

# Post Discharge Assistance Epsom and Ewell Borough

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

## **Surrey County Council**

If you just have come out of hospital or have had a period of illness and aren't coping at home, Surrey's Adult Social Care Reablement Service can support you for as little as a couple of days up to a maximum of six weeks to help you relearn skills, regain confidence or master new skills. Contact: 0300 200 1005 8am to 6pm from Monday to Friday, email:

[contactcentre.adults@surreycc.gov.uk](mailto:contactcentre.adults@surreycc.gov.uk)

For any other services within Epsom and Ewell Borough, contact the Council on 01372 732 000

## **Community Alarm**

Provided by Surrey Telecare, the Community Alarm service provides a pendant which can be worn around the neck or on the wrist and which connects through a phone line. This allows you to call for help in the event of illness, a fall or other emergency. Monthly charges may apply.

Contact: 01372 732 000, email:

[communityalarmgroup@epsom-ewell.gov.uk](mailto:communityalarmgroup@epsom-ewell.gov.uk)

## **Age Concern Epsom and Ewell**

Provides information and advice on topics including benefits entitlement, community services, care homes and housing,

disability aids and equipment, safety and security.

Contact: 01372 73 2456

Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG. Office

Hours: Monday to Friday 9.30am to 13.00pm.

### **Transport from Home**

An annual membership transport service that runs across the borough for residents of Epsom and Ewell, for people who find accessing or using public transport challenging. This service may be suitable for people who need door to door transport and who may be disabled. The vehicles are wheelchairs accessible and fully equipped to provide a safe and flexible transport service.

Contact: 01372 732 000

### **Absolute Care Services, Epsom**

Offer a range of services that allow people to remain safe, well and independent in their own home or supported living scheme. A range of services to suit needs/budgets including light domestic household chores and personal care.

Contact: 1372 832 222

### **Classic Home Care**

Privately-owned by a family which runs a care business based in Epsom, providing both live-in and domiciliary services for the elderly and for younger adults with disabilities. Can arrange a flexible care package based around your needs and budget, including personal care and domestic duties.

## **Age UK**

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 8877 8940

## **Meals on wheels / Shopping service**

The meals at home service delivers a choice of hot meals directly to your door up to five days a week. They can cater for different dietary needs including vegetarians, diabetics, pureed, low fat, low salt, gluten free and cultural requirements such as halal.

Epsom and Ewell Borough Council. Contact: 01372 732 000

## **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 £2.45 to £5.35

Contact: 0800 077 3100

## **Sight for Surrey**

Sight for Surrey is the largest charitable organisation in Surrey working with people who are visually impaired, deaf, hard of hearing or who have combined sight and hearing loss.

Contact: 01372 377 701, email: [info@sensoryservices.org.uk](mailto:info@sensoryservices.org.uk)

Rentwood, School Lane, Fetcham, Surrey, KT22 9JX

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 of 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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