

Post Discharge Assistance Kingston Borough

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

Social Services Adult Social Care Contact Centre

Social Services are all about people, keeping them safe, independent and helping them to get the best out of life. They offer services and support to a wide range of people, including:

- 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.

Contact number: 020 8547 5005

Kingston Community Health Services - Single Point of Access

The Single Point of Access is the gateway for Community Health Services in Kingston. This includes OTs, Community Specialist Nurses who are there to support you to live well and independently in the community and for when you get home from hospital. The aim is to enable you to regain your full independence and support with managing health needs. If they feel you need additional support, they can refer you to social services if you require. The Single Point of Access also includes the Rapid Respond Nursing Team who can complete same day home visits for any acute medical issues that can be managed in the community.

Contact: 020 8274 7088

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

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.

There are two options for payment:

1. To purchase: One-off payment of £232 plus £21.00 per month for the 24h answering service.
2. To rent: £48.99 per quarter all inclusive of pendant, box and 24h answering service.

Contact: 0845 600 7413

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

Taxicard (wheelchair accessible black cabs): 020 7934 9791

Freedom Pass for disabled people: 020 8547 5005

Kingston Carers Network (KCN)

Independent information and emotional support for carers in Kingston.

Contact: 020 3031 2757. Email: info@kingstoncarers.org.uk

Meals on Wheels

Deliver hot meals for £6.25 per meal/dessert.

Tel: Apetito (Croydon depot) 020 8683 0440

Email: Croydon.office@apetito.co.uk

Kingston Centre for Independent Living

They provide a range of services to ensure that disabled people who live, work or study in Kingston are able to lead independent lives. They also provide disability-related advice and information to other interested individuals or organisations.

Website www.kcil.org.uk Tel: 020 8546 9603

Staywell (Formerly Age Concern Kingston)

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:

IT Support (£15 per hour)

Telephone befriending

You can contact them at: 020 8942 8256

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

London Fire Brigade

They can visit you at home to offer advice on how to make your home safe and where appropriate fit a smoke alarm for free.

www.london-fire.gov.uk/HomeFireSafetyVisit.asp

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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