

**Independent  
and Safe**



**Your guide to  
Mole Valley  
Community  
Support Services**



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*I have made full use of the superb services on offer and I can honestly say they have been invaluable!*



## Do you want to feel safe but still enjoy your independence?

There is so much on offer to enjoy in retirement these days. The good news is that Mole Valley has a variety of services that help maintain independence, safety, and peace of mind for you and your family.

There are also places to socialise and gain information specific to your needs as they change. So if you are concerned about a loved one or want to find out more about what's on offer, then read on...



From the time you press the pendant this service is superb. Thank you very much

***Changes in your personal circumstances can lead you to feel vulnerable and unsafe, particularly if you live alone.***

Telecare can be useful for anyone who feels vulnerable, has a medical condition, lives alone, has a cognitive impairment such as dementia, is caring for someone or has been a victim of crime. Anyone of any age can request our service.

### What is it?

It is a range of equipment that can be used to summon help in an emergency, raising alerts manually and automatically. It's designed to assist people to live more independently by monitoring safety around the home. An alarm unit we install is linked via your phone to our monitoring centre in Mole Valley which is operated 24 hours a day,

365 days of the year. You will be given a pendant to wear and to get help you just press the pendant or alarm button. It can be worn in the garden and be up to 100 feet from the base unit. You can speak to the operator at the monitoring centre who will respond to your needs through your key holders or emergency services.



Automatic alerts can be sent from additional equipment such as smoke detectors, bed/chair/gas/flood detectors or pill dispensers.

### How much does it cost?

There is an all-inclusive charge for our service, which can be paid by Direct Debit, which provides:

- All the equipment you need
- Installation and regular maintenance checks
- 24 hour support from Monitoring Centre
- For prices please see under Telecare in the back of this booklet

### How do I join?

For more information or to arrange a no-obligation demonstration please contact us direct on

**Tel:** 01372 204500

**Email:** [telecare@molevalley.gov.uk](mailto:telecare@molevalley.gov.uk)

**Web:** [www.molevalley.gov.uk](http://www.molevalley.gov.uk)

## Social Centres

Retirement brings lots of opportunities to learn new things or try out something you've always wanted to do. Our social centres give you the opportunity to have fun, meet new people and learn new things along the way. We have one in Leatherhead and one in Dorking. They have weekly programmes of activities and services such as chiropody, hairdressing and reflexology.

### **Fairfield Centre, Leatherhead,** *incorporating the Wellbeing Centre*

01372 376058

Located a stone's throw from the Swan Shopping Centre, there are weekly classes, which include exercise, dancing, singing, yoga, pilates, tai chi, art, knitting and much more. Freshly cooked lunches, snacks and drinks are available. Extra support is on-hand for those that may need a little more confidence when coming to the Centre for the first time. There is a computer, laptop and iPad available to use.

There is wi-fi access so you can stay connected and one-to-one computer classes are offered. The Centre also houses the Wellbeing Centre for the Mole Valley area and The Conservatory Club caring for those with Dementia. If you would like more information contact 07913 707704 or see the back of this booklet.

There is no need to pre-book to attend the Fairfield centre, just pop in.



It gives me the chance to be with other people, have a nice chat and enjoy a lovely hot lunch :)

### **How can I become a member?**

There is a small annual membership fee, which gives discounted prices for many of the services operated. For information on this or the latest class timetables and price list please call the Fairfield Centre on 01372 376058.

### **Wellbeing Centre, Leatherhead**

***Almost all of us worry about becoming more forgetful as we age and the consequences for our future.***

01372 376058

Whether you are keen to improve your memory or have a memory related diagnosis such as dementia, the Wellbeing Centre can provide a range of support services that will help you and your loved ones to continue to live well.

### **What is it?**

It's a local hub of information and support services relating to memory loss where you can come and find out about things that will help you and your carer. It provides practical solutions as well as fun activities. Carers in particular may find the services very helpful for their needs too.

These services are provided by a range of groups such as Age UK, Alzheimer's Society, Dementia Navigators, Central Surrey Health, Social Services and many more. The Centre also includes a telecare demonstration suite where anyone can try out the equipment which helps support people to live independently.

To find out more and receive the latest details on weekly activities, please see the sheet on the Wellbeing Centre at the back of this booklet or contact the Centre Manager on 01372 376058.

### **Dorking Christian Centre** *At the very heart of Dorking Town Centre, the Christian Centre is a community centre open to everyone.*

The Centre offers a wide variety of activities, both for the active and the less active to enjoy. If you need a break from shopping or just want a chat, the staff and volunteers will be pleased to welcome you. The Centre offers a wide variety of activities: arts and crafts, sequence dancing, chair exercise, bridge, table tennis, reflexology and Indian head massage. The activities programme is updated regularly.

The Centre café is open Monday to Saturday from 10.00am to 1.45pm serving tea, coffee and cake from 10am and lunches from 12.00 noon at very reasonable prices.

For more information contact the centre managers on 01306 886830.

01306 886830

*I love coming to this place. Everyone is so friendly and there is always so much going on*



*Are you unable to drive, have a disability or can't use public transport? The Dial-A-Ride service can help residents with mobility problems stay independent.*

### **What is it?**

Dial-A-Ride can transport you to medical appointments, social and leisure centres, visiting friends or wherever you need to go locally.

### **How does it work?**

Just book your journey by ringing 01372 383333 between 8.30am and 4.30pm. The service operates on a first come first served basis and we will always try to fulfil your request. Our vehicles are adapted to accommodate wheelchair users and essential escorts can travel free of charge.

### **How much will it cost?**

For current pricing options, see the price list in the back of this booklet or telephone 01372 383333 or email [dialaride@molevalley.gov.uk](mailto:dialaride@molevalley.gov.uk). We will always try to accommodate last minute bookings but cannot guarantee this.

### **How can I join?**

Simply fill in the registration form in this booklet and send back to us with a cheque enclosed for the current membership price.

*Dial-A-Ride gives me independence so that I can go out when my family are at work*



01372 383333

# Handy Person Scheme

*Independent Home Solutions is a not for profit local social enterprise company working in partnership with Mole Valley District Council.*

01737 845630

## Who is the service for?

Anyone who has a disability, is over 60 or may be less able to carry out work around the home for themselves.

## What do they do?

- Minor joinery work
- Minor electrical work
- Plumbing jobs
- Draught proofing
- Fitting grab rails/handrails, stair rails
- Security measures
- Door entry, chains and spyholes
- Gates, fence and wall repairs
- Levelling garden paving

## Who are they?

All the technicians have been security cleared to carry out pre-agreed work in clients' homes.

## How much does it cost?

Prices are very competitive and vary depending on the job. Please see the price guide in the back of the brochure. If a preliminary visit is needed to assess the job then there is no charge for this.

For more information  
call 01737 845630  
or email [info@ihscic.org.uk](mailto:info@ihscic.org.uk)



# Dial-A-Ride Application Form

Mr/Mrs/Miss/Ms/Other
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First Name
------------

Surname
---------

Address
---------

Postcode
----------

Tel	Age
-----	-----

Your mobility. :

Do you use a wheelchair      Yes       No

If Yes is your chair electric      Yes       No

Do you use a shopping trolley      Yes       No

Do you use a frame      Yes       No

Do you need and escort      Yes       No

Details of a friend or relative whom we may contact in an emergency

Name
------

Address
---------

Postcode
----------

Tel
-----

Please write any useful information our drivers may need to find your home


Please complete the following

a) I am unable to use public transport because

b) I wish to travel to 

--

 Day Centre

Signature 

--

Please detach, this FREEPOST form, together with a cheque for the service\* made payable to Mole Valley District Council. Fold cheque, moisten and seal the edges carefully, then post.

\*For current pricing options please see the back of this booklet.

Business Reply Plus  
Licence Number  
RCC35



Community Services Mole Valley District Council  
FREEPOST RCC35  
Park House  
Randalls Road  
Leatherhead  
KT22 0BR



## Useful numbers

Dorking  
Christian Centre

01306 886830

Fairfield Centre  
Leatherhead

01372 376058



Leatherhead

01372 376058

Mole Valley  
Telecare

01372 204500

Dial-A-Ride

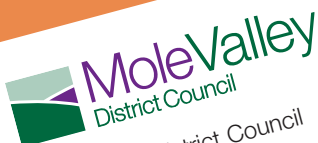
01372 383333

Handy Person  
Scheme

01737 845630

## Alternative formats

If you need this document in an alternative language/format,  
please contact the Communications Team on 01306 870624  
or email [communications@molevalley.gov.uk](mailto:communications@molevalley.gov.uk)



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Dorking  
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