



Information service for people living,
working or studying in Merton.

Merton Civic Centre, London Road,
Morden SM4 5DX
Telephone: 020 8545 4710
Textphone: 020 8545 4356
Fax: 020 8274 4932
E-Mail: info@care-connect.info

USEFUL HELPLINES – LOCAL AND NATIONAL

UTILITIES AND OTHER SERVICES

Police (Merton Police - all stations)	Phone	0300 123 1212
	Website	www.cms.met.police.uk
Thames Water	Phone	08459 200 800
	Website	www.thameswater.co.uk
Floodline - 24hr advice on floods and flood warnings	Phone Minicom	0845 988 1188 0845 602 6340
Sutton & Merton Primary Care Trust (PCT) - Residents who need urgent medical attention during the night or at weekends, can now contact Sutton and Merton Primary Care Trust's (PCT), new night and weekend family doctor service. Patients will be put in contact with trained professionals who will assess their condition. Depending on the assessment, patients will then be offered medical advice to help them deal with the situation until they can see their own family doctor; or they will be offered an emergency appointment with a family doctor in a clinic. In some circumstances, a family doctor may arrange a home visit.	Phone	0845 603 1087between 6.30pm - 8.00am Monday - Friday and 24-hours at weekends and Bank Holidays.
NHS DIRECT - health services under the NHS	Phone	0845 46 47
	Website	www.nhsdirect.nhs.uk

Transco Gas Services - Call if you can smell gas	Phone	0800 111999
	Website	www.nationalgrid.com
EDF Energy (London)	Phone	0800 028 0247
	Phone	0800 096 9000 (Existing Customers)
Sutton and East Surrey Water	Phone	01737 772000 (8.30am-5pm)
	Website	www.waterguide.org.uk
London Fire Brigade Merton branch - Information about smoke alarms, specialist equipment for sensory impaired people and general advice.	Phone	0208 555 1200 Ext 37601
	Website	www.london-fire.gov.uk

HOSPITALS

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Epsom General	Phone	01372 735 735
Neslon Hospital (The)	Phone	020 8251 1111
Queen Mary's Hospital, Roehampton	Phone	020 8487 6000 Dealing with minor injuries.
Royal Marsden - Full range of specialist cancer services from critical care to rehabilitation.	Phone	020 8642 6011
Springfield Hospital, South West London & ST George's Mental Health Trust	Phone	020 8682 6000
*St George's Hospital, Tooting	Phone	020 8672 1255
St Helier's Hospital	Phone	020 8296 2000
*St Raphael's Hospice	Phone	020 8335 4575
Sutton Hospital	Phone	020 8296 2000
*Tooting NHS Walk-in Clinic	Phone	020 8700 0505
Wilson Hospital (The)	Phone	020 8687 4766

LOCAL NUMBERS (Merton and surrounding areas)

*Age Concern Merton	Phone	020 8648 5792
	Website	www.ageconcernmerton.org.uk
*Carers Support Merton - Provides support for carers and information on services available to them.	Phone	020 8646 7515
	Website	www.carerssupportmerton.org.uk
Croydoc – GP out of hours service	Phone	020 8401 3645
Community Safety Unit - Merton Police - The Community Safety Unit (CSU) is responsible for the investigation of Domestic Violence, Hate Crimes, forced marriage, honour based violence, physical, mental or financial abuse of the elderly and other vulnerable adults within the borough of Merton.	Phone	0300 123 1212
*Community Mental Health Teams	Phone Phone Phone Phone	020 8687 4766 West Mitcham 020 8687 4714 East Mitcham 020 8254 1007 Morden 020 8544 9799 Wimbledon
*Community Drug Services for South London	Phone	020 8773 9393
	Website	www.safermerton.org.uk
*Contact - Sutton and Merton Mediation Services - Promote a professional service in Merton and Sutton, provide mediation in cases received from referrers and supervise the mediators worked with.	Phone	0208 545 3499
*Family Planning Helpline	Phone	020 8407 3636
	Website	www.suttonandmerton.nhs.uk
London Borough of Merton		
Contact Centre – for all council departments	Phone	020 8545 4701
	Website	www.merton.gov.uk
Emergency out of hours line (when the council offices are closed)	Phone	020 8543 9750
* Housing Options & Advice	Phone	020 8545 3714
* MASCOT- Community alarm service	Phone	020 8274 5940
	Website	www.mascot-telecare.org.uk
* Social Services – Single Point of Contact for Adult Services	Phone	020 8545 4430
Social Services for Children	Phone	020 8545 4232

		020 8545 4227
Social Services out of hours line	Phone	020 8770 5000
Safeguarding Adults (24 hours)	Phone	0845 618 9762
*Safer Merton – community wardens, etc.	Phone	020 8545 3611
	Website	www.safermerton.org.uk
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*LIFE UK – free counselling, in pregnancy and after abortion	Phone	National Helpline 0800 915 4600
	Website	www.lifecharity.org.uk
*Merton & Sutton Crossroads Caring for Carers - The scheme provides trained Care Attendants to relieve carers of physically or learning disabled in their own home.	Phone	020 8648 9677
	Website	www.mertonandsuttoncrossroads.org
*Merton Asylum Welcome - Provide advice and support for refugees and asylum seekers on a range of issues.	Phone	020 8646 6564 or 07956 990671
	Website	www.slra.org.uk
*Merton MIND	Phone	020 8648 6565
Merton Youth Justice Service	Phone	020 8274 4949
	Website	www.merton.gov.uk
Migrant Helpline – Croydon	Phone	020 8774-0002 (Mon-Fri 09.00-20.00)
	Website	www.migranthepline.org.uk
*Samaritans - Advice and listening service - for those in crisis, despair, or suicidal.	Phone (Putney branch)	020 8789 9121 (24 hours)
	Website	www.samaritans.org
*South London African Women's Organisation (SLAWO) - Support African women and men who are victims of domestic violence or of ill health, particularly HIV/AIDS and mental health.	Phone	020 8648 1808 or 0208 640 1917 (10am-6pm Monday - Friday)
*Victim Support Merton - Counselling for victims of crime and those living in fear.	Phone	020 8685 1637 (Mon-Fri 10am-4pm) 0845 3030 900 (National Helpline)
	Website	www.victimsupport.org.uk

NATIONAL HELPLINES

Action on Elder Abuse - helpline if you need to talk to someone regarding abuse of an adult	Phone	0808 808 8141
Action for M.E. - Advice, information and support for members, parents and carers.	Phone	0845 123 2314 (Mon-Fri 11am-1pm, Mon 6.30pm-8.30pm)
	Website	www.afme.org.uk
Age Concern Information Line - Provide information service for older people, their families and people working with them	Phone	0800 00 99 66 (7 days a week 8am-7pm)
	Website	www.ageconcern.org.uk
Al-Anon Family Groups UK and Eire – Understanding and support for families and friends of problem drinkers (including Alateen for teenagers who have been affected by someone else's drinking)	Phone	020 7403 0888
	Website	www.al-anon.org.uk
Alzheimer's Society helpline	Phone	0845 300 0336 (Mon-Fri 8.30am-6.30pm)
	Website	www.alz.org.ukheimers
Alcoholics Anonymous	Phone	0845 769 7555
	Website	www.alcoholics-anonymous.org.uk
CALM (for young men)	Phone	0800 585858 (Sat-Tues 5pm-Midnight)
	Website	www.thecalmzone.net
Cancer Information Service	Phone	0808 800 1234
Carers UK - Advice and Information for Carers	Phone	0808 808 7777
	Website	www.carersuk.org
Consumer Credit Counselling Service - The Consumer Credit Counselling Service is a registered charity whose purpose is to assist people who are in financial difficulty by providing free, independent, impartial and realistic advice.	Phone	0800 138 1111 (Mon-Fri 8am-8pm)
Counsel & Care for the Elderly - Advice and information for older people, their carers and involved professionals about care homes, etc.	Phone	0845 300 7585 (Monday to Friday 10am – 4.00pm)

Cruse Bereavement Care - support, information and bereavement advice	Phone	0844 477 9400
	Website	www.crusebereavementcare.org.uk
Disabled Living Foundation	Phone	0845 130 9177 (Mon-Fri 10am-4pm)
	Website	www.dlf.org.uk
Disability Law Service - Specialist advice on welfare benefits, appointments for people on low income or in receipt of welfare benefits and home visits where necessary.	Phone	020 7791 9800 (Mon-Fri 10-1pm & 2-5pm)
	Website	www.dls.org.uk
Drinkline - Information, advice and support	Phone	0800 917 8282 (Mon-Fri 9am-11pm)
Energywatch - Independent watchdog for gas and electricity consumers	Phone	08459 06 07 08
	Website	www.energywatch.org.uk
Firststop- An advice service on care and housing options provided by Council and Care, Elderly Accommodation Council, Help The Aged and NHFA Ltd. For older people and their carers.	Phone	0800 377 7070
	Website	www.firststopcareadvice.org.uk
FRANK - drug & alcohol advice & information	Phone	0800 77 66 00
	Website	www.talktofrank.com
Help The Aged – SeniorLine - advice & information for older people	Phone	0808 800 6565 (Mon-Fri 9am-4pm)
	Website	www.helptheaged.org.uk
Local Government Ombudsman - investigate complaints about councils	Phone	0845 602 1983 advice line (9am-4.45pm)
	Website	www.lgo.org.uk
London Lesbian and Gay switchboard	Phone	020 7837 7324
	Website	www.llgs.org.uk
Manic Depressive Fellowship (the Bipolar Organisation)	Phone	08456 340 540
	Website	www.mdf.org.uk
Marriage Care	Phone	0845 660 6000
	Website	www.marriagecare.org.uk
MIND	Phone	020 8519 2122
	Website	www.mind.org.uk
Missing Persons Helpline	Phone	0500 700 700
	Website	www.missingpersons.org

Multiple Sclerosis Society Helpline	Phone	0808 800 8000 (Mon-Fri 9am-9pm)
	Website	www.mssociety.org.uk
National Debtline is a national telephone helpline for people with debt problems in England, Wales and Scotland. The service is free, confidential and independent.	Phone	0808 808 4000 Monday - Friday 9am-9pm and Saturday 9.30am - 1pm
	Website	nationaldebtline.co.uk
One Parent Families	Phone	0800 0185026 (Mon-Fri 10am-4pm)
	Website	www.oneparentfamilies.org.uk
Papyrus (HopelineUK) - Prevention of young suicide	Phone	08000 68 41 41
	Website	www.papyrus-uk.org
Parentline Plus – Open 7 days a week 24 hours a day. Offer information and support, and the chance to talk through the issues facing parents.	Phone Email	0808 800 2222 parentsupport@parentlineplus.org.uk
	Website	www.parentlineplus.org.uk
Premier Lifeline (Christian organisation) - Radio: MW/AM 1305 - 1332 – 1413	Phone	08456 525252 (option 9) Talk & pray 9-11am
Rape and Sexual Abuse Support Centre (RASAC) - National telephone helpline for female and male survivors of rape and childhood sexual abuse. Helpline runs Monday-Friday 12 noon-2.30pm and 7-9.30pm, Saturday and Sunday 2.30-5pm, bank holidays 2.30-5pm.	Phone	0808 802 9999 Offer an initial call of up to 40 minutes with supporters of survivors (partners, family and friends) and then refer to relevant organisations.
	Website	www.rasasc.org.uk
RETHINK - advice service for people with severe mental health illness	Phone	0845 456 0455 - General Enquiries 020 8974 6814 - Advice Line (Mon-Fri 10am-3pm, Tues & Thurs 10am-1pm)
	Website	www.rethink.org
REFUGE-lifeline for women and children experiencing domestic violence	Phone	0808 2000 247 (24hrs a day)
	Website	www.refuge.org.uk
RSPCA	Phone	0870 555 5999
	Website	www.rspca.org.uk

SANELINE	Phone	0845 767 8000
	Website	www.sane.org.uk
SAMARITANS	Phone	08457 90 90 90 Textphone: 08457 90 91 92
	Website	www.samaritans.org
Shelter	Phone	0808 800 4444 (24 hour helpline)
	Website	www.shelter.org.uk
Terrence Higgins Trust - HIV and Aids Advice	Phone	0845 122 1200
	Website	www.tht.org.uk
Voice UK - helplines if you need to talk to someone regarding abuse of an adult	Phone	0845 122 8695
Women's Aid - For women who are at risk from domestic violence.	Phone	0808 2000 247
	Website	www.womensaid.org.uk
Womens Link - Emergency housing/accommodation advice & referrals for women without young children who are have suffered domestic abuse or are ex-offenders.	Phone	0800 652 3167
	Website	www.womenslink.org.uk

Note: Many other self help organisations provide welfare benefits advice and other information - if you wish to contact a specialist agency please contact CareConnect to obtain further details.

We take care to update the information we provide regularly to try to ensure it is accurate. However, CareConnect cannot accept liability for any errors or omissions, nor can we be held responsible for the services provided by any of the agencies or bodies referred to.