

Crawley Older People's Directory



crawley wellbeing



crawley.gov.uk/older



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For help using the website, call Adults' CarePoint on 01243 642121

About this directory

The directory includes information on services, support, activities and help available for older people in Crawley. On the following page, there are contents that will help you navigate the directory.

Every effort has been made to ensure the accuracy of information in this directory. At the time of going to press (summer 2018), all the entries are correct. However, over the life of the printed directory, things will change.

It's worth noting, there are a large number of physical activities for older people not included in this directory. There is however a larger web-based directory which the organisations/services keep up-to-date on the Crawley Borough Council website at crawley.gov.uk/communitydirectory

If the web is not accessible to you, or you would like help finding what might be right for you, contact Crawley Wellbeing (see pages 40 and 41).

West Sussex Connect to Support is an online directory that can also be used to find helpful information, advice and to browse for products and services. This directory is found at westsussexconnecttosupport.org

If you have any comments, suggestions or questions about this directory, or if you would like it in another format, for instance as an MP3 file, in Braille or in another language, please contact Crawley Wellbeing.

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4Sight Vision Support



Telephone: 01243 828555

Email: crawley@4sight.org.uk

Twitter: @4SightVS

Facebook: facebook.com/4SightVS

Website: 4sight.org.uk

Address: Bradbury Centre, 36 Victoria Drive, Bognor Regis PO21 2TE

At 4Sight, we offer services to improve health and wellbeing, promote independence and prevent social isolation. We provide information, advice and practical support to anyone with sight impairment. We also demonstrate technology and daily living aids that may make everyday life easier for those with vision loss.

On the first Wednesday of every month, we run a low vision clinic at Crawley Hospital to identify people who could benefit from magnifiers to help with reading and close up work. These assessments are booked through Crawley Hospital but you need to be referred by a medical professional. Our services are free. However, there is a charge for low vision assessments not conducted at the hospital.

Action for Deafness



Telephone: 01444 415582

Email: info@actionfordeafness.org.uk

Twitter: @afd_uk

Facebook: facebook.com/actionfordeafness

Website: actionfordeafness.org.uk

Address: 22 Sussex Road, Haywards Heath RH16 4EA

We are a charitable organisation offering a full range of services to deaf and hard of hearing people. NHS audiology services are available via GP referral, including hearing tests, hearing aids, batteries re-tubing and aftercare. Advice, support and information is available at:

- Resource Centres in Haywards Heath and Worthing
- Hearing Aid Maintenance Clinic in Gossops Green Medical Centre on the last Wednesday of each month from 9.30am-12.30pm
- Via the website.

A full range of Assistive Listening Devices (ALDs) are available for demonstration and purchase from the Resource Centres. We run a membership scheme for those who wish to be kept up-to-date with the work we do. Membership is £10 per annum.

Age UK West Sussex



Telephone: 01293 544144

Email: crawley@ageukwestsussex.org.uk

Twitter: @aukws

Facebook: [facebook.com/AUKWS](https://www.facebook.com/AUKWS)

Website: ageukwestsussex.org.uk

Address: Crawley Centre, 1 Town Barn Road, West Green, Crawley
RH11 7XG

We are a local charity offering services for older people. We provide various daily activities at our Crawley Centre and community centres across the borough. Please visit our website for an up-to-date activities timetable. Our services are designed:

- To encourage a healthy lifestyle and keep active
- To help prevent social isolation and improve wellbeing and independence
- To help people in the community by offering positive, up-to-date and appropriate information and advice
- To support older people to stay living in their own homes for longer.

Annual membership costs £20. Activities are provided at a reduced member rate or by donation. Non-members may attend activities by purchasing a day membership for £2. Lunch is £5 for two courses and we also offer room hire.



Alzheimer's Society

Telephone: 01403 213017

Email: sussex.helpline@alzheimers.org.uk

Twitter: @alzheimerssoc

Facebook: facebook.com/AlzheimersSocietySouthEastEngland

Website: alzheimers.org.uk

Address: Alzheimer's Society, Barclays House, 51 Bishopric, Horsham RH12 1QJ



The Alzheimer's Society provides an extensive network of local support services for people with dementia and their carers.

This includes:

- The Crawley Oasis Saturday Club, which runs on the second and fourth Saturday of each month from 10am-5.30pm, is for people with dementia to be cared for by trained staff in a friendly and safe environment while getting involved in stimulating activities.
- The Crawley Dementia Café, called De Café, hosts an evening of entertainment and support for people living with dementia in Crawley Baptist Church on the second Thursday of the month from 4-6pm. It provides a supportive environment for people to meet where they can learn from the experiences of others and socialise with professionals in the field of dementia.
- The Crawley Carers' Support Group, which meets on the third Wednesday of the month from 2-4pm, is for people that care for someone with dementia and would like to discuss issues affecting their life in a safe, friendly environment. At the group, you can be yourself and talk about dementia comfortably with others who are in a similar situation. Provision is available to bring the person you care for, however, please ring the office first. There is a charge per session.

In addition, the Society promotes the involvement of people with dementia and their carers in planning and future development of dementia services. An example of this is the support the local office provides to the Crawley Forward Thinking Group. This is a group of people living well with dementia. It meets monthly to discuss a range of issues surrounding living with dementia in Crawley, takes an active role in discussing the services available for people with dementia and is part of the Crawley Dementia Alliance. If you'd like to get involved with the Crawley Forward Thinking Group, please call **01403 213017**.

Also supported is the Sangam Women's Open Day, which meets quarterly in Crawley Library. Please call **01403 213017** for the meeting dates. The meeting is for women from all communities to attend and discuss a wide range of topics around health and social care.

Audiology Services



Telephone: 01293 600312

Email: fchccicheartohelp@nhs.net

Twitter: @1stchatter

Facebook: facebook.com/firstcommunityhc

Website: firstcommunityhealthcare.co.uk

Address: Audiology Services, Crawley Hospital, West Green Drive, Crawley RH11 7DH

We provide specialist assessment and diagnosis for people with hearing loss, tinnitus and balance problems and provide appropriate support such as digital hearing aids and specialist advice, follow ups and repair services and home visits for housebound clients. All our staff are 'dementia friends' and we have a dedicated Dementia Lead. We are a UKAS accredited service with a CQC rating of 'Outstanding'.

The Audiology Team is a committed team of 12 members of staff, consisting of audiologists, assistant audiologist and administration staff. We are dedicated to providing a comprehensive audiology service throughout Sussex and Surrey for people aged 16 and over.

Please visit our website or call us directly for further information on the many services that our department offers. Please note we are closed for lunch from 1-2pm every day.

Autism Support Crawley

Telephone: 07596 737741

Email: admin@autismsupportcrawley.co.uk

Twitter: @AutismSCrawley

Facebook: [facebook.com/groups/144373702240543](https://www.facebook.com/groups/144373702240543)

Website: autismsupportcrawley.co.uk

Address: Autism Support Crawley c/o Broadfield Children and Family Centre, Creasys Drive, Broadfield, Crawley RH11 9HJ



Autism Support Crawley is a friendly, supportive group for parents and carers of children and adults on the autistic spectrum or with social communication difficulties. If you are a parent/carer of someone who hasn't received a diagnosis yet, you are very welcome to join our group.

We hold evening meetings for our members on the first Thursday of the month from 7.30-9.15pm and coffee mornings on the fourth Thursday of the month (during term time) from 10am to 12 noon at The Springboard Project, 74 Stagelands, Langley Green, Crawley RH11 7PF. We hold group pub nights at The Knight, Worth Road, Pound Hill, Crawley RH10 7DY on the third Thursday of the month from 7.30pm. We have a closed Facebook page where members can ask questions, share experiences and receive support from other members.



Beta Futures



Telephone: 01293 817227

Email: marie@betafutures.com

Twitter: @betafutures

Website: betafutures.com

Address: Basepoint Business Centre, Metcalf Way, Crawley RH11 7XX

Building on the success of our 50+ Skills Exchange Club, we are extending the hand of friendship to a wider group of people. Our main aim is to continue to support those over the age of 50 who are at risk of becoming isolated. We offer a variety of support, based on individual needs, to enable members to build confidence, stay connected and continue to make a valuable contribution to both the economy and their local community.

Our main services are social events, health walks, fundraising events, training, back to work support, coffee mornings, cookery classes and an online peer support group.

The membership fee is £5 per month and direct costs of social events, e.g. theatre trips, although these will be subsidised.

CAMEO Club



Telephone: 01293 416157 or 07592 019307

Email: jfelstead@blueyonder.co.uk

Address: Friary Hall, Haslett Avenue West, Crawley RH10 1HR

CAMEO Club's aim is to encourage elderly people to join others, to reduce social isolation and maintain a healthy lifestyle and well-being. We have a varied programme – speakers, musical entertainment, bingo, quizzes, ploughman's lunches, cream teas, bring and buy sales, and many more.

This club meets twice a month, on the first and third Tuesdays, from 2-4.30pm. Several trips are arranged throughout the year, including a special Christmas outing in December.

Our annual subscription is £17 and there is a £1 entrance fee for refreshments.

CAPITAL Project Trust

Telephone: 01243 869662

Email: enquiries@capitalproject.org

Facebook: facebook.com/Capital-Project-Trust-114863848544733

Website: capitalproject.org

Address: Safe Haven, 32 Sudley Road, Bognor Regis PO21 1EL

CAPITAL Project Trust, a West Sussex charity, is led by people with lived experience of mental illness. We support our members to have input and involvement in planning, developing and improving services. We're involved in training, evaluating, monitoring and researching aspects of mental health care. We value the experience of our older members and membership is free. Support is available to attend meetings including arranged transport or paid travel expenses. Members meet informally once a month to share experiences and there are quarterly meetings with all West Sussex areas attending.

Care Charts UK



Telephone: 01403 210485

Email: zoe@carechartsuk.co.uk

Twitter: @Care_Charts_UK

Facebook: facebook.com/carechartsuk

Website: carechartsuk.co.uk

Address: 28 Wimblehurst Road, Horsham RH12 2ED

Care Charts UK has developed a range of wall charts to share a person's needs and preferences when they are unable to communicate those things for themselves.

Simple to use and highly cost-effective, Care Charts ensure that information is made consistently and reliably available. They enable staff to avoid traumatic mistakes and empowering them to build relationships with the people in their care.

Charts range from £1 to £12 with bulk discounts available.



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* Price excludes VAT and is available to those suffering from a long term illness upon completion of a declaration
± Terms & conditions apply. Only available for Mainland UK addresses. See website for full details.

Carers' Health Team

Telephone: 01403 227000

Email: sc-rt.carerwellbeing@nhs.net

Twitter: @nhs_sct

Facebook: facebook.com/sussexcommunitynhs

Website: sussexcommunity.nhs.uk/carers

Address: Hurst Road, Horsham RH12 2DR

We support Crawley carers to maintain, or improve, their health and wellbeing. We run local Carer Health Clinics and assess carers in their home, or an alternative setting of their choice. We offer advice about how to keep healthy and manage any health issues you might have. We work in partnership with other NHS specialist services, social and caring services as well as many other voluntary and community services.

This could include:

- Practical advice and training to help you in your caring role, such as safe moving and handling techniques and managing medication
- Information and advice on other services to help you in your caring role and lead a healthier lifestyle
- Advice and information to help plan the future and guide you through the complex health and social care system
- Referral for health screening/NHS Health check.

We are a free service provided by Sussex Community NHS Foundation Trust for informal carers over the age of 18 registered with a West Sussex GP.



Carers Support West Sussex

Telephone: 0300 028 8888

Email: info@carerssupport.org.uk

Twitter: @CarersWSussex

Facebook: facebook.com/CarersWSussex

Website: carerssupport.org.uk

Address: The Orchard, Gleneagles Court, Brighton Road, Crawley
RH10 6AD



At Carers Support, we help carers from all communities across the county by providing practical information, guidance and emotional support. With more than 19,000 carers currently registered with the charity, we run Support Groups, a Carer Response Line, help carers access equipment to assist them in their caring role or provide funds so that carers can do something for themselves. We can also help carers access counselling and call back services, wellbeing support and have teams in all the of the major hospitals in West Sussex, as well as East Surrey Hospital in Redhill.

It's free to register with us. Lists of our local groups and carer learning and wellbeing programme is freely available on our website.

Circle Club

Telephone: 01342 710365 (Tuesdays only)

Email: circle.club@outlook.com

Website: worthabbeyparish.co.uk/parish-life/pastoral-care

Address: Compass House, Worth Abbey, Paddockhurst Road,
Turners Hill RH10 4SB

The Circle Club, for elderly people in surrounding areas of the parish, meets in Compass House once a week on a Tuesday. Approximately 30 people are cared for in the club and for many it is the highlight of their week. Members are collected by volunteer drivers from their homes to Compass House.

Tea, coffee and biscuits are served at 11am and an excellent lunch is provided by chefs from Worth School. In the afternoon, some form of entertainment is offered, usually music or a speaker. The Circle Club also goes on outings a few times a year.

The cost of the day is £10 each. This represents £7 for the day and £3 for transport. The Circle Club relies on volunteers to drive, chat to our members and serve teas, coffees and lunches. New volunteers are always welcome.

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If you need urgent care or just some help and advice, our friendly teams are always here when you need them.

Westlake House
Horsham, RH12 5EZ
01403 618 364

Wykeham House
Horley, RH6 7DJ
01293 831 553



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Citizens Advice Crawley



Telephone: 0344 477 1171

Twitter: @CarersWSussex

Facebook: facebook.com/CAWestSussex

Website: cassca.org.uk

Address: The Orchard, Gleneagles Court, Brighton Road, Crawley
RH10 6AD

We offer free, confidential, independent and impartial advice and information to local people, regardless of their background.

We support people through a wide range of issues including benefits, debt, housing, employment and immigration. We can help you to complete benefit application forms, appeal benefit decisions which may be unfair, apply for grants you may be eligible for to help you pay your energy bills, and much more.

Civil Service Pensioners' Alliance Crawley and District Group

Telephone: 01342 325245

Email: chairmanbrian70@gmail.com

Facebook: facebook.com/cspalliance

Website: crawley-cspa.co.uk

Address: The Orchard, Gleneagles Court, Brighton Road, Crawley
RH10 6AD

We represent the interests of mainly civil service pensioners and their partners in Crawley with the local authority, transport services, local care and healthcare services. We campaign with these authorities for improved services for members and maintain a dialogue with local MPs. We hold a meeting on the second Wednesday of each month from 10.30am-12.30pm, which are part social and part business. We provide a quarterly magazine full of items of interest to older people and discounted travel, home and motor insurance, and shopping facilities.

We are a friendly, group of local pensioners who enjoy social activities and keeping up with the latest local and national developments. Monthly membership fee of £2 per person can be deducted from your civil service pension or payable by Direct Debit.

Crawley Community Transport

Telephone: 01293 544985 or 01293 523764

Email: enquiry@crawleyct.org.uk

Twitter: @ct_sussex

Facebook: facebook.com/CommunityTransportSussex

Website: ctsussex.org.uk

Address: Middle Yard, James Place, Southgate, Crawley RH10 6GA

We are a charitable community transport operator for Crawley and the surrounding area, providing fully accessible minibuses to help with transport needs for individual users unable to access other public transport services. This can be due to physical, sensory or learning disabilities or no public transport service available to them because of geographic isolation. Service operations are:

- A door-to-door service every Monday to Friday from 10am to 2pm
- Specialised transport e.g. day excursions
- Self-drive hire – for community groups with qualified drivers.

Bookings are taken between 9am and 11am Monday to Friday on the phone or by email.



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<http://www.homeinstead.co.uk/crawley>

Email: info.crawley@homeinstead.co.uk

14a Brighton Road
Southgate
Crawley
RH10 6AA

Home Instead
SENIOR CARE®
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Crawley Arts Council

Telephone: 01293 883045

Email: paulcastle55@gmail.com

Address: The Hawth, Hawth Avenue, Furnace Green, Crawley
RH10 6YZ

Crawley Arts Council exists in order to advance, stimulate, encourage and promote the knowledge, appreciation and practice of and education in the arts among the inhabitants of Crawley and its locality. It is the umbrella body in the town overseeing the arts sector, in particular literature, music, poetry, dance, drama and visual arts.

We also make small grants of up to £500, depending on the volume of applications received in any particular financial year, for local arts-related projects.

Meetings are held on the second Tuesday of every month from 7.30pm at The Hawth, usually in the Shelley Room.

Crawley Audio News

Crawley Audio News

Telephone: 01342 719337

Email: philpratt@btopenworld.com

Address: 1 Charlwood Close, Copthorne RH10 3TG

We record the local news and articles of general interest and send them out weekly to the blind and visually impaired in the Crawley area. Crawley Audio News is distributed on USB data sticks. We can provide players for the sticks for those who do not have a suitable machine.

There are no fees or costs and the data sticks are delivered and returned free of charge by Royal Mail. Email Phil Pratt to sign up for this service.

Crawley Borough Council



Telephone: 01293 438000

Email: comments@crawley.gov.uk

Twitter: @crawleybc

Facebook: facebook.com/crawleycouncil

Website: crawley.gov.uk

Address: Town Hall, The Boulevard, Crawley RH10 1UZ

Affordable Energy

Households on income-related benefits may qualify for free insulation and heating measures. Contact Crawley Borough Council to find out more.

For free, independent and impartial advice on saving energy, contact the Energy Savings Trust.

Telephone: 03001 231234

Email: energy-advice@est.org.uk

Website: energysavingtrust.org.uk

Housing Benefit

Housing Benefit and/or the Council Tax Reduction Scheme can pay up to 100 per cent of your rent or Council Tax. The amount of benefit you may receive depends on the amount of money you have coming in, the savings you have and who lives with you. You and your partner's income and savings are compared with the amount the Government says someone in your circumstances needs to live on.

Telephone: 01293 438611

Email: benefits@crawley.gov.uk

Website: crawley.gov.uk/benefits

Housing repairs and adaptations

Contact Crawley Borough Council for information and advice on:

- Repairs and Renovations Grants are available for essential work on owner occupiers or leaseholders who are assessed as being unable to pay for them
- Disabled Facilities Grants are provided by the Government and Crawley Borough Council for a range of home adaptations that help disabled people to live more independently in their own homes. The amount of grant you get will depend on your income, savings and investments.

Council house repairs

Heating and hot water faults – call **0845 6011306**

Other faults – call **01293 438952** or email

housing.repairs@crawley.gov.uk or visit the Town Hall.

Neighbourhood Forums

Being part of a residents' group or forum is a great way of having your voice heard on important issues to you. The groups give people the opportunity to come together to discuss and address issues, get involved with projects in their community and work together to make a difference. Residents come together to direct the forums to ensure that local people's voices are heard on important issues facing their communities.

Councillors and Community Development Officers provide support to residents in developing these groups.

If you want to get involved and make a difference in your community or want to find out if a group exists in your neighbourhood please call Crawley Borough Council and ask to speak to a Community Development Officer.

Sheltered Housing

Telephone: 01293 438608

Email: property.store@crawley.gov.uk

Website: crawley.gov.uk/housing and crawley-homechoice.org.uk/

Address: Sheltered Housing, Town Hall, The Boulevard, Crawley RH10 1UZ

Crawley Borough Council has nearly 600 homes in 10 sheltered housing schemes across the town. We have flats and bungalows and no two schemes are the same.

Sheltered housing is all about independent living, as you get older. It's designed to allow you to live independently with the reassurance of someone being there if you need support.

Our homes are all self-contained, with their own front door, allowing you to come and go as you please, to have friends and family visit when you want and live life at your own pace.

Pull cords around your home connect you to our 24 hour, seven day a week monitoring centre, who can get you the right help as quickly as possible.

You also have the chance to socialise with others in the scheme community rooms if you want to.

We provide social rented housing for people over 60 years of age, or over 55 if they have a disability. Our one or two bedroom self-contained flats and bungalows have their own front door leading to a lounge, bedroom(s), kitchen and bathroom.

Key information about social rented housing:

Independent

Our homes are more manageable and more accessible for older people, while still allowing them to live independently.

Some schemes allow small pets, but large pets are not suitable for life on a scheme and you would usually be asked to find another home for them.

Support

There is someone to help if you need them, as red emergency pull cords are in all homes and communal areas.

The monitoring centre is open 24 hours a day, seven days a week and they will know who you are, where you live and will contact the most appropriate person to help you. They will make sure you get the right help as quickly as possible.

The council's Older Person Support Officers provide a practical management service for the schemes and advice to tenants. They don't provide general help or care for you but they will point you in the direction of people who can.

Security

Most schemes have a door entry system, which gives security and control over who enters your home via a handset in your apartment. This means that the only visitors you receive are welcomed ones. You also have the added security of the emergency alarm system that you can use if you need reassurance or want to put your mind at rest.

Convenient

Our sheltered housing schemes are generally near to the local shops and bus routes, allowing you to be independent and to get out and about.

If you need to use an electric scooter, some of our schemes have special storage areas with recharging points for them. Most of our schemes have parking spaces so you have somewhere to park near to your home.

Friendly

There's a real community spirit in sheltered housing. A community room at each scheme means residents can take part in a variety of activities. There's something for everyone and you can choose to join in as much or as little as you want.

Rents for these homes vary.

Crawley Library

Telephone: 01293 651751

Email: crawley.library@westsussex.gov.uk

Twitter: @WSCCLibraries

Facebook: facebook.com/westsussexlibraries

Website: westsussex.gov.uk/libraries

Address: Southgate Avenue, Crawley RH10 6HG



Crawley Library has specialist resources to support a range of needs. It has a large catalogue of books, CDs, DVDs, audiobooks, large print books and more.

We have a variety of events and groups, including; Knit and Natter, Visually Impaired Reading Group, Creative Writing Group and Reading Groups.

Also available:

- Reminiscence Packs can be borrowed for a three week loan just like a book, helping people with dementia.
- Understand Me, a range of easy to use devices that help communication.
- Home Library Direct, a service where volunteers take books to those who are unable to visit the library.

Library members have free computer access on our PCs and free Wi-Fi is available. Crawley Library is dementia friendly and has Volunteer Computer Buddies who offer one-to-one computer help (this is a bookable service).

A library card is free to those who live, work or study in West Sussex. There is a small charge to borrow CDs, DVDs and audiobooks although the borrowing of books is free. Other activities may be subject to an event charge.



Crawley Lions Club

Telephone: 07711 934437

Email: chris.cook@crawleylionsclub.co.uk

Twitter: @crawleylions

Facebook: facebook.com/crawleylionsclub

Website: crawleylionsclub.co.uk

Address: The White Knight, Worth Road, Pound Hill, Crawley RH10 7DY



We are part of the International Association of Lions Clubs, which is the largest voluntary service organisation in the world. Our members come from all walks of life but share one common aim – to offer help and support to those less fortunate than ourselves.

As a Lions Club member you will volunteer, raise funds for local charities, lead projects, network and have fun.

Members pay £5 per month by standing order towards our administration costs, insurance and membership of Lions Clubs International.

We meet on the second Monday of every month in the function room at The White Knight from 7-9pm.

Crawley Neighbourhood Watch

Telephone: 07917 385213

Email: enquiries@sussexnwfed.org.uk

Twitter: @CrawleyNHW

Facebook: facebook.com/crawleynhw

Website: sussexnwfed.org.uk

Address: 191 Rusper Road, Ifield, Crawley RH11 0HT



The main aims of Neighbourhood Watch are to prevent crime, reduce the fear of crime and improve safety. Neighbourhood Watch acts as the eyes and ears of the community. We encourage people to report crime and suspicious acts as they happen, so that the police can quickly intervene where needed.

After joining a local scheme, you will receive regular information about recent crimes, the latest trends, such as fraud and cyber crimes, and advice on how to protect yourself and those around you. We encourage the formation of local Neighbourhood Watch schemes, as it gives you an opportunity to get to know local residents and help to identify and solve any local problems. There are no membership fees and you can join a scheme via the website.

Crawley Older Persons Forum

Telephone: 01293 657000

Email: info@crawleycvs.org

Twitter: @CrawleyCVS

Facebook: [facebook.com/CrawleyCVS/](https://www.facebook.com/CrawleyCVS/)

[Crawley-Older-Persons-Forum-712963818789673](https://www.facebook.com/CrawleyCVS/)

Website: crawleycvs.org/forum-copf.php

Address: The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley RH10 6AD



Coordinated by Crawley Community and Voluntary Service (CCVS), this well-established forum exists to promote the welfare and wellbeing of older people within Crawley and the surrounding area. The forum's aimed at organisations and individuals who are actively working with older people in the local community.

The forum meets quarterly and each meeting is themed around a topical issue. The forum provides an excellent opportunity for networking and forum members receive regular e-bulletins, giving them news and information about issues affecting older people and services and activities for older people.

Membership is free and anyone wishing to join can contact CCVS for further information. There is no need to book a place at forum meetings, simply turn up and join our discussion.

Crawley U3A

Telephone: 07555 021879

Email: membership@crawleyu3a.org.uk

Website: u3asites.org.uk/crawley



Older people, who no longer work full-time, meet weekly in groups to enjoy the company of others while gaining and exchanging knowledge in a variety of subjects. We have out and about groups that enjoy walking, theatre trips and visits to places of interest.

Our regular e-newsletters provide information on a range of topics and members receive a quarterly magazine. One-day coach trips to special events are arranged in spring, summer and late autumn. There are regular coffee mornings and talks that take place on the second Friday of the month (except for August).

Annual membership fee is £15 per person or a joint fee of £25 for two people at the same address. When group meetings are held in public buildings, an attendance fee of £1.50 is paid per session. A charge of 50p per session is made where a member's home is used.

Dementia Friendly Crawley



Telephone: 01293 585317

Email: dfc@crawley.gov.uk

Website: crawley.gov.uk/dfc

The aim of Dementia Friendly Crawley is to create a town where people living with dementia, their families and carers, are able to live well and get the support they need; ensuring everyday life and the pursuit of leisure and cultural activities is made easy.

Dementia Friendly Crawley can offer training and awareness for business, groups and organisations as well as members of the public. We can also support people in finding activities, groups and support for people living with dementia and their families.

Hanover Housing Association

Telephone: 01293 529445

Email: Lorraine.Coleman@hanover.org.uk

Twitter: @Hanover_Housing

Website: hanover.org.uk

Address: 13a Hanover Close, Tilgate, Crawley RH10 5DG

We provide a range of attractive and affordable homes and related services designed exclusively for over 60s, helping to meet individual needs and local demands.

Located in a suburban residential area of Tilgate in Crawley, Hanover Close is a development of 37 one-bed apartments complete with a professional on-site manager.

The properties benefit from shared gardens, residents' lounge and parking facilities and are situated close to a wide range of shops, post office and a doctor's surgery. There's plenty of opportunity to get involved with the resident community, with regular social activities including a craft group, Friday Club and gardening group.

For application forms and to join the waiting lists please call enquiries on **01480 226587**.

Home Instead Senior Care

Telephone: 01293 223303

Email: info.crawley@homeinstead.co.uk

Twitter: @HomeInsteadUK

Facebook: [facebook.com/homeinsteaduk](https://www.facebook.com/homeinsteaduk)

Website: homeinstead.co.uk/crawley

Address: 14a Brighton Road, Southgate, Crawley RH10 6AA



We support older people to live well in their own homes. Our services include companionship, befriending services, home help, personal hygiene care, prompting with medicines etc. Our caregivers will remain with clients for as long as you need us to.

We are registered and regulated by the Care Quality Commission and governed by our own standards and values. Rates depend on the type of services that are required.

We also host a monthly dementia friendly tea event once a month at Morrison's supermarket cafe, which meets on the last Wednesday of each month. Please contact us if you're interested in the monthly gathering.



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Tailor made to your individual requirements

- Award winning care
- Companionship services
- Home help services
- Personal care services
- Highly trained CAREGivers

If someone in your family needs a little help please call us on **01293 223303**

<http://www.homeinstead.co.uk/crawley>

Email: info.crawley@homeinstead.co.uk

14a Brighton Road
Southgate
Crawley
RH10 6AA

Home Instead
SENIOR CARE®

To us, it's personal.

Horsham and Crawley Counselling Group

Telephone: 01403 217900

Email: enquiries@hccounselling.org.uk

Twitter: @hccounselling

Facebook: [facebook.com/hccounselling](https://www.facebook.com/hccounselling)

Website: hccounselling.org.uk

Address: Alphacom House, 8A Oakhill Road, Horsham RH13 5SB



We operate as a Community Interest Company, our social mission is to offer an affordable community-based counselling service to adults, children and young people in Horsham, Crawley and the surrounding areas.

Our counselling team can help support you if you are experiencing anxiety, depression, stress, bereavement, relationship difficulties or simply if you want to make some changes in your life. We aim to see you promptly and with flexibility around appointments and we are committed to working at your pace – so we can offer both short and long-term therapy.

We understand that counselling is a significant financial commitment each week, so we operate a sliding fee scale to try and ensure counselling is accessible to as many people within our community as possible.

Ifield Park Care Home

Telephone: 01293 594200 or Day Centre: 01293 594341

Email: manager@ifieldparkcarehome.co.uk or Day Centre: tracyphillips@ifieldparkcarehome.co.uk

Facebook: facebook.com/pages/Ifield-Park-Care-Home/155547844511334

Website: ifieldparkcarehome.co.uk

Address: Ifield Park Care Home, Rusper Road, Ifield, Crawley RH11 0JE



Care Home

Ifield Park is set in five acres of beautiful grounds at the western edge of Crawley. We provide a professional and caring home for up to 94 residents in our three homes on site: a 34-bed nursing home, a 30-bed elderly/frail residential home and a 30-bed home for people with dementia. Care home costs start from £735 a week.

Day Centre

There are spaces for 12 guests, Monday to Friday, that provides therapeutic activities as well as socialisation, fun experiences and a lovely hot lunch. Additional services such as bathing, chiropody and hairdressing are also available. Full package cost is £60 per day, including local transport.

Impact Initiatives

Telephone: 03302 226925

Email: HSCCG.ImpactTHC@nhs.net

Twitter: @Impactsussex

Facebook: facebook.com/ImpactSussex

Website: impact-initiatives.org.uk/tailored-health-coaching

Address: Tailored Health Coaching, County Hall North, Chart Way, Horsham RH12 1XH



Impacts' Tailored Health Coaching service provides telephone support for people living with one or more long-term health conditions. The service supports people to increase their knowledge, skills and confidence in making changes that will have a benefit on their own healthcare and quality of life.

The Health Coach supports people to identify behaviour changes that they believe will have a positive impact on their health and healthcare management. The support provided by the health coach is tailored to the individual's needs and the goals agreed are made to be realistic, achievable and sustainable.

Patients can be referred by any health or social professional or make a self-referral on the number or email address provided.



International Glaucoma Association



Telephone: 01233 648164

Email: info@iga.org.uk

Facebook: facebook.com/internationalglaucomaassociation

Website: glaucoma-association.com

Address: Woodcote House, 15 Highpoint Business Village, Henwood, Ashford, Kent TN24 8DH

At International Glaucoma Association, we provide information and support to people with glaucoma, funding for research related to early diagnosis and treatment, and educate professionals and the public about the condition.

The IGA runs a free helpline service called Sightline, which is staffed by an ophthalmic nurse and staff specialising in glaucoma. We are open Monday to Friday 9.30am to 5pm to provide help and support. Our helpline can be contacted on **01233 648170**.

Our services are free to all who need them. We do run a membership scheme, which enables people to keep up-to-date about the condition. Costs are £17.50 per year and benefits include a quarterly magazine.

K2 Crawley

Telephone: 01293 585300

Website: crawley.gov.uk/K2Crawley

Address: Pease Pottage Hill, Crawley RH11 9BQ



K2 Crawley is a state-of-the-art leisure centre which offers a wide range of facilities, including an Olympic-sized 50m pool, climbing wall, badminton courts, squash courts, fully equipped gym and much more. We have something for everyone, regardless of age, fitness level or ability.

K2 Crawley provides physical activity programmes and facilities for the community to access including walking football, dementia inclusive bowls, activity afternoons and exercise classes.

They have a wide range of memberships, depending on age and circumstances. Membership and activity prices are available online, just search for K2 Crawley membership.

Lifeline Emergency Alarm Service



Telephone: 01293 438468

Email: lifeline@crawley.gov.uk

Website: crawley.gov.uk/lifeline

Address: Town Hall, The Boulevard, Crawley RH10 1UZ

We are Crawley Borough Council's Lifeline service; we provide easy to use personal alarm equipment, which connects to our monitoring centre 24 hours a day, seven days a week. Most lifelines work through a home phone line, but we can still offer this service without one.

The simplest Lifeline unit is a red button worn on the wrist or around the neck. When you need help, pressing the red button connects you with an operator at the monitoring centre, providing a link between you and the people you can rely on. At the free installation, our friendly team allows plenty of time to make sure you understand how to use the equipment and what to do in an emergency.

Our Lifeline supports a range of telecare equipment, which is designed to keep you safe and well in your home, such as carbon monoxide detectors, medication dispensers and fall detectors. We can also provide a Mindme alarm for use out of the house.

The Lifeline service is open to anyone living in Crawley or the surrounding towns and villages in West Sussex. To request a Lifeline or free demonstration fill in our online form or call us on **01293 438468** to speak to a team member.

There is a small weekly charge that covers the cost of monitoring you 24/7, an annual service visit, all call outs to check/replace the equipment when necessary and an annual newsletter, full of interesting tips, facts and information on the team.



Making a difference



Sussex Health Care provides nursing and residential support for older people including specialist support for people with dementia. Our homes in Sussex provide a safe, comfortable, homely environment and offer the people we support somewhere that they can make their home, as well as short stays and respite. The people we support are encouraged to maximise their physical, intellectual, emotional and social capacity ensuring that they continue their lifestyle with personal privacy and dignity.



Our services can offer:

RESIDENTIAL AND NURSING SUPPORT FOR OLDER PEOPLE

SPECIALIST SUPPORT FOR OLDER PEOPLE WITH DEMENTIA

RESPITE AND SHORT BREAKS

PALLIATIVE CARE

LOCAL GP INPUT

TRAINED AND DEDICATED STAFF TEAMS WITH MOST OFFERING

24 HOUR NURSING SUPPORT

FULL PROGRAMME OF ACTIVITIES

 **Sussex Healthcare**
Excellence in Care

To find out more about our homes and the services we can offer, please contact: enquiries@sussexhealthcare.co.uk

01403 217338

www.sussexhealthcare.co.uk



Crawley Men's Shed

Telephone: 07805 808366 or 01293 438163

Email: shed@crawley.gov.uk

Website: crawleymensshed.com

Address: Shackleton Road, Tilgate, Crawley RH10 5DF



Crawley Men's Shed is a community-based initiative designed for men to pursue practical interests in a safe and friendly environment. Projects include woodwork, gardening, repairs and engineering.

Anyone is welcome to attend, whether they are looking to learn new skills or continue with their own projects. Men's Shed is dementia friendly and carers are welcome to accompany members.

Crawley Men's Shed is open each Monday and Friday, 10am to 4pm and is run by a co-ordinator and a core team of volunteers.



NHS Services

Sussex Community 
NHS Foundation Trust

Telephone: 111

Email: @NHSChoices

Facebook: facebook.com/NHSChoices

Website: nhs.uk

Address: West Green Drive, Crawley RH11 7DH

You should visit Accident and Emergency or call 999 for life threatening emergencies, serious illnesses or injuries.

But if it's not an emergency, you can still get advice and treatment 24 hours a day by calling **111**.

Community pharmacist

Many people don't realise the wide range of things we can help with. Pharmacists do so much more than dispensing prescriptions. We can give free expert advice on a wide range of health issues and even have a private consulting room should you want a little privacy to chat. We can support people with self-care and medicines to treat common complaints such as coughs and colds, flu, sore throats, earache, backache, stomach upsets and cuts and grazes.

There are late night and Sunday pharmacies at:

Asda (**01293 663400**), Sainsbury's (**01293 551805**), Boots (**01293 527158**), Tesco (**01293 894847**) and Crawley Chemists (**01293 522160**).

Dental problems

Contact your dentist first or if you don't have a dentist ring the NHS Dental Helpline on **0300 1000 899**.

GPs

GPs look after the health of people in their local community and deal with a whole range of health problems. They also provide health education, offer advice on smoking and diet, run clinics, give vaccinations and carry out simple surgical operations.

GPs usually work in practices as part of a team, which includes nurses, healthcare assistants, practice managers, receptionists and other staff. Practices also work closely with other healthcare professionals, such as health visitors, midwives and social services. You would normally see GPs at their surgery, but home visits are possible.

GPs refer you into specialist health services, many of which they are also responsible for purchasing.

If the surgery you attend has a newsletter, make sure you get a copy. GPs will offer patients same-day telephone consultations. All patients aged 75 and over will have a named GP, as will those with complex health needs, responsible for coordinating their care. They will develop and regularly review personalised care plans for these patients. They will also coordinate care for elderly patients discharged from accident and emergency treatment.

GPs can choose whether to provide a 24 hour service, seven days a week. Most however make use of out of hours services to cover the practice when it is not open. Since surgery hours vary, you will need to ring your GP surgery if you think you need to see a doctor, or have been advised to do so. Follow their instructions if you need advice or an appointment out of hours.

Incontinence services

Incontinence is a common problem that can be uncomfortable and upsetting. You can get diagnosis of the problem and treatment by visiting your GP, or by contacting the NHS Bladder and Bowel Service. You might also like to talk to the Bladder and Bowel Foundation.

Incontinence pads, appliances, bedding etc. can make life easier for you if you're waiting for a diagnosis or for a treatment to work. They are available from pharmacies and supermarkets. Once you've had your diagnosis, you'll be advised what NHS pads and other products are available free of charge.

Bladder and Bowel Service

We are a service consisting of specialist nurses who offer individuals with bladder and bowel problems assessment, treatment, advice and support. We see individuals in clinics which are run at different venues on a regular basis across West Sussex. Individuals with complex needs may be seen at home by a specialist nurse if they are unable to come into a clinic. The service provides advice and education to other healthcare professionals, carers, families and the general public.

Telephone: 01444 475807

Address: Haywards Heath Health Centre, Heath Road,
Haywards Heath RH16 3BB

Opening hours: 9am to 5pm, Monday to Friday
(excluding bank holidays)

Bladder and Bowel Community

At the Bladder and Bowel Community, we help support the millions of people in the UK who are living with conditions that affect their bladder or bowel. Whether you have a condition yourself or are a relative, friend or carer of someone who does then you'll find all the support, information, guidance and help you need.

Telephone: 0800 031 5412

Twitter: @bladderandbowel

Facebook: www.facebook.com/bbcommunityuk

Website: www.bladderandbowel.org

Health checks

NHS Health Check is a national programme for adults between the ages of 40 and 74, who do not already have diabetes, stroke, heart and kidney disease or are treated for high blood pressure or high cholesterol levels.

The scheme aims to help prevent the onset of these problems. The check takes 20-30 minutes and assesses your risk of developing cardiovascular disease within the next 10 years.

Ask your GP surgery for a health check or ring **01293 585317**.

Mental Healthline

The Sussex Mental Healthline is a telephone service offering support and information to anyone experiencing mental health problems including stress, anxiety and depression. The service is also available to carers and healthcare professionals. You do not need an appointment.

The Healthline is open 24 hours a day, seven days a week across West Sussex. Call **0300 5000 101**

Urgent Treatment Centre

We treat most injuries or illnesses that are urgent but not life threatening. For example, sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings. You do not need to book an appointment – just turn up and you will be seen promptly by either a doctor or nurse, 24 hours a day, 365 days a year.

Telephone: 01293 600300 ext 4141 or 4142

Address: Urgent Treatment Centre, Crawley Hospital, West Green Drive, Crawley RH11 7DH

Influence local NHS service provision

Complaints about your treatment

All NHS services will increasingly be asking for your opinion about the service you have received. The “friends and family test”, which asks if you would recommend the service you have had to your friends and family, will be introduced. If you feel able to, do discuss any problems with the person giving the treatment. They will advise who you should take your concern to, if you are still unhappy.

If you are not sure who to tell your story to or need help to do it, see the Citizens Advice Crawley entry.

Crawley Health Network

Be part of a local health network that will shape the future of our NHS in Crawley. Have you used an NHS service recently?

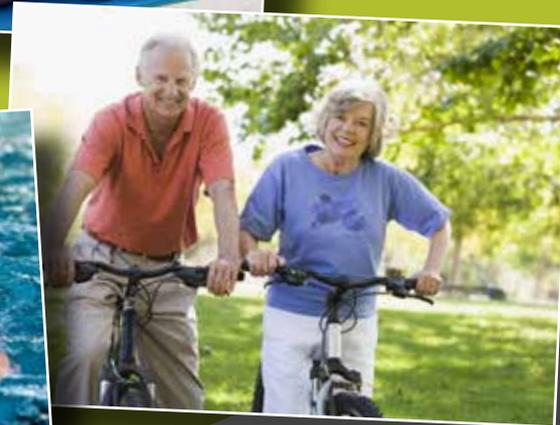
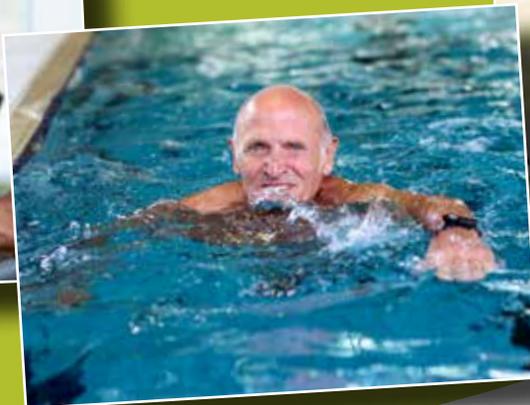
Have you been to a GP surgery, referred to a hospital or received care from a community nurse? If so, what was the experience like? The Crawley Health Network is a virtual group of patients, citizens, public and voluntary groups who are interested in getting more involved in how services are planned and designed.

Members of the Crawley Health Network will receive our regular newsletters, can share ideas and views about local health services, stay up-to-date with specific health topics of interest and sign up for focus groups, consultations and surveys about healthcare.

Patient Participation Groups (PPGs) and Patient Reference Groups

Most of the GP practices have set up patient groups which offer the option either to meet regularly or contribute to topics via email or fax. PPGs are run by patients and practice managers and help GPs strengthen relationships to ensure that the services they provide meet the needs of people in the local area. Contact your local GP surgery for more information.

crawley wellbeing



crawley wellbeing



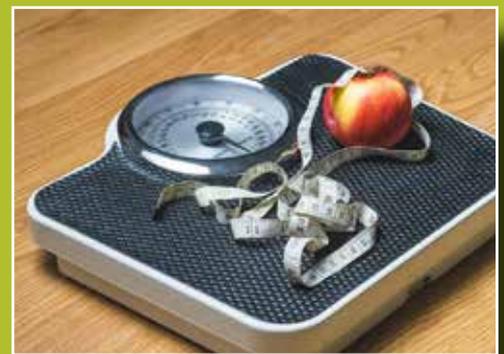
crawley wellbeing

Crawley Wellbeing offers a friendly and impartial service to support you in making positive improvements to your physical and mental health and wellbeing. Individual appointments are available at K2 Crawley or Broadfield Library. Group appointments/talks are available by appointment in neighbourhoods throughout Crawley.

You can get advice on:

Healthy eating and weight management

To support you in eating healthily or reducing weight, we offer nutritional advice and weight management courses for adults. These courses offer a simple route to making sustainable nutritional changes and an opportunity to take part in some light activity.



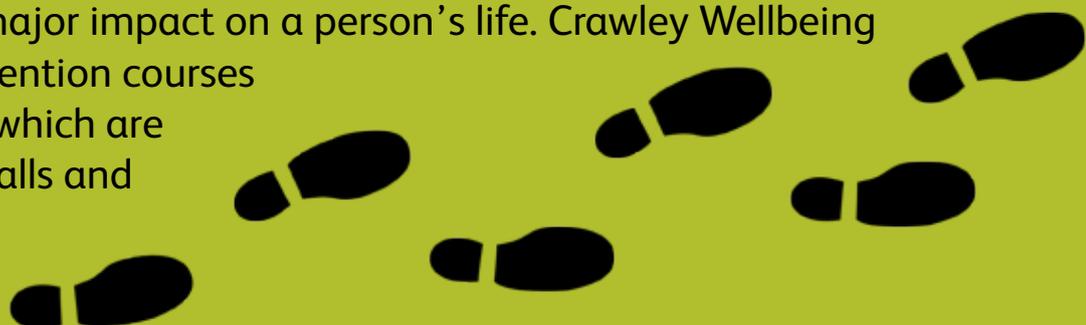
Being active

Crawley Wellbeing is an active community service and we work with a range of instructors and partners to offer activity classes for the over 50s in community locations. We work hard to ensure that there is something for everyone over 50 in Crawley. Classes vary throughout the year but have included activities such as health walks, tai chi, beginners' ballet and gardening.

If you are recovering from injury or illness, then the Active Life Programme may be just the thing for you. This is a GP referral programme, which tailors gym-based exercise to your individual health needs.

Preventing falls

Falls represent the most frequent and serious type of accident in the over 65s and can have a major impact on a person's life. Crawley Wellbeing runs regular falls prevention courses called Wellbalanced, which are designed to prevent falls and keep you moving.





Reducing your alcohol intake

If you feel that your drinking is sneaking up on you, we offer one-to-one appointments to help you find a route to sensible drinking.

One-to-ones to support your health and wellbeing

We have a team of trained Wellbeing Advisors who can give advice and motivate you to make lifestyle changes to support your future health. They can see you to discuss your health and wellbeing concerns. We have many programmes to which you can be signposted, run either by Crawley Wellbeing or in the community.

We also offer wellbeing checks using our body composition scales; these provide you with information on your:

- Weight
- Body Mass Index (BMI)
- Muscle mass
- Hydration levels
- Fat percentage
- Visceral fat
- Bone density.

Following advice from our advisors, you will leave with a personalised wellbeing plan.

Whether you are looking for ways to take more control of your health, be more active or increase your social contact, we can help.

For information about all our services, you can contact us:

Telephone: 01293 585317



crawley wellbeing



Mycarematters

Telephone: 01403 210485

Email: info@mycarematters.org

Twitter: @mycarematters

Facebook: facebook.com/mycarematters

Website: mycarematters.org



Mycarematters is a free online service where you can upload the non-medical information that hospital staff need to make your hospital stay more pleasant.

To use this service, create a free profile online, which enables paid carers, care homes and hospitals to provide person-centred care.

The service is free. However, there is an optional purchase of a key fob, wallet card and stickers for £5.

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To request your brochure please call:

01293 540000

Holly Lodge, 25 & 27 Brighton Road,
Southgate, Crawley, RH10 6AE

Branches also at: Horsham and Billingshurst

Foot Care Focus

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- ♥ Reduction & removal of hard skin, cracked heels & calluses
- ♥ Reduction of thickened nails & fungal infections
- ♥ Reduction & removal of corns & verrucas
- ♥ Treatment for ingrowing toe nails & athletes foot
- ♥ Diabetic foot care & advice
- ♥ Clinic treatments or home visits available



April Standish TCFCDip Foot Care Practitioner

♥ 07397 154 000

♥ april@footcarefocus.co.uk ♥ www.footcarefocus.co.uk

Parkinson's UK

Telephone: 0808 800 0303 or 0344 225 3609

Email: vc.south1@parkinsons.org.uk

Twitter: @ParkinsonsUK

Facebook: [facebook.com/ParkinsonsUK](https://www.facebook.com/ParkinsonsUK)

Website: parkinsons.org.uk

Address: The Haven Centre, Hophurst Lane, Crawley Down RH10 4LJ

PARKINSON'S^{UK}
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

Parkinson's UK is a support and research charity. We are committed to finding a cure and improving life for everyone affected by Parkinson's. We provide a range of information and support through our website, local groups and advisors. We have a free confidential helpline, controlled by expert staff and nurses, available from Monday-Friday from 9am-7pm and 10am-2pm on Saturdays.

The Crawley and East Grinstead Group offers information, friendship and support to local people with Parkinson's, their families and carers. We raise money to enhance the lives of people, who live in our area, with Parkinson's. Speakers are invited to our branch meetings to address the group on a wide range of topics. We also organise regular events and social activities, including seated exercise classes, which operate from The Haven Centre every Monday from 1.30-2.30pm.

The group meets on the first Wednesday of the month from 10.30am-12 noon at The Haven Centre. National membership cost is £4, which includes four editions a year of our magazine, The Parkinson.

Prevention Assessment Team

Telephone: 01403 229510

Email: PATNorth@westsussex.gov.uk

Website: westsussexconnecttosupport.org and search 'PATs'.

Address: County Hall North, Chart Way, Horsham RH12 1XH

The Northern Prevention Assessment Team (covering Crawley, Horsham and Mid Sussex) is a joint team including staff from West Sussex County Council and Sussex Community NHS Trust and Age UK West Sussex. We aim to help you stay healthy and remain independent. The team includes nurse advisors, social care workers and support workers.

We normally work with people who do not receive services from specialist health care teams or social services. We can check your general state of health and wellbeing and advise you about how to keep healthy and manage health issues, help identify what may benefit you to retain your independence, provide assistance to access practical, emotional and social support or link you with agencies to maximise your income.

Please contact us if you have any questions, or think we may be able to help you or someone you care for. We are open Monday to Friday, except on bank holidays.

Probus Club of The Crawley Hawth Wood

Telephone: 07961 222446 or 07432 383282

Email: norman.dilworth@blueyonder.co.uk or prbower@yahoo.co.uk

Website: hawthprobus.simplesite.com

Address: The Hawth Theatre, Hawth Avenue, Crawley RH10 6YZ

We are a social club for retired and semi-retired men living in or near Crawley. We hold meetings at 10am on the first Wednesday of each month at The Hawth, with speakers. The meetings enable members to get together and socialise over lunch and plan future events and outings, which can include:

- Circular walks of 4-5 miles followed by a pub lunch
- Two weekly bowls matches
- Weekly golf matches on a variety of courses
- Frequent day visits to places of interest
- Annual holiday abroad
- Quiz nights, skittles evenings and 10-pin bowling.

There is no pressure on members to take part in all or any of these activities.

Rape Crisis Surrey and Sussex

Telephone: 01293 538477

Email: info@rcsas.org.uk

Twitter: @RC_SurreySussex

Facebook: facebook.com/RapeCrisisSurreySussex

Website: rcsas.org.uk

Postal Address: PO Box 1265, Crawley RH10 0JY



At Rape Crisis, we support women and girls (13+) who have experienced any form of sexual abuse or violence at any time in their lives. We can offer them free, independent and confidential support, in the form of:

- Weekly counselling for up to 12 months at our women-only centre from 10am-7pm, Monday to Friday
- Advocacy support for women who have reported or are thinking of reporting to the police
- Outreach support for women and girls who face barriers in accessing our services
- National freephone helpline, **0808 802 9999**, is open every day of the year from 12-2.30pm and 7-9.30pm.

Relate



Telephone: 01293 657055

Email: reception.crawley@relatesussex.org

Twitter: @Relate_charity

Facebook: facebook.com/relatesussex

Website: relate.org.uk/sussex

Address: The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley RH10 6AD

At Relate, we offer non-judgmental support and counselling for everyone. Our services include relationship counselling for individuals and couples, family counselling, mediation, children and young people's counselling and sex therapy. We also provide friendly and informal workshops for people at important stages in their relationships.

You can talk to one of our counsellors if things are becoming difficult for you and your partner, or if you're worried about the effects that retirement and getting older might have on your relationship.

Life can present you with different challenges that you may not expect if you're retired. You might have extra time, or be wondering what to do if your children have left home. You may be having problems with your children that are affecting your relationship with your grandchildren. Our counsellors understand that life changes when you retire and they can help you to regain the balance in your life.

Many of our sex therapy clients come to us when one, or both, partners have retired. Our sex therapists have helped hundreds of people with many issues, from the impact having more time with your partner can have on you to sexual dysfunction in the relationship.

Royal Voluntary Service



Telephone: 01293 228060

Email: crawleycoasthub@royalvoluntaryservice.org.uk

Twitter: @RoyalVolService

Facebook: facebook.com/royalvoluntaryservice

Website: royalvoluntaryservice.org.uk

Address: Good Neighbours West Sussex, Crawley Centre,
1 Town Barn Road, Crawley RH11 7XG

As one of the nation's leading voluntary sector organisations, Royal Voluntary Service supports vulnerable people to stay active, independent and remain a part of their local community. We want everybody to feel valued and a part of society, whatever their age.

Good Neighbours Befriending Scheme

Good Neighbours West Sussex provides support and friendship to vulnerable people who are living alone and socially isolated. We aim to increase independence and social contact, reduce feelings of loneliness and help people to re-engage with their local community.

This could include helping an individual regain their confidence by accompanying them on a short walk or to the local shops, linking them with a club or activity, or simply visiting them at home for some company and a chat.

Our service normally runs for a period of 12 weeks and volunteers visit weekly for one to two hours at a time.

Good Neighbours is funded by West Sussex County Council and is available free of charge. However, clients will need to meet any associated expenses, such as phone calls and activity charges.



SAGE Counselling

Telephone: 07585 141599

Email: admin@sagecounselling.org.uk

Website: sagecounselling.org.uk

Address: 31 Wellington Road, Chichester PO19 6BB



SAGE Counselling offers a home visit counselling service to adults of all ages, who have difficulties using conventional counselling. Those difficulties can be physical, psychological or social. We offer a unique and professional service visiting people wherever they live; at home, a hospital, a residential or nursing home. We have counsellors throughout West Sussex and surrounding areas and aim to find a counsellor to visit new clients as soon as possible.

SAGE Counselling is a registered charity and our counsellors give their time voluntarily. However, we do have expenses in order to get a counsellor to visit. For this reason we ask for an affordable contribution towards those expenses which are used to pay for mileage, supervision and administration.

Counselling usually takes place weekly. Regular sessions provide continuity for building a relationship and trust with the counsellor and it can offer the support needed during a difficult time. When clients first come to SAGE Counselling there will be an assessment stage to discern needs, suitability and eligibility.

St Catherine’s Hospice

**ST CATHERINE'S
HOSPICE**

Telephone: 01293 447333

Twitter: @stchospice

Facebook: facebook.com/stcatherineshospicecrawley

Website: stch.org.uk

Address: St Catherine’s Hospice, Malthouse Road, Crawley RH10 6BH

At St Catherine’s Hospice, we’re there for people in Sussex and East Surrey, with expert hospice care, when and where they need us most. Our skilled teams are on hand to support people living with terminal illness in their homes, at our day hospice and on our wards.

We care for a majority of people from the comfort of their own homes but there is also an 18-bed inpatient unit at the hospice, plus day hospices offering people complementary therapies and the chance to socialise with others who understand. There is counselling, practical advice and support available to patients and their families and carers. As a local charity, all our services are free of charge.

St Mary's Church

Telephone: 01293 547261

Email: saintmaryssouthgate@gmail.com

Twitter: @smaryssouthgate

Facebook: facebook.com/smaryssouthgate

Website: stmaryscrawley.org.uk

Address: The Rectory, Forester Road, Southgate, Crawley RH10 6EH

St Mary's is a lively, Bible-based and friendly Church of England Church. We actively encourage the participation of all ages in church life and have a good number of children and young people connected to the church.

The Gate, our community café, offers great tea and coffee and good company every Thursday from 9.30am-1pm. We also host Crawley Wellbeing's seated exercise class at 10am on Thursday mornings. We have social gatherings on Wednesdays from 1.30pm and our Sunday services of worship offer a warm welcome to all.



Shaw healthcare in Crawley

Two dedicated care services in Crawley operated by leading care provider Shaw healthcare.

We offer older people support to help to live their life as independently as possible.

We aim for residents to gain new companionship to enrich their daily life and social activities to bring on smiles and a feel-good factor. Shaw care homes are places to live and be happy. Families, friends and volunteers are always made welcome in our homes.



Pop in
for a look
around!



Burleys Wood

Furnace Green RH10 6JE

- Residential Dementia Care
- Respite or Long Term Care options
- Day Care



Deerswood Lodge

Ifield Green RH11 0HG

- Dementia Care
- Elderly Frail Care
- Respite or Long Term Care options
- Day Care

For more information and details on current vacancies contact:

Manager: Wan Nowakowski Phone: 01293 554660

Manager: Arlette Burns Phone: 01293 561704

Stroke Association



Telephone: 07985 131268

Email: lisa.burstow@stroke.org.uk

Twitter: @TheStrokeAssoc

Facebook: [facebook.com/StrokeAssociationSE](https://www.facebook.com/StrokeAssociationSE)

Website: stroke.org.uk

Address: St Luke's Parish Centre, Rattle Road, Stone Cross, Pevensey, East Sussex BN24 5EB

We provide support for stroke survivors of any age, living in Crawley and Horsham. We will begin working with you after a stroke and continue to provide the support you need at home and in the community.

This service offers:

- Coordinated support throughout your stroke journey
- Home visits, grants and benefits
- Help with returning to work
- Leaflets, factsheets and information about life after stroke
- Assistance with accessing local leisure and social activities
- Support for carers, and links to other organisations and networks.

Sussex Police

Telephone: 01273 404931

Email: crawley@sussex.pnn.police.uk

Twitter: @Sussex_Police @Crawley_Police

Facebook: [facebook.com/crawleypoliceuk](https://www.facebook.com/crawleypoliceuk)

Website: sussex.police.uk

Address: Crawley Police Station, Northgate Avenue, Crawley RH10 8BF



If you have been a victim of crime or you have a fear of crime, enhancing your security could help you feel more relaxed and comfortable in your home.

Sussex Police can give advice on dealing with unscheduled callers at the door and look around your home and offer affordable ways to increase security.

We can put you in contact with your Neighbourhood Specialist Team, where your local officer will be happy to give specific attention where required.

Call **101** for information, advice and to report a crime. Call **999** for an emergency. Typetalk Emergency Line: **18000** for the hearing impaired. Minicom: **01273 483435** for the hearing impaired.

Sussex Prisoners' Families



Telephone: 01273 499843

Email: denis@sussexprisonersfamilies.org.uk

Twitter: @sussexprisonfam

Facebook: facebook.com/sussexprisonersfamilies

Website: sussexprisonersfamilies.org.uk

Address: Brighton Peace and Environment Centre, 39-41 Surrey Street, Brighton BN1 3PN

We provide practical and emotional support to families affected by the imprisonment of a loved one. We provide information about court, custodial sentences, contacting prison and communicating with various criminal justice agencies.

We offer support at the criminal court and following sentence. We have an outreach team and a telephone advice line and can talk through any issues presented from having a family member in prison. We have a team at HMP Lewes and can meet with you there to explain visiting procedures and systems. We have support/drop-in groups who meet occasionally so that you can meet others in the same situation. There are no membership fees and no cost to using our services.

Tilgate parkrun

Email: tilgateoffice@parkrun.com

Twitter: @tilgateparkrun

Facebook: facebook.com/tilgateparkrun

Website: parkrun.org.uk/tilgate

Address: Tilgate Park, Tilgate, Crawley RH10 5PQ



Tilgate parkrun is a free weekly 5km event where you can walk, jog, run or volunteer. It takes place every Saturday starting at 9am. The event is open to anyone over four years old; however, children under 11 must be accompanied by an adult throughout the run.

Dogs are also welcome, only one dog per participant and kept on a short lead. It's free to join the run; participants need to register just once before the event and bring a copy of their printed barcode. More details are available on the website.

There are volunteering roles available, which can include marshalling, timekeeping, helping to set up the course, writing run reports or photography.

Time to Talk

Telephone: 01293 843300

Website: sussexcommunity.nhs.uk/t2t

Address: Ravendene, 23 Brighton Road, Crawley RH10 6AE

We are the talking therapies service run by Sussex Community NHS Foundation Trust, which serves the population of West Sussex. Our counsellors and therapists are available at local centres and GP surgeries, as well as by phone.

Time To Time can help with:

- Anxiety and worry
- Depression and low mood
- Stress
- Panic attacks
- Phobias
- Post-Traumatic Stress Disorder (PTSD)
- Obsessive Compulsive Disorder (OCD)
- Sleep problems
- Self-esteem and confidence
- Assertiveness skills.

We can do this by looking at how your thoughts and behaviours influence your moods using self-help materials. We can also provide courses and workshops to give you skills and strategies for living well and point you towards local wellbeing services to help you with exercise, diet and health.

If you are registered with a GP in West Sussex, you can refer yourself directly. The service is free for people aged 18 and over and who are registered with a local GP.



Volunteer Crawley

Telephone: 01293 657148

Email: volunteering@crawleycvs.org

Twitter: @volcrawley

Facebook: facebook.com/volunteercrawley

Website: crawleycvs.org/volunteer.php

Address: The Orchard, 1-2 Gleneagles Court, Brighton Road, Crawley RH10 6AD



Volunteer Crawley is part of Crawley Community and Voluntary Service and helps people in Crawley, who wish to volunteer, to find the opportunity which is right for them.

Volunteering gives you the chance to give something back, pass on your skills or learn something new, and your time and efforts will make a difference to someone, no matter what you choose to do.

There are dozens of local charities, clubs and community groups which regularly need volunteers. The invaluable work of volunteers means that these important services are able to continue enriching our communities.

West Sussex Carewise

Telephone: 01243 642121

Email: socialcare@westsussex.gov.uk

Website: westsussexconnecttosupport.org/carewise



Carewise is a West Sussex County Council supported scheme that provides information about long-term care and support options, including financial advice on the most cost effective ways of paying for care.

Carewise was established by West Sussex County Council, Age UK West Sussex, the Society of Later Life Advisers and West Sussex Partners in Care. Carewise includes a panel of care fees advisers who are independent and specialise in later life advice.

For more information or a referral to a Carewise care fees specialist, please call Adults' CarePoint on **01243 642121** or email socialcare@westsussex.gov.uk. You can also find out a list of the Carewise care fees specialists on the website above.

West Sussex Connect to Support

Website: westsussexconnecttosupport.org

West Sussex Connect to Support service helps residents to find information and advice about services and activities in their local area online, helping them live independently.

The website is similar to an online supermarket but is dedicated to social care. It's a unique searching and shopping experience for people who have additional needs, such as a disability or needing support to live their life.

West Sussex Fire and Rescue Service

Telephone: 01243 786211 (West Sussex) 01293 535660 (Crawley Fire Station), 0800 328 6487 (free out of hours phone)

Email: wsfrs@westsussex.gov.uk

Twitter: @westsussexfire @crawley_fire

Facebook: facebook.com/wsfrs

Website: westsussex.gov.uk/fire

Address: Ifield Avenue, Crawley RH11 7AJ

At the Fire and Rescue Service, we fight fires, rescue people and animals and deal with other emergencies.

We also provide free fire safety advice including:

- Which smoke alarm to install, where to install your smoke alarm and what to do if you are hard of hearing
- How to use your electric blanket safely and the signs to watch out for that mean your electric blanket is unsafe to use
- How to avoid carbon monoxide poisoning
- Planning your escape route
- Things to fit in the home to avoid fires starting.

You can ask the Fire Service to carry out a Free Home Fire Safety Check, in which local firefighters visit your home to provide you with personal advice on fire safety. If smoke alarms are needed to protect you and your home, we will provide and fit them for you free of charge.

West Sussex Mediation Service

Telephone: 0300 200 0025

Email: info@wsms.org.uk

Twitter: @mediation1

Facebook: facebook.com/WestSussexMediationService

Website: wsms.org.uk

Address: Park House, North Street, Horsham RH12 1RN



We provide a range of mediation services across Crawley to those suffering conflicts in their lives. We start with separate home visits and then arrange a joint mediation session at a neutral venue. We use trained and accredited local volunteer mediators, working in pairs. The service is free and no membership is required.

Our main services are: community mediation – specialising in neighbour disputes; intergenerational mediation – for conflicts within a family; elder mediation – for issues resulting from later living e.g. caring duties, independent living, and wills/inheritances; conflict coaching – when both sides won't engage in formal mediation, we help individuals to cope with the situation and avoid future confrontation.

We have fee paying services for family, workplace and civil/commercial disputes.

Your Choice

Telephone: 020 7291 3300

Email: yourchoice@dma.org.uk

Website: mpsonline.org.uk/consumer/your_choice

Address: DMA House, 70 Margaret Street, London W1W 8SS

Your Choice is a preference service for unaddressed mail. Many distribution companies involved with unaddressed mail are members of the DMA (Direct Marketing Association UK).

These companies recognise that not everyone may want to receive unaddressed material through their letterbox and agree to abide by the expressed wishes of householders, who register with the Your Choice Preference Service.

The Your Choice Preference Service is free; contact the DMA by letter, telephone or email for more details. Your Choice will last for two years, after which you will need to re-register with the service.

This directory has been produced
in partnership with:



Reason for visit:

Organisation:

Job:

Name:

Date of visit:

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Date of visit:

Time:

Andrew was on good form today. I'm happy with his progress and his overall health seems to be improving.

Reason for visit:

Organisation: Local surgery

Job: Nurse

Name: Joe Bloggs

Date of visit: 25.7.18

Time: 1pm



**Don't forget to fill out
the visitors' book!**

Visitors' book

This book is designed to help you keep a record of all the visits you have from medical professionals, care assistants, nurses, family and friends.

Please keep it somewhere convenient.

We have included a reminder for you to cut out and attach to the back of your letterbox to prompt visitors to fill out the book.

If you require extra visitor forms, a printable version is available at crawley.gov.uk/communitydirectory



Visitors' book A record of health visits