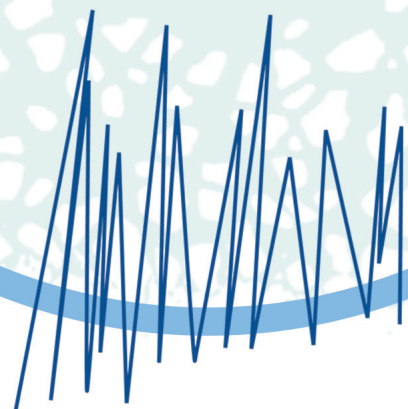




Royal Papworth Hospital
NHS Foundation Trust

Access to your local community - Cambridgeshire

A patient's guide



Patient name:

Ward:

Ward telephone:

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All information within this leaflet has been sourced from the relevant webpage and accumulated for the benefit of information sharing.

Age UK

Age UK is a national charity with local networks. They can offer support, companionship, and advice. They also provide services including:

- Assistance at home
- Foot care
- Handyperson services
- Exercise classes
- IT training
- Transport
- Shopping
- Social activities

Age UK Cambridgeshire and Peterborough

Telephone: 0300 666 9860 – lines are open 09:00 - 15:00 Monday - Friday

Email: infoandadvice@ageukcap.org.uk

Website: ageuk.org.uk/cambridgeshireandpeterborough

National Age UK

Telephone: 0800 678 1602 - lines are open 08:00 - 19:00 every day of the year

Website: ageuk.org.uk

British Red Cross

The British Red Cross provides practical, local, and emotional support to people around the UK.

British Red Cross can support with:

- Help resettling back into the home environment after a hospital stay
- Assistance with shopping
- Collecting prescriptions
- Offering companionship
- Telephone support
- Extreme weather welfare monitoring and support

This is not an exhaustive list of support. Please discuss any support needs on initial contact and referral. Please note that not all services offered by British Red Cross are free.

The British Red Cross support line is staffed by experienced Red Cross volunteers who can provide emotional support in more than 200 languages. The support line is free to call and completely confidential.

Telephone: 0808 196 3651 – lines are open 10:00 - 17:00 Monday - Friday

Website: redcross.org.uk

Cambridgeshire County Council care needs assessment

Most people would like to live independently in their own homes for as long as possible. However, in the future your situation may change, and you may find you need assistance with:

- Washing and dressing
- Meal preparation
- Managing your medications
- Doing things around your home and getting out into your local community

A care needs assessment will explore:

- Exploring your present circumstances
- Your strengths and current abilities
- What's working well for you
- What's not working so well at home

The assessment will summarise your needs and wishes. The assessor will look at your health and wellbeing, including any risks to you, and discuss how this can be managed.

A professional opinion will follow regarding eligibility for support from Cambridgeshire County Council. Care and support may be available from other organisations which may be more appropriate to meet your needs which the assessor can signpost you to.

Information that you provide will be confidential and will not be shared without your permission. For further information, please visit:

Website: cambridgeshire.gov.uk/residents/adults/organising-care-and-support/care-needs-assessment

Telephone: 0345 045 5202 (lines are open 09:00 - 17:00 Monday - Friday)

Tackling loneliness and isolation

Some people thrive on being on their own, while others need social contact. It may become more difficult to have meaningful contact.

For more information, contact Cambridgeshire County Council:

Telephone: 0345 045 5204

Website: cambridgeshire.gov.uk/residents/adults/staying-independent

Community alarms

A community alarm is a pendant a person wears either round their neck or on their wrist. When pressed, the pendant will call a response team which raises the need for help and they can then contact an assigned next of kin, neighbour or the emergency services. This provides comfort and peace of mind for service users and their loved ones, especially in the event of a fall or a medical emergency.

There are multiple community alarm services in Cambridgeshire. Some companies also offer provision of a key safe so that trusted people can access your home in an emergency.

Here is a list of providers which are both local and national:

Age Co Personal Alarms (AgeUK)

- Nationwide provider
- Posted to property
- A range of different alarms including those with GPS-tracking and falls detection

Telephone: 0800 085 8032

Website: personalalarms.ageco.co.uk/

Careline

- Nationwide provider
- Posted out to property
- A range of different alarms including those with GPS-tracking and falls detection

Telephone: 0808 304 5088

Website: careline.co.uk/

Careline Community Service

- Local service, covering Wisbech, Ely, Huntingdon and North Cambridge
- Posted out to property
- Variety of community alarms as well as key safes, smoke and carbon monoxide detectors and signposting to other assistive technology

Telephone: 01553 616200

Website: careline-cs.org.uk/

LifeLine 24

- Nationwide provider
- Posted out to property
- A range of different alarms including falls detection

Telephone: 0800 999 0400

Website: lifeconnect24.co.uk/

Sanctuary 365

- Nationwide provider
- In-person installation
- Over-the-phone consultation, offering a range of products including pendant alarms, lifestyle monitoring sensors and GPS locating devices

Telephone: 0330 1233365

Website: sanctuary-supported-living.co.uk/what-we-do/technology-enabled-living

Telecare 24

- Nationwide provider
- Posted out to property
- Variety of community alarms which can include GPS-tracking, as well as key safes and smoke detectors

Telephone: 0800 1808540

Website: telecare24.co.uk/

n-able (Norse Ltd)

- East Anglia (Norfolk, Suffolk, Essex, Cambridgeshire)
- Variety of community alarms, as well as key safes and other assistive equipment

Telephone: 01603 894120

Website: n-able.org.uk/digitalfallalarms/

Please note this is not an exclusive list. There are other community alarm companies available so please research the most suitable for you and your lifestyle. The financial cost of a pendant alarm varies. Information sourced from the Cambridgeshire County Council website:

cambridgeshire.gov.uk/residents/adults/staying-independent/equipment-and-technology/technology-enabled-carecouncil

Care Network - Cambridgeshire

The Care Network is a charity-based organisation helping people stay healthy, independent and stay in touch within their local community.

The Care Network offer services such as:

- Assistance at home
- Community information and signposting advice
- Wellbeing support

For more information contact the community navigators:

Telephone: 01223 300 460 for information and guidance.

Online: care-network.org.uk/contact (complete the online form)

Contact details for local Care Network offices in Cambridgeshire are:

Hunts and Fenland

Telephone: 01354 694413

Email: hah.north@care-network.org.uk

South and East Cambridgeshire and Cambridge City

Telephone: 01223 714433

Email: hah.south@care-network.org.uk

Peterborough

Telephone: 01954 774800

Email: peterborough@care-network.org.uk

Citizens Advice

Cambridge, District and Rural Cambs Citizens Advice offers free, confidential, and impartial advice to anyone in the county. They are a local charity providing high-quality, accredited advice on a broad range of issues.

You can search their website for advice, or you can give them a call to discuss your query. You can also fill in an online form or arrange to see them face to face or via a video call.

Cambridge and district

(covers **City of Cambridge** and **South Cambridgeshire**)

Advice line, freephone: 0808 278 7808, lines are open 09:00 - 17:00
Monday - Friday.

Online: cambridgecab.org.uk/get-advice/email-us (complete the email advice form)

Website: cambridgecab.org.uk

Rural Cambs

(covers areas around **Wisbech, Ely, Huntingdon** and **St Neots**)

Advice line, freephone: 0808 278 7807, lines are open 09:00 - 17:00
Monday - Friday.

Online: citizensadvicerruralcambs.org.uk/contact-us/online-advice-form

Website: citizensadvicerruralcambs.org.uk

Cleaning services

Age UK home help

Domestic cleaning and household support service for ages 60+:

- Consistent Home Support worker.
- Weekly or fortnightly, for minimum of one hour.
- Hourly charge applies plus admin fee.
- Does not cover all areas of East Cambridgeshire (please ring to check).
General housework to include: vacuuming, dusting, laundry and ironing, changing bed sheets, cleaning kitchens, bathrooms and interior windows.
- Shopping.

Telephone: 01733 557353

Email: homes@ageukcap.org.uk

Meals on Wheels services

Your council, or other local organisations, may provide meals for you which are delivered directly to your home, if you are eligible.

Visit the website and enter your postcode to find what services are available in your local area.

Alternatively, please call Cambridgeshire County Council using the number below for further advice:

Telephone: 0345 045 5202

Website: cambridgeshire.gov.uk/residents/adults/organising-care-and-support/types-of-support/help-with-meals-for-adults-and-older-people

**District nurses/community nursing:
Cambridgeshire and Peterborough NHS Trust**

If district nurses are being referred to, please provide details below:

Location.....
Telephone.....
No. of visits.....(daily).....(weekly)
Reason.....
.....
.....

District nurse teams are community based and assess, plan and provide nursing care to those who are housebound due to ill health. Care provided is holistic and focused to meet a patient's needs within their own home. District nurses also visit those in care homes, that are not registered as nursing homes.

District nurses support with:

- Wound care
- Medication management
- Catheter care
- Post operative care
- Management of long-term conditions
- Teaching self-administration of insulin and catheter care

The community nursing team works closely with GP's, acute hospitals to support discharges, adult social care, and link with voluntary services.

Contact the service for more information:

Telephone: 0330 726 0077 (lines are open 08:00 - 18:00
Monday - Friday)

Website: cpft.nhs.uk/search/service/district-nursing-76

Good Neighbour Scheme

Good Neighbour schemes are set up and run by local people to provide day-to-day support for other residents in their community who may need help on an occasional or regular basis.

This could be:

- To monitor help at home
- Tidying up the garden
- Assisting with grocery shopping (if unable to leave the house)
- Assistance with getting to a GP/hospital appointment

Contact the council to find out if there is a Good Neighbour Scheme in your local area:

Telephone: 0345 045 5200

Healthwatch

Healthwatch is the local health and social care champion for Cambridgeshire. Have you or a relative used health and social care services in Cambridgeshire, such as GPs, hospitals, dentists, pharmacies, care homes and other support services? HealthWatch would like to hear about your experiences.

As an independent statutory body, Healthwatch listens to feedback, raises this to NHS leaders and other decision-makers to improve standards of care. They may be able to signpost you to other services that may be more appropriate

Telephone: 0330 355 1285 (lines are open Monday to Thursday 09:00 - 16:00 and 09:00 - 15:30 on Friday)

Email: enquiries@healthwatchcambspboro.co.uk

Website: healthwatchcambridgeshire.co.uk

In person: The Healthwatch Cambridgeshire office is based in Huntingdon which you can visit in person if you wish. Their address is:

Healthwatch Cambridgeshire
The Maple Centre
6 Oak Drive
Huntingdon
PE29 7HN

Library services

Library at Home service

The Library at Home service brings books direct to your door. It is available to Cambridgeshire residents of any age who find it difficult to get to the library. This could be due to disability, illness or caring responsibilities.

The service provides a monthly visit from a Library at home volunteer. They will have a chat to explore your interests and bring you books and audiobooks tailored to your preferences. Jigsaws can also be provided on loan upon request.

Volunteers can also bring NHS hearing aid batteries and replacement ferrules (walking stick ends) for your walking aids.

This is a free service, but donations are gladly welcomed to support this valuable provision.

To find out more about the service or to register, use the contact details below or ask at your local library.

Telephone: 0345 045 5225

Email: volunteers@cambridgeshire.gov.uk

Website: cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries

Events

Cambridgeshire Libraries organise a range of events and activities throughout the year. These include reading groups, health and well-being activities and read aloud sessions.

Find out what's on here: cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/news-and-events

Local library:

Telephone: 0345 045 5225

Mind

Whether you are managing a mental health problem, or supporting someone who is, you will find useful information and resources at Mind. They have lots of good advice on a range of mental health issues and general well-being. These include, but are not limited to:

- Loneliness
- Stress and anxiety
- Sleep
- Physical activity
- Food and mood
- Bereavement

Mind: Cambridgeshire, Peterborough and South Lincolnshire

Telephone: 0300 303 4363

Email: enquiries@cpslmind.org.uk

Online contact form: cpslmind.org.uk/contact

Website: cpslmind.org.uk

National Mind

Telephone: 0300 123 3393 – this number is for non-urgent enquiries about mental health support and services.

Email: info@mind.org.uk

Website: mind.org.uk

The Silver Line: helpline for older people

The Silver Line helpline is a free, confidential telephone service for older adults. They can provide friendship, conversation and support 24/7. Calls to their confidential helpline are free and lines are open every day of the year. They can offer:

- Friendship
- Conversation
- Support to those who need it

The Silver Line team are also able to address any worries or questions. Dependent on what needs arise, they can signpost you to certain services, groups or resources that may be able to help.

Telephone: 0800 470 8090

Website: thesilverline.org.uk

Social clubs and activities

Cambridgeshire online directory

The Cambridgeshire online directory is the Cambridgeshire County Council directory of local services, organisations, events and activities. You can search by different keywords, category, age/audience etc. It includes leisure and hobbies, sport, music and dance and many more.

Website: cambridgeshire.gov.uk/directory

Connect with your local community

This webpage on the Cambridgeshire County Council website is aimed at adults who would like to start being active in their community. Whether that's taking up a sport, volunteering or having a day out. For those able to, it's a good place to start if you're thinking about getting out and about.

Website: cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community

Social prescribing

Social prescribing schemes can involve a variety of activities which are usually provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

There are many different models for social prescribing, but most involve a link worker, navigator or connector who works with people to access local sources of support.

If you are interested in social prescribing, please speak to your GP surgery in the first instance as they will need to make the referral.

Royal Papworth Hospital NHS Foundation Trust

A member of Cambridge University Health Partners



Papworth Road
Cambridge Biomedical Campus
CB2 0AY



royalpapworth.nhs.uk



01223 638000

Large print copies and alternative language versions of this leaflet can be made available on request.

View a digital version of this leaflet by scanning the QR code.



Author ID:	Specialist occupational therapist
Department:	Occupational therapy
Printed:	July 2024
Review date:	July 2026
Version:	1
Leaflet number:	PI 239