

Post Discharge Assistance Surrey Borough

This leaflet explains what services Surrey 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.

Contact number: 0300 200 1005 / 03456 009 009

IRS (Integrate Rehabilitation Service)

IRS is a group of health and social service professionals who are there to support you at home as an alternative to going into hospital. Their aim is to enable you to regain your full independence. If they feel you need additional support, they can refer you to social services if you require. You will need to have your GP or another healthcare professional to refer you to this service.

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 Surrey 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: 01372 474 560

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.

Telephone: 0845 999 1999

Elmbridge: 01372 474944
East Surrey: 01883 349001
Mole Valley: 01372 383333

Home support Elmbridge (Formerly Molesey and Ditton Housework Scheme)

Home support Elmbridge provides chargeable services: housework, shopping, gardening, bathing and a visiting service. Contact: 01932 267128

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 £2.45 to £5.35
Contact: 0800 077 3100

Friends of Elderly (visiting friends)

This is a volunteer service for befriending where staff makes friendly visits to individuals in their homes to talk and spend time in other people's company.
Contact: 0330 332 1110

C.H.E.E.R.

CHEER is a local charity that has been serving the retired community for over 50 years. They have a befriending scheme, a help line, organise group for holiday packages and provide financial advice. Contact: 01372 879321

Care and repair (KEYSAFE)

This service is able to carry out repairs or adaptations to your home to make it safe to live in. A handyman service is also available which can help with smaller jobs like moving furniture, changing light bulbs, fitting smoke alarms, gardening or window cleaning. Fitting key safe has a chargeable cost of £56. Contact: 01372 474645

Shopmobility

Shopmobility offers a range of scooters and wheelchairs for hire including wheel buggies and motorised wheelchairs for up to two hours. £15 per year if you register. Epsom contact: 01372 727086. Guildford contact: 01483 453993

Surrey Association for Deaf impairment

Offers information on services available for the hearing impaired.
Contact: 01372 869961

Surrey Association for Visual impairment

Offers information on services available for visual impaired. Contact: 01372 377701

Age UK Surrey

Age UK offers a range of services from Home time domestic support, home visiting service, gardening scheme, foot care, shop mobility and social clubs.
Contact: 0148 503 414

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 of 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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