

# Post Discharge Assistance Merton Borough

**This leaflet explains what services Merton Borough provides. If you have any further questions, please speak to the Occupational Therapist who is taking care of you.**

## **Social Services (Access Team)**

The Access team helps adults with care and support needs and those who care for them. This includes:

- Older people
- People with physical disabilities or health problems
- People with mental health or learning difficulties
- People with sensory impairment
- People with drug or alcohol problems.

Tel: 020 8545 4388, email [ASCDuty@merton.gov.uk](mailto:ASCDuty@merton.gov.uk)

In case of an emergency, contact the Crisis Line on 07903 235 382 between 1.30pm to 5.00pm Monday to Friday.

## **Care Line (MASCOT CARE ALARM)**

Mascot is a private company offering 24 hours telephone support for a daily charge. It provides a Care Line button which can be worn as a necklace, brooch or wrist strap.

Upon pressing the button, the unit automatically dials into the MASCOT Telecare Response Centre using your telephone line. You will then speak to a trained and friendly operator who will discuss with you the nature of the emergency.

Contact: 020 8274 5940

## **Dial-a-Ride**

London Dial-a-Ride is a door to door public transport service for people with mobility problems who find it hard or impossible to use conventional public transport.

You need to be a member to use the service.

Contact: 0343 222 7777

Taxicar (wheelchair accessible black cabs): 020 7934 9791

Freedom Pass for disabled adults: 020 8274 4990

Freedom Pass for older people (60 or over): 030 0330 1433

## **Age UK Merton**

Advice and information on benefits, housing and community services, befriending, computer support and hospital discharge services. Handyperson service can carry out work like fitting grab rails, changing light bulbs, moving furniture, etc.

Some jobs are free but others can be chargeable.

You can contact them at: 020 8648 5792

## **British Red Cross (Wheelchair hire)**

Provides short term loans of wheelchairs and adaptive aids.

Phone to see if delivery is available in your area.

Contact: 0300 456 1914. Nearest centre: Wimbledon.

## **Wiltshire Farm Foods**

Delivers frozen ready-made meals and desserts to your door.

There are over 175 options with seasonal meal choices and prices range from £3.50 for small portions, £7.50 for big portions and £1.50 for snacks and desserts.

Contact: 0800 077 3100 (service 24h).

## **Blind-Aid London**

Social Services for Adults are here to help people over the age of 18 with a visual impairment. We can provide or arrange

services to help people to live in their own homes and to remain part of the community and this includes services for people with a visual impairment.

Merton Adult Access Team,  
Merton Civic Centre, London Road, Morden SM4 5DX.

Telephone: 020 8545 4430

## Contact us

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**

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## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm  
Friday between 10am and 2pm.

Please contact PALS in advance to check if there are any changes to opening times.

The Walk-in and Advisory telephone services are closed on Wednesdays.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough Wing.

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto: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](http://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](http://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.

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