

Post Discharge Assistance Sutton Borough

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

Sutton Council Contact Centre

Occupational Therapy staff help people in Sutton of all ages who have physical, mental or learning disabilities, whether because of birth, accident, illness or ageing, to do the things they want to do.

These could be daily activities from grocery shopping or brushing teeth, to more complex activities such transfers from a chair, bed, bath, managing your stairs, accessing your home, caring for children, succeeding in studies/work or maintaining a healthy life.

Tel: 020 8770 6080. Email: adultdayservices@sutton.gov.uk

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

Transport for All

Transport for All (TfA) is the organisation of disabled and older people dedicated to champion the rights of disabled and older people to travel with freedom and independence in London.

Tel: 020 7737 2339

Age UK Merton

Age UK Sutton provides a range of quality services. Services are developed according to user needs, building a circle of support around older people, their families and friends so they can feel fulfilled and enjoy later life.

The help at home service is tailored to your needs, but can include:

- Companionship and conversation
- Running errands and accompaniment on outings
- Assistance to arrange and attend appointments
- Shopping and meal preparation
- Prescription collection
- Cleaning and housekeeping.

Some chargeable services are also provided (for example, gardening).

NOTE: Age UK does not provide personal care or assistance with medication. We can put you in contact with organisations that do.

You can contact Age UK at: 020 8915 2233

Email: info@ageuksutton.org.uk

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. Sites in Wimbledon (permanent unit) and Croydon (mobile unit).

Oakhouse Foods

Oakhouse Foods offers a range of high quality ready meals for delivery direct to your door. Our meals are delivered frozen, so you have complete flexibility over what to eat and when. Simply take your pick from your freezer and follow the simple cooking instructions printed on the packaging of each meal. All meals are chargeable and the current cost is £3.70 per day, payable by monthly invoice or direct debit. www.oakhousefoods.co.uk

Sutton Vision Services

This service is an independent local charity providing a wide range of services to help enable and empower people with sight loss to live independent and full lives.

Tel: 020 8409 7166 Email: info@suttonvision.org.uk

Advice Link Partnership Sutton (ALPS)

Free, confidential, independent and impartial advice on issues such as welfare benefits, debt, housing, employment and social care for people who live or work in the London Borough of Sutton. This organisation is a single contact point for:

- Citizens Advice Sutton
- Sutton Carers Centre
- Age UK Sutton

Contact us

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 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

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.



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