

Post Discharge Assistance Wandsworth Borough

This leaflet explains what services Wandsworth 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 8871 7707, email accessteam@wandsworth.gov.uk

Community Neuro-Rehabilitation Team

The Wandsworth Community Neuro Team (WCNT) is based at St. John's Therapy Centre in Battersea. They offer assessment, treatment, rehabilitation and advice for people with a neurological diagnosis (including stroke, MS, brain/spine injury).

Tel: 020 8812 4060, email Stgh-tr.wandsworthcnt@nhs.net

Care Line (W.A.T.C.H phone care line)

WATCH Lifeline is an emergency home response alarm service for older people and younger disabled residents provided by Wandsworth Council. This private service is a telephone link, which provides 24 hour monitoring by trained operators.

They install an alarm unit, which links to your telephone and a pendant to wear around your neck or wrist. When the button is pressed either a key holder or ambulance is called.

Contact: 020 8718 8198

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

Age UK Wandsworth

Advice and information on benefits, housing and community services, befriending, computer support and hospital discharge services. A 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 8877 8940

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

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

A charity providing emotional and practical support to blind or partially sighted people in Wandsworth. It includes home visiting service or telephone befriending service.

Contact: 020 7403 6184

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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