Office)

[www.ageuk.org.uk/croydon](http://www.ageuk.org.uk/croydon)

Services are primarily for people aged 50 plus, but also runs a general advice service (see the Advice section for more information). Services include:

- Health and Wellbeing Service, offering a range of social and keep fit activities. Charges apply.
- Healthy Lifestyles programme provides drop-in hubs, outreach and referrals to support older people's health and wellbeing.
- Home Help Service, offering support with domestic tasks. Charges apply.
- Home from Hospital and Reablement Service, offering emotional/practical support and reablement to people aged 50 or older when leaving hospital.
- Home Maintenance Service, which can help with large and small DIY jobs, including fitting key safes. Charges apply.
- Nail Care service at venues across the borough. Charges apply.
- Personal Safety Project (020 8683 7105/6), which aims to help prevent falls in the home.

### **Croydon Neighbourhood Care (CNCA)**

020 8662 1000

[info@cnca.org.uk](mailto:info@cnca.org.uk)

[www.cnca.org.uk](http://www.cnca.org.uk)

Network of volunteer-run neighbourhood care groups across Croydon. Groups offer support to Croydon residents aged over 65. Services differ from group to group, but examples include befriending, occasional gardening, DIY, sitting service, shopping, lunch clubs and transport.

## Support for parent carers

To find support for parent carers, please see our *Caring for a Child* factsheet.

## Support for young carers

### **Young Carers Service**

020 8649 9339, option 2

[www.talkofftherecord.org](http://www.talkofftherecord.org)

Supports young people aged 7-25 caring for someone due to disability or illness. Provides information, advice, emotional support, counselling, trips and activities, Young Carer's Assessments, educational support, family support and groups. Specialist support available for young carers with a parent with a mental health problem.



# Support for people with a specific condition and their carers

## Autism

### Autism Parent Family and Carers Support Group

020 8255 5473

[paul.wallingford@croydon.gov.uk](mailto:paul.wallingford@croydon.gov.uk)

Monthly meetings for parents, family and carers of young people and adults with autism.

### Autus

020 8649 6294

[info@autus.org.uk](mailto:info@autus.org.uk)

[www.autus.org.uk](http://www.autus.org.uk)

Autus creates opportunities for growth, learning and work for young people with autistic spectrum condition (ASC) and complex needs. Autus uses virtual environments to provide a range of programmes and activities that help users to build confidence and develop social communication, digital and employability skills.

### Burgess Autistic Trust

020 8464 2897

[info@burgessautistictrust.org.uk](mailto:info@burgessautistictrust.org.uk)

[www.burgessautistictrust.org.uk](http://www.burgessautistictrust.org.uk)

Practical and emotional support for people with autism and their carers and families.

### Croydon Autism Service

020 8726 6500 (Contact Centre)

Support for people with autism, including focused support sessions, peer group sessions, training and linking with other services to increase independence. Also offers a monthly support group for carers.

### Inaspectrum

07900 990 292

Support and meetings for adults with autism in Croydon.

### National Autistic Society (NAS)

0808 800 4104 (Helpline)

0808 800 4106 (Parent to Parent)

[www.autism.org.uk](http://www.autism.org.uk)

National charity for people with autism (including Asperger syndrome) and their families. Parent to Parent service gives emotional support to parents and carers of children or adults with autism and is provided by trained parent volunteers. Please be aware that the Parent to Parent service is a voicemail service.

### National Autistic Society (NAS) Croydon Family Support

020 3005 4335

[croydon.familysupport@nas.org.uk](mailto:croydon.familysupport@nas.org.uk)

[www.autism.org.uk](http://www.autism.org.uk)

Information, advice, and support for families of children and young people with a diagnosis of autism through home visits and autism-specific courses. Also offers short breaks (trampolining sessions and a youth club) and social skills groups (Lego and football skills) for children and young people in the borough. Telephone support is available for families with a child awaiting diagnosis and for young adults aged up to 25. Activities are organised during the school holidays. Self referrals are accepted via phone or email.

### National Autistic Society (NAS) Croydon Parent Group

[croydon8@nas.org.uk](mailto:croydon8@nas.org.uk)

A coffee morning for parents of a child who has or is waiting to receive a diagnosis of autism spectrum disorder (ASD). The group meets monthly at the Carers Support Centre on a Tuesday.

## Brain injury

### Headway South West London

07722 861 642

[www.headwayswLondon.org](http://www.headwayswLondon.org)

Provides advice and support about acquired brain injury. Their Family and Friends Support Group is available for any family member, friend or carer of a person with an acquired brain injury.

## Cancer

### Brenda Kirby Cancer Centre

07785 626 812

[thebkcc@hotmail.co.uk](mailto:thebkcc@hotmail.co.uk)

[www.thebkcc.co.uk](http://www.thebkcc.co.uk)

Offers information, support, counselling and complementary therapies for cancer patients and their carers.

### Duffus Cancer Foundation

020 8663 5651

[info@duffuscancerfoundation.org](mailto:info@duffuscancerfoundation.org)

[www.duffuscancerfoundation.org](http://www.duffuscancerfoundation.org)

Supports young people aged 12-19 who have been affected by cancer. Offers information and advice, wellbeing support, workshops and activities.

### Macmillan Cancer Information and Support Service

020 8401 3441

[benny.millier@nhs.net](mailto:benny.millier@nhs.net)

[www.croydonhealthservices.nhs.uk](http://www.croydonhealthservices.nhs.uk)

Information, support, counselling and complementary therapies for cancer patients and their carers. Offers a support group for carers, workshops, walking for health, meditation and yoga. Workshops include Penny Brohn Living With the Impact of Cancer two day workshop for patients and carers, and HOPE (Help Overcome Problems Effectively) workshops for patients following end of treatment.

### Macmillan Citizens Advice Service for South West London

020 7042 0332

Welfare benefits and money advice service for people living with cancer, their families and carers. Can help people on a low income apply for a grant to fund unexpected costs or respite.

### South East Cancer Help Centre

020 8668 0974

[www.sechc.org.uk](http://www.sechc.org.uk)

Information, counselling, complementary therapies and groups for cancer patients and their carers.

## Dementia

### **Alzheimer's Society Croydon**

020 8653 2818

[croydon@alzheimers.org.uk](mailto:croydon@alzheimers.org.uk)

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Provides information, advice and support for people diagnosed with dementia. Services include:

- Forget-Me-Not Café, which meets twice a month for people with dementia and their carers.
- Jasmine Café is also for people with dementia and their carers but has a specific BME focus.
- Singing for the Brain- music and singing therapy sessions.
- Support groups for people with early stage dementia and monthly carers support groups.

### **Croydon Memory Service**

020 3228 9500

[www.slam.nhs.uk](http://www.slam.nhs.uk)

Provides early assessment, treatment and care for people over the age of 18 who have memory problems that may be associated with dementia.

Supports people with the first sign of memory problems to maintain their health and independence. Referral by health professionals only.

## Diabetes

### **Bromley Healthcare: Croydon Community Diabetes Service**

01689 865 911 (Diabetes Specialist Nurse)

[www.bromleyhealthcare.org.uk/explore-our-services/diabetes](http://www.bromleyhealthcare.org.uk/explore-our-services/diabetes)

Provides Croydon residents with clinical advice, education and support for people with diabetes and their family members/carers.

### **Croydon Voluntary Group**

020 8656 5636

[www.croydon.diabetesukgroup.org](http://www.croydon.diabetesukgroup.org)

Local branch of Diabetes UK, run by people living with diabetes under the care of Croydon University Hospital. Provides talks and social forums for people living with diabetes and their families and carers.

## Down's syndrome

### **Down's Syndrome Association**

0333 1212 300

[info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk)

[www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

National organisation for people with Down's syndrome and their families. Provides online information, a telephone helpline, local support groups, employment programme, sports programme and training.

## Dyslexia

### **Croydon Dyslexia Association**

0333 1110 066

[cdahelpline@hotmail.co.uk](mailto:cdahelpline@hotmail.co.uk)

[www.croydondyslexia.wordpress.com](http://www.croydondyslexia.wordpress.com)

Information, advice, screening service, and specialist literacy workshops for primary and secondary pupils.

Open meetings for people with dyslexia and other specific learning difficulties and their families and carers.

## Epilepsy

### **Croydon Epilepsy Society**

07926 372 711

[croydonepilepsy@gmail.com](mailto:croydonepilepsy@gmail.com)

[www.croydonepilepsysociety.org](http://www.croydonepilepsysociety.org)

Information and support for people with epilepsy and their carers.

## Heart conditions

### **Croydon Cardiac Support Group**

07950 410 768

[croydoncardiacsupportgroup@live.com](mailto:croydoncardiacsupportgroup@live.com)

[www.heartsupportgroup.org.uk](http://www.heartsupportgroup.org.uk)

Support group for heart patients and their carers.

## HIV/AIDS

### **Croydon HIV Healthy Living Service**

020 7160 0949

[hiv@metrocharity.org.uk](mailto:hiv@metrocharity.org.uk)

[www.metrocharity.org.uk](http://www.metrocharity.org.uk)

Coordinated community health services for residents of South London (including Croydon) living with HIV and their carers, including advice and advocacy, health support, counselling and peer support. Weekly outreach sessions at Croydon University Hospital.

### **Terrence Higgins Trust**

0808 802 1221

[www.tht.org.uk](http://www.tht.org.uk)

National HIV and sexual health charity providing information, support services and campaigning for people living with HIV and their carers.

## Learning disability

### **Acute Liaison Nurse for Patients with a Learning Disability**

020 8726 6500 ext 86779

Supports Croydon residents with a learning disability and their carers to use Croydon University Hospital services.

### **Croydon Mencap**

020 8684 5890

[www.croydonmencap.org.uk](http://www.croydonmencap.org.uk)

Information, advice and support for people with a learning disability and their carers. Services include:

- Carer's Assessment and Support Service offering information, advice, Carer's Assessments and social events to carers aged 18 and over.
- Chill and Chat group for parents and carers of children with a learning disability aged five and under.
- Leslie Park Project supporting younger adults aged 18-40 with a learning disability to access leisure activities in the community. Access to this service is via an adult social care referral.
- Social club and discos for people with a learning disability and their carers.
- Support group for parents of children with Down's syndrome.

### **Croydon People First**

020 8253 7096

[nfo@croydonpeoplefirst.org.uk](mailto:nfo@croydonpeoplefirst.org.uk)

[www.croydonpeoplefirst.org.uk](http://www.croydonpeoplefirst.org.uk)

Peer-led support service for people with a learning disability. Provides personal support, regular activities and community hub. Accessible information service puts information into alternative formats. Charges apply.

## Life-limiting conditions

### St Christopher's Hospice

020 8768 4500

[info@stchristophers.org.uk](mailto:info@stchristophers.org.uk)

[www.stchristophers.org.uk](http://www.stchristophers.org.uk)

Support for adults with a life-limiting condition and their carers. Patient services include home nursing, inpatient care, day services and outpatient clinics. Help for patients and carers includes practical and emotional support from social workers and welfare officers. Offers two bereavement services for families of service users (adults and children).

## Lupus

### South London Lupus Group

020 8657 8833

[www.lupusuk.org.uk](http://www.lupusuk.org.uk)

Provides support for people living with lupus and their carers. Monthly support meetings, social events and an emotional support telephone service.

## Mental health

### Bipolar UK

0333 323 3880

[www.bipolaruk.org](http://www.bipolaruk.org)

Monthly Croydon support group for people with bipolar. Carers are welcome.

### Croydon Voices Forum

020 8464 7052

[johnosullivan06@aol.com](mailto:johnosullivan06@aol.com)

Self-help group for people who hear voices. Carers are welcome.

### Hear Us

020 8681 6888

[info@hear-us.org](mailto:info@hear-us.org)

[www.hear-us.org](http://www.hear-us.org)

Croydon's Mental Health Service User Group which acts as a coordinating body to facilitate, and ensure service users involvement in, the planning, delivery and monitoring of mental health services in Croydon. Helping to improve the quality of the services commissioned and delivered in Croydon.

### Mind in Croydon

020 8668 2210

[admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk)

[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)

Wide range of services for people with mental health problems, including:

- Information, advice, advocacy and a welfare benefits advice service.
- Carers' Support Service (020 8688 1210) for carers aged 16 and over, providing information on services, support to access help, advocacy, emotional support, events, workshops and carers support groups.
- Carers Counselling Service (020 8763 2064) offers six free individual/group counselling sessions to any carer aged 16 and over in Croydon.
- Employment support.
- Leisure activities, Friends in Need and social networking service.

### South London and Maudsley

#### NHS Foundation Trust (SLaM)

0800 731 2864 (SLaM Crisis helpline)

[www.slam.nhs.uk](http://www.slam.nhs.uk)

24-hour freephone helpline for people in Lambeth, Southwark, Lewisham and Croydon going through a mental health crisis and those who care for them. (If the person is at immediate risk of harm, call 999.) Provides advice on mental health and medication and help with accessing information and services. Also has an option for Patient Advice Liaison Service (PALS) which offers advice and information on SLaM's services for service users and carers.

## Multiple sclerosis (MS)

### Multiple Sclerosis Society (Croydon Branch)

07379 250 595 (Croydon)

0808 800 8000 (National)

[croydonsupport@mssociety.org.uk](mailto:croydonsupport@mssociety.org.uk)

Local support group for people affected by MS and their carers.

Affiliated to the national MS Society.

## Myasthenia gravis (MG)

### Croydon MG Support Group

020 8656 4222

[shirlkell@btinternet.com](mailto:shirlkell@btinternet.com)

Support and advice for people living with MG and their carers.

## Parkinson's

### Local Parkinson's Adviser

0344 225 3793

[rkent@parkinsons.org.uk](mailto:rkent@parkinsons.org.uk)

Rosalind Kent is the Parkinson's UK local adviser for Croydon. Contact her for information, advice and support.

### Parkinson's Croydon Group

01737 355 487

[jackygreen234@hotmail.com](mailto:jackygreen234@hotmail.com)

An active local group in Croydon providing friendship and support to people with Parkinson's and their carers. Offers monthly meetings with speakers, support groups, weekly exercise classes, outings, annual holiday and transport to meetings if needed.

### Parkinson's Groups for Carers

01883 337 879 (Carers' Group)

[artmar12@aol.com](mailto:artmar12@aol.com) (Other Half)

The Carers' Group is for carers and former carers of people with Parkinson's. The Other Half is a support group for people with Parkinson's and their carers.

### Parkinson's UK

0808 800 0303

[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

National charity for people with Parkinson's. Provides information, local advisers, local groups and wellbeing activities.

## Physical disability or sensory impairment

### Croydon Deaf Information and Advice Service

[croydon@deafplus.org](mailto:croydon@deafplus.org)

[www.deafplus.org](http://www.deafplus.org)

Provides information and advice to deaf people and people with a hearing impairment in Croydon. Topics covered include welfare benefits, debt, housing, employment, legal issues and consumer rights. The service can also represent deaf people at appeal tribunals.



## Croydon Hearing

020 8686 0049

[www.croydonhearing.org.uk](http://www.croydonhearing.org.uk)

Advice, information and practical help for Croydon residents with hearing loss and their carers. Conducts environmental equipment assessments on behalf of social services and offers advice on equipment. Nine drop-in surgeries across the borough offer help with re-tubing NHS hearing aids and provision of batteries.

## Croydon Vision

020 8688 2486

[info@croydonvision.org.uk](mailto:info@croydonvision.org.uk)

[www.croydonvision.org.uk](http://www.croydonvision.org.uk)

Range of services for blind and partially sighted people including information, advice and guidance services, social and support groups, lunch clubs, IT training, counselling and children's activities.

## Disability Croydon

020 8688 3622

07463 313 118

[james@disabilitycroydon.org.uk](mailto:james@disabilitycroydon.org.uk)

[www.adVICEServicesCroydon.org.uk](http://www.adVICEServicesCroydon.org.uk)

Information, advice, training and advocacy for disabled people in Croydon. Disability Croydon works in partnership with Advice Services Croydon.

## Royal Association for Deaf People

0845 688 2525

[info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)

[www.royaldeaf.org.uk](http://www.royaldeaf.org.uk)

Drop-in offers advice on benefits and form filling, NHS, utility bills, council issues and translation.

## Sickle cell and thalassaemia

### Croydon Sickle Cell and Thalassaemia Centre

020 8251 7229 (Medical Centre)

020 8251 7259 (Support Group)

[www.cscats.org](http://www.cscats.org)

The Medical Centre is a nurse-led walk-in centre offering information, advice, screening, welfare benefits advice and counselling for people with sickle cell/thalassaemia and their carers. The support group is a voluntary based group offering support and fundraising events.

## Stroke

### Croydon Stroke Support Group

01444 458 075 / 07952 565 285

[www.croydonstrokesupport.co.uk](http://www.croydonstrokesupport.co.uk)

Information, advice, social and craft activities, entertainment and exercise for people who have had a stroke and their carers. People with Parkinson's are also welcome.

### Family and Carer Support Croydon

020 8653 2069

07717 275 834

[jack.oliver-blaney@stroke.org.uk](mailto:jack.oliver-blaney@stroke.org.uk)

Provides information, advice and support to people who have had a stroke and their families/carers. Offers home visits, friendship networks, carers' support, assistance to access local leisure activities and communication support.

### The Stroke Association

0303 3033 100 (National Helpline)

[www.stroke.org.uk](http://www.stroke.org.uk)

Information and advice for those who have had a stroke and their carers. Runs a number of local support groups.

## Substance addiction

### Alcoholics Anonymous (AA)

0800 917 7650

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

There are various AA groups meeting in Croydon, some of which are open to carers at least once a month.

Can arrange for someone to accompany a person to their first meeting.

### Al-Anon Family Groups

020 7403 0888

[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Supports adults (18 or older) whose life is, or has been, affected by someone else's drinking. Contact for details of local support groups.

### Croydon Drug and Alcohol Recovery Network

0300 123 9288 (open 24-hours)

[croydonrecoverynetwork@turning-point.co.uk](mailto:croydonrecoverynetwork@turning-point.co.uk)

[www.turning-point.co.uk](http://www.turning-point.co.uk)

[www.turning-point.co.uk/croydon-recovery-network](http://www.turning-point.co.uk/croydon-recovery-network)

Single access point drug and alcohol support service. You must live in Croydon or be registered with a Croydon GP to use the service.

## Advice

### Advice Services Croydon

020 8686 0066

[asc@adVICEServicesCroydon.org.uk](mailto:asc@adVICEServicesCroydon.org.uk)

[www.adVICEServicesCroydon.org.uk](http://www.adVICEServicesCroydon.org.uk)

Provides a range of information, via drop-ins, phone and email. Drop-ins are available at the Age UK Brigstock Road office on Tuesdays and the Carers Support Centre on Mondays and Fridays, 10am-12.30pm. Please call the helpline for future dates.

## Advocacy

An advocate helps make sure that a person's voice is heard, that their views are considered and their rights are protected. Some advocacy is statutory (required by law) when a person cannot speak up for themselves and does not have a friend or family member to help, and some is voluntary.

### Advocacy for Croydon

0345 310 1812

[advocacyforcroydon.org](http://advocacyforcroydon.org)

A partnership between Advocacy for Croydon and Mind in Croydon offering advocacy services in the London Borough of Croydon. Services include:

- Care Act Advocacy.
- Independent Mental Capacity Advocate (IMCA).
- Independent Mental Health Advocate (IMHA).
- Children's Advocacy.
- Independent Health Complaints Advocacy (IHCA).
- Self-Advocacy- Learning Disabilities (non-statutory).
- Community Mental Health Advocacy (non-statutory).

You can make a referral online or by phone.

## Bereavement support

Former carers are welcome to continue to use the Carers Support Centre advice service and Carers Cafe. To support carers experiencing bereavement, the Carers Information Service offers a bereavement support group for carers and former carers. For more information, call 020 8649 6280 or email [tanyaafitzgerald@carersinfo.org.uk](mailto:tanyaafitzgerald@carersinfo.org.uk).

We also produce a factsheet for carers facing a bereavement. To order the factsheet, call 020 8649 6288 or email [amydeakin@carersinfo.org.uk](mailto:amydeakin@carersinfo.org.uk).

### **Christ Church Purley Bereavement Support Group**

020 8763 8291

Support group for people who have been bereaved (open to everyone regardless of faith).

### **Cruse Bereavement Care Croydon**

020 8916 0855 (24-hour answer phone)

[www.crusecroydon.org.uk](http://www.crusecroydon.org.uk)

Information, support and social groups for people who have been bereaved. Free one-to-one counselling in people's homes.

### **St Christopher's Candle Child Bereavement Service**

020 8768 4533

[www.stchristophers.org.uk](http://www.stchristophers.org.uk)

One-to-one and group counselling for children and young people in South East London who have been bereaved. Offers an advice service for parents.

### **Woodside Bereavement Service - The Listening Ear**

020 3256 2009

[www.thelisteningear.org.uk](http://www.thelisteningear.org.uk)

Free counselling for anyone (child or adult) who has been bereaved, including pre-bereavement counselling for people with a life-limiting condition and their carers.



## Counselling

The following list is provided for information purposes only. You can also search for an accredited counsellor via the British Association of Counsellors and Psychotherapists (BACP) online directory: [www.bacp.co.uk/search/therapists](http://www.bacp.co.uk/search/therapists)

### **Care to Listen**

07931 117 064

[www.caretolisten.co.uk](http://www.caretolisten.co.uk)

Low-cost counselling service based in Croydon. An initial assessment costs £15. Sessions cost £20 - £45 depending on income.

### **CPF Counselling Croydon**

020 8760 0665

[email@cpfcounselling.org.uk](mailto:email@cpfcounselling.org.uk)

[www.cpf counselling.org.uk](http://www.cpf counselling.org.uk)

Counselling service that aims to charge clients what they can realistically afford - this is usually between £15 and £55 a session. £10 registration fee and £40 assessment fee apply.

### **Croydon Drop In**

020 8680 0404

[enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)

[www.croydondropin.org.uk](http://www.croydondropin.org.uk)

Free counselling, information, advice, family support and advocacy services for young people aged 11-25 and their families. Young person must live, work or study in the London Borough of Croydon.

### **Mind in Croydon**

020 8763 2064

[admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk)

[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)

Carers' Counselling Service offers up to six free counselling sessions for any carer aged 18 or over in Croydon. Also provides low-cost counselling for Croydon residents with mental health problems and their carers.

### **Off the Record**

020 8251 0251

[info@talkofftherecord.org](mailto:info@talkofftherecord.org)

[www.talkofftherecord.org](http://www.talkofftherecord.org)

Free counselling for young people aged 14-25, including young carers. Young person must refer themselves.

## Employment

You have the right to request flexible working to help you balance caring and employment. Requests can be made in writing each year to your employer, as long as you have been employed by them for 26 weeks or more. Employers can only turn down requests for a good business reason. For more information, see our *Caring for a Child* factsheet.

### **ACAS**

0300 123 1100

[www.acas.org.uk](http://www.acas.org.uk)

Provides employment information, advice and early conciliation service (early resolution support before cases reach tribunal).

### **Access to Work**

0800 121 7479

[atwosu.london@dwg.gsi.gov.uk](mailto:atwosu.london@dwg.gsi.gov.uk)

[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

Grants to help pay for practical support for disabled people who need help to start or stay in work, or start up their own business.

### **ACE (Groundwork London)**

[ACE@groundwork.org.uk](mailto:ACE@groundwork.org.uk)

Offers employment support to disabled people and people with a long-term health condition. Participants must be aged 25 or older, been out of work for 18 months or more, and living in a London borough.

### **Employers for Carers**

[www.employersforcarers.org](http://www.employersforcarers.org)

Advice and support for employers wanting to develop carer-friendly policies and practice. Website gives details of the business case for supporting carers and links to relevant research, which could strengthen a carer's argument when requesting flexible working.

### **Gateway Employment**

[gatewayemployment@croydon.gov.uk](mailto:gatewayemployment@croydon.gov.uk)

Supports people aged 16 and over with learning disabilities, physical disabilities, sensory impairments, mental health problems and autism. Supports young people and adults to prepare for, secure and maintain employment, including paid and voluntary roles. Provides regular employment advice appointments for carers at the Carers Support Centre.

### Jobcentre Plus

0345 604 3719 (National Enquiry Line)  
[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)  
Based at Bernard Weatherill House.  
Part of the Department for Work and Pensions (DWP). Supports unemployed people into paid work and administers welfare benefits.

### National Careers Service

0800 100 900  
[www.nationalcareersservice.direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk)  
Provides information, advice and guidance on education, training and career opportunities online or over the phone.

### Mind Employment Support

020 8253 8203/4  
[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)  
Support for people aged 18-64 who have a mental health problem and want to access employment. Referrals from primary and secondary care health professionals are accepted. Clients must also complete an application form.

### Working Families

0300 012 0312 (work and caring)  
[advice@workingfamilies.org.uk](mailto:advice@workingfamilies.org.uk)  
[www.workingfamilies.org.uk](http://www.workingfamilies.org.uk)  
'Waving not Drowning' project provides information and support to carers and parent carers who wish to combine work with caring responsibilities.

### Working for Carers

020 8699 8686  
[workingforcarers@carerslewisham.org.uk](mailto:workingforcarers@carerslewisham.org.uk)  
Employment advice and support for carers and former carers aged 25 and over who are not in paid work and live in London. Support includes one-to-one sessions, workshops, groups, and employment, training and volunteering opportunities. The Croydon service is provided by Carers Lewisham.

## Legal advice

### Civil Legal Advice

0345 345 4345  
[www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)  
[www.gov.uk/check-legal-aid](http://www.gov.uk/check-legal-aid)  
Free and confidential legal advice for people eligible for legal aid. Provides legal advice online and by telephone, including online information on eligibility for legal aid.

### Croydon Law Centre (part of South West London Law Centres)

020 8767 2777  
[croydon@swllc.org](mailto:croydon@swllc.org)  
[www.swllc.org](http://www.swllc.org)  
Offers a daytime clinic and evening clinic two nights a week. Daytime clinic is appointment only and evening clinic is first-come, first-served. Clinics provide initial, one-off advice and signposting and referral where necessary. Services are intended for people who cannot afford legal services.

### Equality Advisory and Support Service

0808 800 0082  
[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)  
Provides information and guidance on equality law and discrimination.

## Safeguarding

### Bromley and Croydon Women's Aid

020 8313 9303  
[info@bawa.org.uk](mailto:info@bawa.org.uk)  
Information, advice and support services for anyone suffering domestic abuse.

### Croydon Council Adult Abuse Reporting Line

020 8726 6500  
[www.croydon.gov.uk/healthsocial/sva/reporting-abuse](http://www.croydon.gov.uk/healthsocial/sva/reporting-abuse)  
Anyone who has concerns about the abuse or potential abuse of a vulnerable adult must report it to the adult abuse reporting line or report online.

### Croydon Council Children's Safeguarding

020 8255 2888 (Urgent Single Point of Contact)  
020 8726 6400 (Non-urgent reporting)  
If you are worried about a child or young person in Croydon, report your concerns to Croydon Council. If the child is at immediate risk of harm, call 999.

### Family Justice Centre

020 8688 0100  
[fjc@croydon.gov.uk](mailto:fjc@croydon.gov.uk)  
Information, advice and support for anyone suffering from domestic abuse.

## Social care

### Adult Social Care

020 8726 6500  
[referral.team2@croydon.gov.uk](mailto:referral.team2@croydon.gov.uk)  
[www.croydon.gov.uk/healthsocial/adult-care](http://www.croydon.gov.uk/healthsocial/adult-care)  
Point of contact for adult social care for anyone with support needs aged 18 or over. Self-referrals can be made online, by phone or by email. For more information, see our *Getting Support from Social Care* factsheet (adults) or *Caring for a Child* factsheet (children).

# HOW TO 01

## Information and Advice

Every effort has been made to ensure the contents of this factsheet are correct, but the Carers Information Service cannot accept responsibility for information that is inaccurate or for the quality of the services listed. All the *How To... A Guide for Carers in Croydon* factsheets are available at [www.carersinfo.org.uk](http://www.carersinfo.org.uk) to download, where they will be regularly updated.

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Written by Amy Deakin  
Communications and Publications Officer at the Carers Information Service



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