

Post Discharge Assistance Richmond Borough

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

Social Services (Richmond Council Adult 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

Contact number: 020 8891 7971, email adultsocialservices@richmond.gov.uk

Richmond Aid

A charity run by and for disabled people aiming to support disabled people to live independent lives. It provides a range of services including advice on money and benefits, a counselling service and a job club. Contact: 020 8831 6080

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 Richmond 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: 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

Age UK Richmond

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

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: 0344 871 1111

Carer Support

Provides support and information for carers.

Richmond Carers' Hub Service: 020 8867 2380

Voluntary groups

Teddington and Hampton Wick Voluntary Service is a group of volunteers (and registered charity) providing a good neighbour service. Help with transport to appointments, shopping, outings and other general support.

Contact: 020 8943 3112

FISH Neighbourhood Care (Mortlake, Barnes and East Sheen)

A volunteer network offering friendship, support and practical help such as shopping, cooking or local driving. There is a small subscription charge to use the service.

Contact: 020 8876 3335

Ham and Petersham SOS Scheme

Neighbourhood care group helping with shopping, doctor appointments, hospital visits, transport to hairdressers, clubs and outings. Small charge to use the service.

Contact: 020 8948 1090.

HANDS (Help a neighbour in distress scheme)

Twickenham and St. Margaret's area. Voluntary, practical support (non specialist).

Contact: 020 8891 3346

Crossroads Care (Respite Care)

Registered charity offering care packages (some support charged privately and some offered on a charitable basis). Contact: 020 8943 9421

Age UK Nightingale Service

Handyperson and gardening services,
Contact: 020 8876 2449 / 07873 888 544
homeservices@ageukrichmond.org.uk

Housekeeping Services

Support to people over the age of 65 on their return home from hospital. The type of support depends on the person's specific needs, including:

- Shopping
- Help around the home with housework or handyperson jobs
- Assistance with managing money, such as welfare benefit, checks and applying for grant for essential items
- Assistance with arranging appointments and travel.

Contact: 020 3326 9432

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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