

# **Useful Contacts Booklet**

## **For family carers of adults with a learning disability**



# Local Services

## **Adults First (Merton Mencap)**

Merton's forum for carers of adults with a learning disability.

Web: [www.mertonmencap.org.uk](http://www.mertonmencap.org.uk)

Tel: 020 8687 4644

Email: [adults.first@swlondonmencap.nhs.uk](mailto:adults.first@swlondonmencap.nhs.uk)

## **Adult Social Care**

Web: [www.merton.gov.uk/adult-social-care](http://www.merton.gov.uk/adult-social-care)

Tel: 0845 618 9762

## **All Saints Community Resource Centre (Physical and Learning Disabilities)**

Web: [www.merton.gov.uk/allsaints](http://www.merton.gov.uk/allsaints)

Tel: 020 8274 5388

Email: [AllSaintsCentre@merton.gov.uk](mailto:AllSaintsCentre@merton.gov.uk)

## **All Saints Respite Care Centre**

Tel: 020 8542 0260

## **Carers Partnership Group**

Linked to Merton Learning Disabilities Partnership Board. Meets 10am -12noon at High Path Community Resource Centre the first Tuesday of every month, except August.

Email: [sallyjaneburns@hotmail.com](mailto:sallyjaneburns@hotmail.com)

## **Carers Support Merton**

Support for carers in Merton, including advice, support meetings, visits, events, newsletter, plus "*An A-Z of Services for Unpaid Carers in Merton*" produced by Merton Council and Carers Support Merton. A 16 page booklet of useful information for all types of carers is available online.

Web: [www.csmerton.org](http://www.csmerton.org)

Tel: 020 8646 7515

Email: [Info@csmerton.org](mailto:Info@csmerton.org)

## **Circle Housing, Merton Priory Homes**

Web: [www.circle.org.uk](http://www.circle.org.uk)

Tel: 0300 500 3000

## **Citizens Advice Bureau, 7 Crown Parade, Crown Lane, Morden**

Tel: 0344 243 8430

## **Committees and Meetings (Democratic Services)**

Information regarding attending and speaking at council meetings.

Web: [www.merton.gov.uk/committee](http://www.merton.gov.uk/committee)

Tel: 020 8545 3616

## **Community Drug Service for SW London**

Tel: 020 8773 9393

## **Complaints**

Web: [www.merton.gov.uk/complaints](http://www.merton.gov.uk/complaints)

Tel: 020 8274 3060

## **Council Tax**

Web: [www.merton.gov.uk/counciltax](http://www.merton.gov.uk/counciltax)

Tel: 020 8274 4904

## **Council Tax Support**

Web: [www.merton.gov.uk/cts](http://www.merton.gov.uk/cts)

## **Dental Clinic (Special Care), Morden**

Tel: 020 8544 6185

## **Disability Employment Advisor, Ayda El-Deweiny, Mitcham Job Centre**

Tel: 020 8687 3018

Email: [ayda.el-deweiny1@dwp.gsi.gov.uk](mailto:ayda.el-deweiny1@dwp.gsi.gov.uk)

## **Housing Benefit**

Web: [www.merton.gov.uk/living/benefits.htm](http://www.merton.gov.uk/living/benefits.htm)

Tel: 020 8274 4903

Email: [housing.benefits@merton.gov.uk](mailto:housing.benefits@merton.gov.uk)

## Jan Malinowski Day Centre

Web: <http://www.merton.gov.uk/health-social-care/adult-social-care/help-at-home/daycentres/jan-malinowski-centre.htm>

Tel: 020 8274 5141

## Healthwatch Merton

Works to improve local health and social care services. Provides news and general advice. Acts on complaints.

Web: [www.healthwatchmerton.co.uk](http://www.healthwatchmerton.co.uk)

Tel: 020 8695 2282

Email: [info@healthwatchmerton.co.uk](mailto:info@healthwatchmerton.co.uk)

## Late Night Chemists

*Sainsbury's Pharmacy*, Sainsbury's Store, 1 Merton High Street, SW19 1DD.

Car park is on Merantun Way, SW19.

Open Monday to Friday 07:00-23:00. Saturday 07:00-22:00. Sunday 11:00-17:00.

Tel: 020 8254 3800

*Lloyd's Pharmacy*, 11-13 Tolworth Broadway, Surbiton, KT6 7DJ (just off the A3).

Open 09:00-23:00 every day.

Tel: 020 6390 6797

## Learning Disabilities Community Nurses Team

Tel: 020 8545 4496 or 020 8545 4599

## Learning Disabilities Occupational Therapy

Tel: 020 8545 4520

## Learning Disabilities Team

Tel: 020 8545 4529

Email: [ssliddutyteam@merton.com](mailto:ssliddutyteam@merton.com)

## Mascot

Enables vulnerable people in their own homes to call for emergency help.

Web: [www.mascot-telecare.org.uk](http://www.mascot-telecare.org.uk)

Tel: 020 8274 5940

Email: [mascot@merton.gov.uk](mailto:mascot@merton.gov.uk)

## **Merton Adult Education**

Web: <http://www.maec.ac.uk>

Tel: 020 8274 5222

## **Merton Age UK**

A wide selection of services for over 55's.

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

Tel: 020 8648 5792

## **Merton and Morden Guild of Social Services**

Activities, outings, social activities for people 55+.

Tel: 020 8640 1640

## **Merton Centre for Independent Living**

Services, support and opportunities for Disabled People.

Web: [www.mertoncil.org.uk](http://www.mertoncil.org.uk)

Tel: 020 3397 3119

Email: [Info@mertoncil.org.uk](mailto:Info@mertoncil.org.uk)

## **Merton Council**

The council produces a printed leaflet, 'Your A - Z guide to services'. A lengthier version can be found online.

Web: [www.merton.gov.uk/atoz](http://www.merton.gov.uk/atoz)

Tel: 020 8274 4901

## **Merton Councillors/Members of Parliament**

An up to date list of councilors can be found on Merton's website.

Web: [www.merton.gov.uk/councillors](http://www.merton.gov.uk/councillors)

Tel: 020 8545 3864 (this number is shared by all councillors)

Chief Executive, Ged Curran

Email: [Chief.Executive@merton.gov.uk](mailto:Chief.Executive@merton.gov.uk)

Executive Leader of the Council, Stephen Alambritis

Email: [stephen.alambritis@merton.gov.uk](mailto:stephen.alambritis@merton.gov.uk)

Mayor of Merton, Councillor David Chung

Email: [mayor@merton.gov.uk](mailto:mayor@merton.gov.uk)

Deputy Leader and Cabinet Member for Finance, Councillor Mark Allison  
Email: [mark.allison@merton.gov.uk](mailto:mark.allison@merton.gov.uk)

Cabinet Member for Adult Social Care and Health, Councillor Caroline Cooper-Marbiah  
Email: [caroline.cooper-marbiah@merton.gov.uk](mailto:caroline.cooper-marbiah@merton.gov.uk)

Cabinet Member for Community and Culture, Councillor Nick Draper  
Email: [nick.draper@merton.gov.uk](mailto:nick.draper@merton.gov.uk)

Member of Parliament (C-Wimbledon), Stephen Hammond MP  
Tel: 020 7219 3401  
Email: [stephen.hammond.mp@parliament.uk](mailto:stephen.hammond.mp@parliament.uk)

Member of Parliament (L-Mitcham and Morden), Siobhain McDonagh MP  
Tel: 020 7219 4678  
Email: [mcdonaghs@parliament.uk](mailto:mcdonaghs@parliament.uk)

## **Merton Employment Team for people with Learning Disabilities**

Tel: 020 8274 5735  
Email: [MertonEmploymentTeam@merton.gov.uk](mailto:MertonEmploymentTeam@merton.gov.uk)

## **Merton Mencap**

Merton Mencap is an independent, registered charity providing support and services for children, young people and adults with a learning disability and their family carers in Merton.

Web: [www.mertonmencap.org.uk](http://www.mertonmencap.org.uk)  
Tel: 020 8687 4651

## **Merton Occupational Therapy**

Web: [www.merton.gov.uk/occupationaltherapy](http://www.merton.gov.uk/occupationaltherapy)  
Tel: 020 8545 4428/4477

## **Merton Sickle Cell and Thalassaemia Group**

Web: [www.msctg.org.uk](http://www.msctg.org.uk)  
Tel: 0800 001 5660 (free 24 hour helpline)  
Email: [info@msctg.org.uk](mailto:info@msctg.org.uk)

## **Merton Vision**

Services, support, and information for people with a visual impairment. There is a resource centre in Colliers Wood.

Web: [www.mertonvision.org.uk](http://www.mertonvision.org.uk)  
Tel: 020 8540 5446

## **Multiple Sclerosis Society Local Group**

Information and advice

Tel: 020 8646 4333

Email: [mertonms@hotmail.uk](mailto:mertonms@hotmail.uk)

## **National Autistic Society Merton Branch**

A new service in Merton, very much in the early stages, for people with autism and their families.

Tel: 07904 323731

Email: [rinabrahmbhatt@me.com](mailto:rinabrahmbhatt@me.com)

## **NHS Merton Clinical Commissioning Group**

Responsible for the local health care budget. Their website gives lists of local services including GPs, dentists, chemists, etc, plus health news.

Web: [www.mertonccg.nhs.uk](http://www.mertonccg.nhs.uk)

Tel: 020 3668 1222

## **Parkinson's Disease Society Merton Branch**

Support group and activities.

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

Tel: 0844 225 3705

## **Rethink Mental Illness**

Helping people affected by severe mental illness and their carers, families and friends. Runs a carers user group.

Web: [www.rethink.org](http://www.rethink.org)

Tel: 0300 5000 927 (advice and information service Mon to Fri 10am -2pm)

Tel: 020 8542 3657 or 020 8947 1171 (Merton and Sutton)

## **South Thames Crossroads**

Respite care in the home.

Web: [www.crossroadscaresouththames.org](http://www.crossroadscaresouththames.org)

Tel: 020 8648 9677

## **Supported Living Team (Angela Wardell)**

Tel: 020 8545 3676

## **Talk Autism (Merton Mencap)**

Merton's forum for parents of children, young people and adults with autism.

Web: [www.mertonmencap.org.uk/talkautism.htm](http://www.mertonmencap.org.uk/talkautism.htm)

Tel: 020 8687 4644

Email: [kids.first@swlondonmencap.nhs.uk](mailto:kids.first@swlondonmencap.nhs.uk)

## **Trading Standards**

Web: [www.merton.gov.uk/tradingstandards](http://www.merton.gov.uk/tradingstandards)

Tel: 020 8545 4018

## **Welfare Benefits Service**

Advice on benefits and assistance with form filling.

Web: [www.merton.gov.uk/living/benefits.htm](http://www.merton.gov.uk/living/benefits.htm)

Tel: 020 8545 4178

Email: [Suzie.Rollins@merton.gov.uk](mailto:Suzie.Rollins@merton.gov.uk)

## **Wimbledon Guild**

Services for all ages, befriending, counseling activities, social welfare.

Web: [www.wimbledonguild.co.uk](http://www.wimbledonguild.co.uk)

Tel: 020 8946 0735



# National organisations

## Ability Net

Helps disabled children and adults use computers and the internet by adapting and adjusting their technology.

Web: [www.abilitynet.org.uk](http://www.abilitynet.org.uk)

Tel: 0800 269 545 or 01926 312 847

Email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

## Action for Blind People

Provides practical help and support to blind and partially-sighted people of all ages.

Web: [www.actionforblindpeople.org.uk](http://www.actionforblindpeople.org.uk)

Tel: 0303 123 9999 (helpline 08:45-17:30 Mon to Friday)

Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

## Adapt-IT

Provides assistive technology and computer aids, both hardware and software, and consultancy and advice for people with disabilities.

Web: [www.adapt-it.co.uk](http://www.adapt-it.co.uk)

Tel: **0844 414 1325**

## Age UK

Useful website for the elderly, disabled and carers, with a wide range of topics including, Carers Allowance, Attendance Allowance, Disability Living Allowance, Personal Independence Payment (PIP), Universal Credit and Housing Benefit. Plus Money Matters, Travel and Lifestyle, Avoiding Scams, Gas and Electricity, Computing and Phones, Mobility Aids, Care at Home, Care Homes, Housing Choices and more.

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

Tel: 0800 169 6565

## Al Anon

Support for anyone whose life is affected by someone else's drinking.

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

Helpline: 020 7403 0888

## **Alzheimer's Society**

Advice, information and support.

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

Helpline: 0300 222 1122

Tel: 0207 423 3500

## **British Institute of Learning Disabilities (BILD)**

BILD provides good online information and resources about friendships and relationships to support people with a learning disability.

Web: [www.bild.org.uk](http://www.bild.org.uk)

Tel: 0121 415 6960

Email: [enquiries@bild.org.uk](mailto:enquiries@bild.org.uk)

## **Carers Direct**

Information, advice and support for carers.

Web: [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

Tel: 0808 802 0202

## **Carers UK**

Supports carers, provides information about caring and runs an advice line.

Web: [www.carersuk.org](http://www.carersuk.org)

Tel: 0808 808 7777 (National advice line on all aspects of caring)

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

## **Deafblind UK**

Offers specialist services and support to deaf and 5blind people and those who have progressive sight and hearing loss acquired throughout their lives.

Web: [www.deafblind.org.uk](http://www.deafblind.org.uk)

Tel: 01733 358 100

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

## **Diabetes UK**

Web: [www.diabetes.org.uk](http://www.diabetes.org.uk)

Tel: 0345 123 2399 (UK Central office and Helpline 9am-7pm Mon-Fri)

## **Disability Law Service (DLS)**

Provides information and advice via a helpline to people with disabilities, their families, carers and advocates. Subjects include: disability discrimination, goods and services, community care, employment, and welfare benefits. They also provide a casework service, and support at any level of the legal system.

Web: [www.dls.org.uk](http://www.dls.org.uk)

Tel: 0207 791 9800 (Free Legal Advice)

Email: [advice@dls.org.uk](mailto:advice@dls.org.uk)

## **Disabled Living Foundation**

Provides free, impartial advice about all types of disability equipment and mobility products for people with disabilities, their carers and families.

Web: [www.dlf.org.uk](http://www.dlf.org.uk)

Tel: 020 7289 6111

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

## **Disability Rights UK**

Campaigns and publishes various guides including the Handbook on Disability Rights, PIP Guide and Regional List of Disabled Toilets needing a Radar Key (sells radar disabled toilet keys £5.40 inc delivery).

Web: [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

Tel: 020 7250 8181

Email: [enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

## **Down's Syndrome Association**

Provides information about all aspects of living with Down's syndrome, including specialist advisers on benefits, education and health; advises new parents or anyone experiencing difficulties.

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

Tel: 0333 1212 300

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

## **Epilepsy Action (British Epilepsy Association)**

Supports people with epilepsy through a freephone telephone helpline, email helpline, local branches throughout the UK, and other services. Provides information leaflets, factsheets, booklets, videos etc.

Web: [www.epilepsy.org.uk](http://www.epilepsy.org.uk)  
Tel: 0808 800 5050 (Freephone Helpline)  
Email: [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk)

## **Equality Advisory and Support Service (EASS)**

EASS advises and assists individuals on issues relating to equality and human rights.

Web: [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)  
Tel: 0808 800 0082 (Freephone Helpline)

## **Equality and Human Rights Commission**

Provides information about all aspects of inequality, including disability.

Web: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)  
Tel: 0808 800 0082 (Freephone Helpline)

## **Equinox Care**

Helping vulnerable people with alcohol, drug and mental health problems access appropriate services.

Web: [www.equinoxcare.org.uk](http://www.equinoxcare.org.uk)  
Tel: 020 3668 9270

## **Foundation for people with Learning Disabilities**

The Foundation works to influence policy and services so they better meet the needs of people with a learning disability and their families. Produces useful publications.

Web: [www.learningdisabilities.org.uk](http://www.learningdisabilities.org.uk)  
Tel: 020 7803 1100

## **Golden Lane Housing**

Housing for those with Learning Difficulties - working in partnership with Mencap.

Web: [www.glh.org.uk](http://www.glh.org.uk)  
Email: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)

## **Gov.uk**

Information from central government. Has a section called 'Disabled people' that details employment support, financial support, benefits, education and learning, rights and obligations, motoring and transport, Everyday life and leisure, home and housing options, and travel, holidays and breaks.

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

## Learning Disability Helpline

Tel: 0808 808 111

## Mencap

Works with people with a learning disability to change laws, challenge prejudice and support them to live their lives as they choose.

Learning disability information and advice including Wills and Trusts, Powers of Attorney, Court of Protection, support, leisure, campaigns, benefits, health, laws, rights, reviews and appeals, list of national organizations, Personal Independence Payments guide and frequently asked questions. Downloadable leaflets and factsheets including easy read and audio material available on many topics.

Web: [www.mencap.org.uk](http://www.mencap.org.uk)

Also [www.mencap.org.uk/mencapdirect](http://www.mencap.org.uk/mencapdirect) - A shortcut to essential information

Tel: 0808 808 111 (Helpline 9am - 5pm Mon – Fri)

Email: [help@mencap.org.uk](mailto:help@mencap.org.uk)

## MENCAP Trust Company

Sets up Trusts for Carers of People with Learning Disabilities.

Web: [MTC@mencap.org.uk](mailto:MTC@mencap.org.uk)

## Mind

A -Z of mental health. Information and help.

Web: [www.mind.org.uk](http://www.mind.org.uk)

Tel: 020 8519 2122

Email: [contact@mind.org.uk](mailto:contact@mind.org.uk)

## Multiple Sclerosis Society

Information and advice.

Web: [www.mssociety.org.uk](http://www.mssociety.org.uk)

Tel: 0808 800 8000 (free helpline)

## National Autistic Society

Services include telephone and email helplines; parent courses and training; befriending; short breaks scheme; and the Autism Alert Card.

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

Tel: 0808 800 4104 (Helpline free from landlines and most mobiles, 10:00-16:00 Mon to Friday)

## **National Careline**

A not for profit company with extensive sections on holidays, types of care, care funding, legal issues, tax, pensions, travel and mobility, caring at home, later life, newsletter, power of attorney, etc.

Web: [www.thenationalcareline.org](http://www.thenationalcareline.org)

Tel: 0800 0699 784 (Helpline)

Email: [office@thenationalcareline.org](mailto:office@thenationalcareline.org)

## **NHS Choices**

A-Z of conditions, treatments and medicines plus symptom checker. Care and Support, information for carers, health news, Live Well services near you.

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

NHS Choices, Care and Support Guide, which includes information for carers such as social care assessments, NHS continuing care, home care and carers rights available from:

[www.nhs.uk/conditions/social-care-and-support--guide/Pages/what-is-social-care.aspx](http://www.nhs.uk/conditions/social-care-and-support--guide/Pages/what-is-social-care.aspx)

## **NHS Direct**

Provides health related advice.

Web: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **NHS 111 service**

111 is a new telephone service brought to you by the NHS for when you need advice or medical treatment quickly, and you cannot wait for an appointment to see your doctor. If you need emergency medical treatment, you must call 999.

Web: [www.nhs.uk/111](http://www.nhs.uk/111)

## **NHS Complaints Advocacy Service**

This is a free, independent and confidential service that can help you make a complaint about a National Health Service (NHS).

Web: [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)

## **Respond**

This is a charity supporting people with learning difficulties affected by trauma and abuse, including sexual abuse. It offers training, counselling and support.

Web: [www.respond.org.uk](http://www.respond.org.uk)

Tel: 0808 808 0700 (Freephone Helpline)

## **Rethink Mental Illness**

Provides mental health information & advice on practical problems.

Web: [www.rethink.org](http://www.rethink.org)

Tel: 0300 5000 927 (Advice and Information line, 10:00-14:00 Mon to Friday)

## **Royal Association in Aid of Deaf people (RAD)**

Provides a number of services for deaf people, especially those whose first or preferred language is British Sign Language (BSL). Also runs activities and support groups for families with parents and/or children who are deaf or hard of hearing.

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

Tel: 0845 688 2525

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

## **Royal National Institute of the Blind (RNIB)**

Offers information, support and advice to people with sight loss.

Web: [www.rnib.org.uk](http://www.rnib.org.uk)

Tel: 0303 123 9999 (Helpline)

## **Scope**

Supports disabled people and their families through campaigns, help, information, and services. Provides free, independent and impartial information and support on the issues that matter to disabled people and their families.

Web: [www.scope.org.uk](http://www.scope.org.uk)

Tel: 0808 800 3333 (Free helpline 09:00-17:00 Mon to Friday)

Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

## **Turn2us**

A free service that helps people in financial need to access welfare benefits, charitable grants and other financial help – online, by phone and face-to-face

through their partner organisations. The website features a free and easy-to-use benefits calculator, grants search and other information and resources.

Web: [www.turn2us.org.uk](http://www.turn2us.org.uk)

## **Transport and Access**

### **Blue Badge Scheme**

The national Blue Badge Scheme provides a range of parking and other motoring concessions for people who are registered blind or have severe mobility problems.

Web: [www.merton.gov.uk/bluebadge](http://www.merton.gov.uk/bluebadge)

Tel: 020 8274 4990

### **Changing Places**

Campaigning and information on fully accessible toilets which are publicly accessible with enough space and the right equipment, including a height adjustable changing bench and a hoist.

Web: [www.changing-places.org](http://www.changing-places.org)

### **Dial-a-Ride**

A free door to door service. You have to become a member to use Dial-a-Ride. You must have a permanent or long-term disability which means you are unable to use public transport some or all of the time.

Web: [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride)

Tel: 0845 999 1999

Email: [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk)

### **Disabled Persons Freedom Pass**

A disabled person of any age can apply for this pass, if they meet one of the criteria listed on the Transport for London website. However, to get the pass you must apply directly to your local council. The Disabled Freedom Pass gives free travel on most public transport in London at any time. Freedom Passes are funded by the council.

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

Web: [www.merton.gov.uk/freedompasses](http://www.merton.gov.uk/freedompasses)

Tel: 020 8274 4990

### **Disabled Persons Railcard**



If you have a disability that makes travelling by train difficult, you might qualify for the Disabled Persons Railcard.

Web: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

## **Merton Community Transport**

Tel: 020 8545 4794

## **Rica**

A UK charity providing independent research and a wide variety of information for the elderly and disabled, including advice on choosing a car, wheelchair accessible vehicles, getting a wheelchair into a car, scooters and powered wheelchairs, etc.

Web: [www.rica.org.uk](http://www.rica.org.uk)

Email: [mail@rica.org.uk](mailto:mail@rica.org.uk)

## **Taxicard and Capital Call**

If you have mobility impairments and have trouble using public transport, you may be able to get subsidised taxi and mini cab travel in London. The two schemes are called Taxicard and Capital Call.

Web: [www.tfl.gov.uk/modes/taxis-and-minicabs/taxicard-and-capital-call](http://www.tfl.gov.uk/modes/taxis-and-minicabs/taxicard-and-capital-call)

Web: [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard)

Tel: 020 7763 5001 or 020 7082 3131 (Taxicard – Computer Cab)

Tel: 020 7275 2446 (Capital Call)

## **Transport for All**

A charity promoting more accessible transport in London. Advice on travelling in London and maps to avoid steps at stations, etc. A 60 page (disabled) guide is available free via the website.

Web: [www.transportforall.org.uk](http://www.transportforall.org.uk)

Tel: 020 7737 2339

## **Transport for London**

Web: [www.tfl.gov.uk](http://www.tfl.gov.uk) (general information)

Web: [www.tfl.gov.uk/transport-accessibility](http://www.tfl.gov.uk/transport-accessibility) (disabled advice - accessibility maps)

Web: [www.tfl.gov.uk/accessibility/wheelchair-access-and-avoiding-stairs](http://www.tfl.gov.uk/accessibility/wheelchair-access-and-avoiding-stairs)  
(wheelchair advice)

Email: [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk)

## **Travel Support Card**

Transport for London's Travel Support Card is for anyone who finds travelling difficult, including people with hidden disabilities, or people who are not used to

Merton Mencap. Registered Office Address: The Wilson Hospital, Cranmer Road, Mitcham, Surrey CR4 4TP  
Company Limited by Guarantee Registered Charity Number 1113444. Company Registration Number 5692213 (England)

travelling on their own. You write any information on the card that will help staff give you the support you need.

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

## **Wheelfreedom**

A wheelchair and mobility scooter hire company specialising in manual and electric wheelchairs, mobility scooters, and orthopaedic knee scooters. Products can be hired or purchased.

Web: [www.wheelfreedom.com](http://www.wheelfreedom.com)

Tel: 0800 0258 005

# **Holidays and Activities**

## **3H Fund**

**Helping disabled children and adults, as well as carers, to enjoy a much needed holiday.**

Web: [www.3hfund.org.uk](http://www.3hfund.org.uk)

Tel: 01892 860207

Email: [info@3hfund.org.uk](mailto:info@3hfund.org.uk)

## **Birdworld (Farnham, Surrey)**

Birdworld is fully accessible to visitors with disabilities and has level wheelchair-friendly paths. Concessionary entrance prices are available.

Web: <http://birdworld.co.uk>

Tel: 01420 22992 or 01420 22140

## **Calvert Trust**

Its three centres (Exmoor, Northumbria and The Lake District) help people with disabilities, together with their families and friends, to challenge disability through outdoor adventure.

Web: [www.calvert-trust.org.uk](http://www.calvert-trust.org.uk)

Tel: [01598 763221](tel:01598763221) or 01434 250232 or 017687 72255

## **Disabled Photographers' Society**

Offers technical support and help for disabled photographers and information on all aspects of photography for people with disabilities.

Web: [www.disabledphotographers.co.uk](http://www.disabledphotographers.co.uk)

## **Garwood Foundation**

The Foundation owns a caravan at the Haven Holiday Park in Pagham, near Bognor, which is fully adapted for use by people with disabilities, and at special low rates (March to October). It sleeps up to six people.

Email: [holidayhome@garwoodfoundation.org.uk](mailto:holidayhome@garwoodfoundation.org.uk)

## Golden Bay Holiday Village

The Village is in Westward Ho, North Devon, and offers special needs visitors 10% discount off their normal rental rates for self-catering holiday homes on the seafront – but you must say when booking that you have special needs. This stems from their previous association with a local charity, which originally owned two chalets especially for families with special needs.

Web: [www.goldenbayholidays.co.uk](http://www.goldenbayholidays.co.uk)

Tel: 01237 474161

## Good Access Guide

Information about accessible holiday accommodation including cottages, apartments, chalets, bed and breakfast, hotels, farms, parks and lodges. Also includes useful information about leisure time, independent living, etc.

Web: [www.goodaccessguide.co.uk](http://www.goodaccessguide.co.uk)

## Great Cockcrow Railway

A 7¼ inch gauge miniature railway in Lyne, Surrey. It is one of the most authentic of its kind in the country. Free parking.

Web: [www.cockcrow.co.uk](http://www.cockcrow.co.uk)

Email: [admin@cockcrow.co.uk](mailto:admin@cockcrow.co.uk)

Enjoy watching electric and battery trains whizzing round the track when the Green Valley Railway host their Open Days at a private residence in Raynes Park.

Web: [www.holycrossmotspurpark.org.uk](http://www.holycrossmotspurpark.org.uk) (then click 'What's On')

## London Wetland Centre, Barnes

An accessible wetland centre near the heart of London, ideal for bird watching. It offers many facilities for people with disabilities. Essential helpers assisting disabled visitors go free.

Web: [www.wwt.org.uk/wetland-centres/london](http://www.wwt.org.uk/wetland-centres/london)

Tel: 020 8409 4400

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

## National Trust 'Admit One' card

The 'Admit One' card gives free entry for the companion or carer of a disabled visitor (normal membership, or admission fee, will still apply to the disabled visitor).

Web: [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk)

## Papworth Trust

Offers free respite holidays to disabled people and their families at Kerry Farm in Wales. Conditions apply.

Web: [www.papworth.org.uk/kerryfarm](http://www.papworth.org.uk/kerryfarm)

Tel: 0800 952 5000

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

## QE2 Activity Centre, Hampshire

The Centre in Bursledon (close to Southampton) offers a range of activities and holidays for people of all ages with additional needs.

Web: [www.qe2activitycentre.co.uk](http://www.qe2activitycentre.co.uk)

Tel: 023 8040 4844

Email: [qe2centre@aol.com](mailto:qe2centre@aol.com)

## Regatta for the Disabled

Regatta for the Disabled is an annual event, held every summer. It is a wonderful opportunity for children and adults with a disability to enjoy a great variety of land and river based activities they might normally consider unavailable to them.

Web: [www.regattaforthedisabled.org](http://www.regattaforthedisabled.org)

Tel: 01491 635332

Email: [info@regattaforthedisabled.org](mailto:info@regattaforthedisabled.org)

## Sea Life London Aquarium

The Aquarium is home to a large collection of global marine life. There is full disabled access with lifts to all levels, and disabled toilets on every floor. A free carers ticket is available when accompanying a disabled guest.

Web: [www.visitsealife.com/london](http://www.visitsealife.com/london)

Tel: 0871 663 1678

Email: [sllondon@merlinentertainments.biz](mailto:sllondon@merlinentertainments.biz)

## V&A Museum of Childhood

The museum in Bethnal Green has facilities for people with learning disabilities. Before your visit, the website has useful information to help you prepare.

Web: [www.museumofchildhood.org.uk](http://www.museumofchildhood.org.uk)

Tel: 020 8983 5200  
Email: [moc@vam.ac.uk](mailto:moc@vam.ac.uk)

## **Voluntary Association for Surrey Disabled (VASD)**

Provides wheelchair accessible holidays by the coast in Sussex in specially-adapted holiday properties, or a specially-adapted canal boat for holidays on the Grand Union canal.

Web: [www.vasd.org.uk](http://www.vasd.org.uk)  
Tel: 01372 841148  
Email: [info@vasd.org.uk](mailto:info@vasd.org.uk)

# Cards, keys and passes

## **Access card**

An ID card for people with a disability which highlights the barriers an individual may face and the reasonable adjustments that individual may need. This then informs providers quickly and discreetly about the support needed and may gain individuals access to things like concessionary ticket prices and complex reasonable adjustments without having to go into loads of personal detail. The cost is £15 for 3 years.

Web: [www.accesscard.org.uk](http://www.accesscard.org.uk)

## **Autism alert card**

The National Autistic Society can provide (for a small admin fee) an autism alert card that can be carried by a person who has autism and used in situations where communication may be difficult.

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

## **Carers Discount Card**

Available from Carers Support Merton.

Email: [Debbie@csmerton.org](mailto:Debbie@csmerton.org)

## **Disabled Persons Freedom Pass**

A disabled person of any age can apply for this pass, if they meet one of the criteria listed on the Transport for London website. However, to get the pass you must apply directly to your local council. The Disabled Freedom Pass gives free travel on most public transport in London at any time. Freedom Passes are funded by the council.

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

Web: [www.merton.gov.uk/freedompasses](http://www.merton.gov.uk/freedompasses)

Tel: 020 8274 4990

## **Disabled Persons Railcard**

If you have a disability that makes travelling by train difficult, you might qualify for the Disabled Persons Railcard.

Web: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

### **National Trust 'Admit One' card**

The 'Admit One' card gives free entry for the companion or carer of a disabled visitor (normal membership, or admission fee, will still apply to the disabled visitor).

Web: [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk)

### **Travel Support Card**

Transport for London's Travel Support Card is for anyone who finds travelling difficult, including people with hidden disabilities, or people who are not used to travelling on their own. You write any information on the card that will help staff give you the support you need.

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