

Useful Community Contacts When Leaving Hospital

For patients and families/carers

This booklet contains details of services that may be useful to support you or a loved one to live safer, more independently and engaged within the community.

Information contained here covers services in Wandsworth, Merton, Lambeth, Croydon, Sutton, Richmond and Kingston.

If you have any further questions, please speak to the physiotherapist / occupational therapist caring for you.

Contact Person: Nicola Griffiths, Principal Physiotherapist in the STAR team.

Contact email: Nicki.Griffiths@stgeorges.nhs.uk

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WANDSWORTH

Wandsworth Adult Social Care

For adult social care needs, sensory support (visual impairment, blindness, deafness, hard of hearing).

Tel: 020 8871 7707

Email: accessteam@wandsworth.gov.uk

SMS Phone: 07940 775107 (for deaf or hard of hearing only)

Supported housing services

To enable vulnerable people to live more independently, both in their own home and in the community, through the provision of housing related support services.

Tel: 020 8871 8369 or 020 8871 5388

Email: shsbusinesssupport@wandsworth.gov.uk

Wandsworth Carers' Centre

Information and advice, short breaks from caring, emotional support and counselling, peer support and training, complementary therapies

Tel: 020 8877 1200

Email: info@wandsworthcarers.org.uk

Web: carerswandsworth.org.uk

Telecare and WATCH Lifeline

For pendant and other alarms.

Tel: 020 8871 8999

Email: JCC@wandsworth.gov.uk

Meals on Wheels

Wiltshire Farm food (Frozen): 0800 077 3100

Oak House Food (Frozen): 0333 370 6700; 0333 370 2512

Living Made Easy

Mobility scooters, wheelchairs, and walking aids.

Tel: 0300 999 004

Web: www.livingmadeeasy.org.uk

Regenerate Rise

Supporting those aged 60 and above who are isolated or at risk of isolation through day centre, befriending and home visits, shopping, domestic tasks, reablement, outdoor trips. Please ask a family or friend to refer via the form on the website.

Tel: 020 8780 9330 / 07774 117972

Web: regenerate-rise.co.uk

Research Institute for Disabled Consumers

UK charity providing independent research to create accessible and inclusive products and services.

Tel: 020 7427 2460 Web: www.ridc.org.uk

Adaptations and Home Improvement

An Occupational therapist will perform an assessment in your home and make recommendations.

Access Team: 020 8871 7707 (via the social care team)

Age UK Wandsworth

Information and advice, befriending, handyperson, digipals, day centre, hospital discharge support, shopping, cognitive stimulation therapy, foot clinic.

Tel: 020 8877 8940

Email: info@ageukwandsworth.org.uk

Local Healthcare Teams

Single Point of Access for specialist nurses, consultants, therapists.

Tel: 0333 300 2350

Email: clcht.wandsworthspa@nhs.net

Home Help and Domestic Services

Shopping, housework, transport to appointments and social activities, dog walking and meal preparation (£15 per hour).

Tel: 07878 463 286

CROYDON

Croydon Adult Social Care

For adult social care needs.

Tel: 020 8726 6500

Occupational Therapy and Equipment

Advice and support to help you live independently if you're older, disabled or have a long-term illness.

Tel: 020 8726 6000 ext. 62829 Email: communityOT@croydon.gov.uk

Careline Plus

Personal alarm, sensors, and devices to help you stay safe at home.

Tel: 0208 654 7166

Carers' Support

The Carers' Information Service provides information, advice and support to carers in Croydon who are looking after someone who needs their help to due to illness, disability or older age.

Tel: 0208 649 9339 - option 1 Email: enquiries@carersinfo.org.uk

Croydon Neighbourhood Care Association

Befriending home visits to frail, elderly, housebound people with complex needs and often a dementia diagnosis.

Tel: 020 8654 4440

Email: info@cnca.org.uk

Age UK Croydon

Home risk / falls assessments, exercises classes / groups, social hubs, dementia support.

Tel: 020 8686 0066

Email: aukc@ageukcroydon.org.uk

KINGSTON UPON THAMES

Kingston Adult Social Care

For adult social care needs.

Tel: [020 8547 5005](tel:02085475005)

Email: adults@kingston.gov.uk

StayWell Kingston (Formerly Age Concern)

Information and advice, social centres, dementia support, handyperson, befriending, help at home, counselling, social prescribing.

Tel: 020 8942 8256

Email: hello@staywellservices.org.uk

Kingston Carers' Network

Counselling, lunch clubs, men's group, peer support, befriending, technical support, training, cost of living support.

Tel: 020 3031 2757

Email: admin@kingstoncarers.org.uk

Tel: 020 8547 5005 (for respite needs only)

Telecare

Range of sensors which can monitor many different activities in the home.

Tel: 020 8547 5005

Email: adults@kingston.gov.uk

Occupational Therapy

Professional advice, home assessments and adaptations.

Tel: 020 8274 7088 (via the single point access)

Meals on Wheels

Wiltshire Farm food (Frozen): 0800 077 3100

Oak House Food (Frozen): 0333 370 6700; 0333 370 2512

LAMBETH

Lambeth Adult Social care

For adult social care needs.

Tel: 020 7926 5555

Carers' Hub

Information, support, training, legal advice, planning, carer's card.

Tel: 020 7501 8970 Email: connect@carershub.org.uk

Age UK Lambeth

Befriending social activities, home cook programme, dementia support, group walks, light housework.

Tel: 0333 360 3700 Email: mycommunity@ageuklambeth.org

Disability Advice Service Lambeth

Peer-led services with and for disabled people.

Tel: 020 7738 5656 Email: enquiry.line@disabilitylambeth.org.uk

Royal Association for Deaf People

Advocacy, independent living, employment, information, and advice.

Tel: 0300 688 2525 Text phone: 0300 688 2527

SMS: 07851 423 866 Email: info@royaldeaf.org.uk

Lambeth and Southwark Community Transport (Lescott)

Personal transport, shopping trips, coaches, Luton van hire and more.

Tel: 020 7924 9911

Dial-a-Ride

Door-to-door transport service for people with long term disabilities.

Tel: 0343 222 7777

Email: DAR@tfl.gov.uk

British Red Cross Hire

Flexible hire for comfortable, safe and reliable manual wheelchairs whether you're looking for self-propelled transit or bariatric (wider seating, higher weight capacity) wheelchairs.

Tel: 0344 871 1111

Email: contactus@redcross.org.uk

Personal Alarms and Key safe

Careline365 0800 101 3333

Lifeline24 0800 999 0400

Telecare24 0800 180 8540

Eldercare 0345 603 4576

Home Adaptations

Occupational therapists and assessors who provide advice and carry out assessments to see what special equipment and adaptations are needed.

Tel: 020 7926 5555 (via social care team)

Dementia Support

Support for those living with dementia and their families / carers.

Alzheimer's Society 020 7735 5850

Connect Lambeth 020 2143 9000

Meals on Wheels

Wiltshire Farm food (Frozen): 0800 077 3100

Oak House Food (Frozen): 0333 370 6700; 0333 370 2512

Cookmere Hot Meals: 01323 884274

MERTON

Merton First Response Team

For adult social care needs.

Tel: 020 8545 4388 Email: ASCFirstResponse@merton.gov.uk

Merton Community Hub

Support with shopping and basic supplies, access to prescription and medication, telephone befriending, advice and practical help to stay active, support to stay independent at home.

Tel: 020 8066 4086 Email: help@mertoncommunityhub.org.uk

Age UK Merton

For general information and advice, social activities, befriending, incontinence and stroke issues, handyperson services.

Tel: 020 8648 5792

Wimbledon Guild

For social activities and outreach services. Whether you're worried about money, you're feeling low or overwhelmed or you're looking for new friends and activities locally.

Tel: 020 8946 0735

Merton Vision

Wide variety of bespoke services and advice for people with sight difficulties.

Tel: 020 8540 5446

Personal Alarms and Key safe

24hour response and monitoring service. Your alarm will alert the call centre at the push of a button if you have fallen or need help.

Tel: 020 8274 5940

Email: mascot@merton.gov.uk

Carers' Support Merton

Expertise and specific support for carers.

Tel: 020 8646 7515

Email: info@csmerton.org

Merton Mencap

Expertise and specific support for Adults with Learning Disabilities.

Tel: 020 3458 5121

Dementia Hub

Information and support and a wide range of services for people with dementia and for their carers.

Tel: 020 8687 0922

Merton Centre For Independent Living (CIL)

Run and controlled by disabled people, for disabled people.

Tel: 020 3397 3119

Local Healthcare Teams

Single Point of Access for specialist nurses, consultants, therapists.

Tel: 0333 004 7555

Email: clcht.mertonspa@nhs.net

Meals on Wheels

Wiltshire Farm food (Frozen): 0800 077 3100

Oak House Food (Frozen): 0333 370 6700; 0333 370 2512

Cookmere Hot Meals: 01323 884274

Dial-a-Ride

Door-to-door transport service for people with long term disabilities.

Tel: 0343 222 7777

Email: DAR@tfl.gov.uk

RICHMOND UPON THAMES

Richmond Adult Social Care

For adult social care needs.

Tel: 020 8891 7971

Out of Hours: 020 8744 2442

Age UK Richmond

Social and wellbeing centres, home from hospital support, handyperson, housekeeping, dementia support, independent living service, IT support.

Tel: 020 8891 7971 or 020 8877 8940

Email: info@ageukrichmond.org.uk

Richmond Carers' Centre

Information and advice, short breaks from caring, emotional support and counselling, peer support and training, complementary therapies, events and activities.

Tel: 020 8867 2380

Email: info@richmondcarers.org

Careline / Telecare:

24-hour monitoring system that can help you stay safe in your own home.

Tel: 020 8891 7971 (via social care); 0845 600 7413

Home Improvement Agency

Occupational Therapy Assessment for home modifications, adaptations, disabled facilities grant.

Tel: 020 8891 7436 or 020 8891 7971 (Access team)

SUTTON

Sutton Adult Social Care

For adult social care needs.

Tel: 020 8770 5000

Age UK Sutton

Shopping, companionship, housekeeping, wellbeing checks, lung health checks, dementia support, home-from-hospital support.

Tel: 020 8078 0002

Email: info@ageuksutton.org.uk

Sutton Carers' Centre

Providing information, advice, and support to family or unpaid carers in Sutton.

Tel: 020 8296 5611

Email: enquiries@suttoncarerscentre.org

Independent Living Aids

Equipment to help you live at home.

Tel: 020 8770 5000 (via the social care team)

Sutton Shopability

For short term hire or second-hand purchase of wheelchairs and mobility scooters.

Tel: 020 8642 7098

Email: admin@suttonshopability.co.uk

Careium Personal alarms / telecare

Personal alarm, sensors, and devices. 24hour response and monitoring.

Tel: 01323 344 422

Email: uk.info@careium.com

Meals on Wheels

Wiltshire Farm food (Frozen): 0800 077 3100

Oak House Food (Frozen): 0333 370 6700; 0333 370 2512

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.