



**CareConnect offers free,  
confidential and impartial  
information on a wide range of  
health, social and community care  
issues for people living working  
or studying in the London  
Borough of Merton.**

**July 2003**

**CareConnect is a partnership  
between the Voluntary Sector  
in Merton, Sutton and Merton  
Primary Care Trust and  
Merton Social Services**

### **What is CareConnect ?**

CareConnect is an information service for anyone who lives, works or studies in the London Borough of Merton. For various reasons, this service cannot be offered to children.

### **How can CareConnect help ?**

By telling you about the various services that are provided by:

- the local authority
- NHS bodies
- private care agencies
- voluntary organisations

and how to access these services or complain about them if you are unhappy.

### **Who provides the information ?**

The information service is provided by the CareConnect team who are a combination of highly skilled staff as well as trained and motivated volunteers.

We have an extensive library of community, social and health care information. The library is made up of three databases, leaflets, information sheets and a number of publications that we receive from Social Services, private and government health organisations, voluntary organisations, etc.

## CareConnect Volunteers

Our volunteers bring a wide range of skills, knowledge, talents and experience to our team. They are members of our local community and represent the broad cultural diversity that exists in our borough. We value their contribution to our successes and are proud to have achieved the Investing in Volunteers Award, which is a quality standard for the management of volunteers.

## Some areas we provide information about

- Help at home - help with personal care, shopping and housework
- Day care - at day care centres or day hospitals
- Help with meals - at home or at lunch clubs
- Respite care - short term breaks for carers and people with a disability
- Alarm schemes - to summon help e.g. MASCOT
- Mobility and Transport e.g. Dial-A-Ride, community transport
- Clubs, Societies, Holidays and Leisure Activities e.g. for older or disabled people
- Self Help and Support Groups
- Accommodation and Housing i.e. sheltered housing and nursing homes
- Equipment and Adaptations - to help you manage at home
- Health promotion
- Support for disabled people to get back to work
- Alternative therapies and treatments
- Social Services

And much, much more.

### **If you have a specialist enquiry**

We can tell you about –

- Advice and advocacy services
- Counselling services
- Medical services

### **Data Protection**

We assure you that any personal information that you provide to us will be handled in line with the Data Protection Act 1998 and will only be used for the purpose identified.

### **Helping us to help you**

We welcome feedback about our services from people who use them. This enables us to continuously review and improve the way we work. If you have any comments, compliments or complaints, please either write to: CareConnect, Merton Civic Centre, London Road, Morden SM4 5DX or telephone 020 8545 4710.

### **What do our clients think of us ?**

*“The information I received far exceeded my expectations. I’m very pleased I visited your office”*

*“It is very reassuring to know this kind of help is available”*

*“After many phone calls to many organisations, this is the first one which had all the information required in one place!”*

*“Excellent service, very helpful”*

*“Prompt, friendly service. A terrific resource for health professionals, especially new to this area, like myself”*

**You can use CareConnect as often as you need to. The team are happy to help you with any enquiries and requests for information.**

Phone           020 8545 4710 (24 hours answerphone)  
Monday to Friday - 10am to 4pm  
Facsimile       020 8545 3637  
Textphone      020 8545 4356  
Email           [info@care-connect.info](mailto:info@care-connect.info)  
Website         [www.care-connect.info](http://www.care-connect.info)

### **In person**

A drop in service is available through Merton Link, Merton Civic Centre, London Road, Morden between 10am to 2pm. You can phone us to book an appointment outside these hours. Also, if you need an interpreter or translator you will need to phone us so that we can arrange this before you come in.

### **How to get here**

Bus - 118, 154, 157, 163, 293, 413, 93  
Underground - Morden Station - Northern Line  
Rail - Morden South Station  
Car - there are a number of car parks in Morden (York Close, behind Safeway and behind Iceland)