

Access to your local community - Suffolk

A patient's guide

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Age UK

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

- Home help
- Foot care
- Handyperson services
- Exercise classes
- IT training
- Transport
- Shopping
- Social activities

You can search for Age UK services local to you online at:
ageuk.org.uk/services/in-your-area/

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

Website: ageuk.org.uk/suffolk/

Anglia Care Trust

The Anglia Care Trust provides practical, local, and emotional support to people around the UK. Areas Anglia Care Trust can support with:

Community safety

- Domestic abuse outreach service
- Accommodation triage service

Housing services

- Accommodation based support
- Rough sleeper outreach and accommodation services
- Triangle tenancy and temporary housing schemes
- Housing first
- Satellite domestic abuse accommodation with support

Advice and advocacy

- Money, welfare and debt services
- Appropriate adult services
- Mentoring
- Independent visiting
- Women's wellbeing service
- Enabling service
- SEND mediation
- Community meditation

Health and support

- Drug and alcohol recovery outreach services
- Suffolk community connectors service
- Supporting treatment, accommodation and recovery in Suffolk (STARS)
- Supported discharge from Hospital

Supported discharge from hospital

Support can be offered for between four to six weeks with day-to-day activities such as domestic tasks, shopping, collecting prescriptions and attending appointments. Anglia Care trust aim to reduce re-admissions to hospital and support individuals back into their local community, signposting to local support.

Website: angliacaretrust.org.uk

Telephone: 01473 622888

Suffolk County Council

Care Act Assessment

Many 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 act assessment will explore:

- Your present circumstances
- Your strengths and current abilities
- What is working well for you
- What is 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 Suffolk 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, such as local charities.

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

suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/care-and-support-assessment

You can use live chat to contact Customer First, who handle queries related to adult and children's social care and support in Suffolk. You may be asked for information relating to an individual, this is so Suffolk County Council can offer you the best advice and guidance relating to your query. Live chat is quick, safe and secure, available on their website:

- Monday to Thursday from 08:00-17:00 (excluding bank holidays)
- Friday from 08:00-16:00 (excluding bank holidays)

How to request an assessment:

Suffolk County Council encourages the completion of an online assessment form on adultcareportal.suffolk.gov.uk/web/portal/pages/assess#before

If you want to request a care and support assessment without completing the self-assessment online, please contact Customer First by phone:

Telephone: 0800 917 1109 – the line is open Monday to Thursday, 08:00 to 17:20 and Friday 08:00 to 16:20.

Medequip Connect Suffolk

Medequip work across the Suffolk county, offering services in monitoring and response as part of the technology enabled care (TEC) service. This allows for emergency support in the event of an accident, such as a fall and needing assistance to get up. Medequip can help you from the floor if you are uninjured. They have access to lifting aids, so there is no need for an ambulance as long as you are not injured.

They also offer wellbeing visits, whether you have just left hospital, or a family member is away. In these circumstances, they can organise for one of their trained responders to visit you at a pre-arranged time that best suits you. In addition to this, they offer a wellbeing call service that can offer reassurance or medication prompts. This allows peace of mind for you or your family member.

Email: connect.suffolk@medequip-uk.com

Telephone: 01473 943185 (Monday-Friday 09:00-17:00)

Website: medequip-connect.com

Community equipment service:

In the future, should you need adaptive equipment to help you maintain your independence at home, Medequip provide equipment on loan. Your local service centre is in Ipswich, where they run the Suffolk integrated community equipment service.

This includes delivery, fitting, servicing, collection and recycling. To access equipment, you will need to have an occupational therapy assessment. You can ask your GP for a referral. To enquire or request an assessment, please call the care coordination centre (CCC) on:

Telephone: 0300 123 2425

Website: medequip-uk.com/contact/ipswich

Wheelchair services:

The wheelchair service is hosted for the whole of Suffolk by the West Suffolk NHS Foundation Trust. The Trust's clinical staff undertake assessments and fittings. Rossicare is the approved repairer and is also responsible for deliveries and collections.

Do you qualify for a wheelchair assessment from Suffolk wheelchair service?

- Do you have a Suffolk GP?
- Do you need a wheelchair for more than six months?
- Will you use the wheelchair four times a week or more?
- Do you have a medical condition which affects your ability to walk in the home or outdoors?

If you answered yes to all of these questions, you should ask your GP, physiotherapist or occupational therapist to complete a referral. Alternatively, if you are known to the service as an existing client, you can self-refer by contacting the service by telephone or completing the paper referral form online and submitting this to the service directly.

Website: wsh.nhs.uk/Services-A-Z/Wheelchair-services

Telephone: 01284 713000

Community Alarms

A community alarm is a pendant a person wears round their neck or on their wrist. When pressed, the pendant will call a response team which raised 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 the service users and their loved ones, especially in the event of a fall or a medical emergency.

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

Access to community alarms is dependent on which district council area you live in a there is a weekly charge for their services.

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/

Medequip Connect

- Services available in Suffolk, Oxfordshire and Cumbria
- In-person installation
- A range of different devices available, including those with GPS tracking and falls detection

Telephone: 01473 943185

Website: medequip-connect.com/product/24hr-monitored-care-alarm-digital

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

Telephone: 0330 123 3365

Website: sanctuary-support-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 180 8540

Website: telecare24.co.uk

N-able (Norse Ltd)

- East Anglia (Suffolk, Norfolk, Essex and 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 can vary.

District nurses/community nursing:

Suffolk Community Health & Care NHS Trust

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

Location:.....

Telephone:.....

Number of visits:.....

Reasons:.....

Community nurses visit those who are house bound and require health treatment to avoid unnecessary admission to hospital. District nurses can support with, among other services:

- 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. The Suffolk district nursing services can be accessed via the care coordination centre.

Telephone: 0300 123 24 25 (24 hours a day, seven days a week)

Website: esneft.nhs.uk/leaflet/care-coordination-centre

Good Neighbour Scheme

Good Neighbour schemes are run by local people to provide day-to-day support for other residents in their community, who occasionally may need help. This could be:

- Assisting with transportation to and from medical appointments, shops or place of employment
- Getting food shopping
- Support with filling in documents or accessing technology
- Help in the house or garden
- Befriending service
- Advice on local services, groups, activities and local trades
- Planning outings and social events such as coffee mornings

Each different area in Suffolk has a specific contact, so please identify the one most appropriate for you via the website, or the community action Suffolk switchboard on the contact details below.

Website: suffolkgoodneighbours.co.uk

Telephone: 01473 345400 (Monday-Friday 09:00-17:00)

HealthWatch

HealthWatch is the local health and social care champion for Suffolk. Have you or a relative used health and social care services in Suffolk, such as GPs, hospitals, dentists, pharmacies, care homes and other support services.

As an independent statutory body, HealthWatch listen 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.

Website: healthwatchesuffolk.co.uk

Telephone: 0800 448 8234 or 01953 856029
(lines are open Monday to Friday, 10:00 - 16:00)

Email: info@healthwatchesuffolk.co.uk

Library services

Home library service

Suffolk libraries offer a home library service which provide books on wheels to the homes of people who like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility. Volunteers can visit you at home to talk about which books/ audiobooks you are interested in. If you would like to use this service, email to ask to be added to a local delivery route.

Website: help@suffolklibraries.co.uk

Email: hls@suffolklibraries.co.uk

Events

Suffolk Libraries run regular events in their libraries and online. These include reading events and additionally advice sessions such as a Barclays drop-in advice session. You can contact your local library to find out more.

Website: suffolklibraries.co.uk/whats-on

Telephone: 01473 351249

Loneliness & social isolation services

Suffolk county council's website via the Info link community directory lists a range of befriending services within Suffolk on: infolink.suffolk.gov.uk/kb5/suffolk/infolink/results.page?qt=befriending+&term=&sorttype=relevance

Independent Age

A national charity who can support with:

- The cost of living
- Hi Digital course
- 'Good to know' telephone groups

Telephone: 0800 319 6789 (Monday-Friday 08:30-17:30)

Website: independentage.org

Re-engage

A national charity that can offer call companions and once monthly tea parties in various areas to those 75 years old or over.

Website: reengage.org.uk

Telephone: 0800 716543

The Hope Trust – Felixstowe

This is a Christian charity for over 50s who host events to help with isolation and loneliness.

Website: hopetrust.org.uk

Telephone: 01394 272592

Email: info@hopetrust.org.uk

Halesworth Volunteer Centre (HVC)

Volunteer-lead support centre. They host events and a group of volunteers also visit people at home to offer social support or assistance with day to day tasks. The also has a community car service which can support you to your doctors appointments, supermarket markets visits or visit relatives.

Website: halesworthvc.co.uk

Telephone: 01986 875600 (general enquires)

Email: emma.healey@halesworthvc.co.uk

Telephone: 01986 874290 (Monday-Friday 10:00-13:00)

Email: carservice@halesworthvc.co.uk

The Befriending Scheme

Offers friendship and learning opportunities to vulnerable people aged 16 and over. They offer drop-in centres, out and about groups, and run a community care farm.

Website: thebefriendingscheme.org.uk

Telephone: 01787 371333

Email: info@thebefriendingscheme.org.uk

Mind: Suffolk

Whether you are navigating a mental health problem, or supporting someone who is, you will find useful information and resources from Mind. They have lots of 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

There are Mind community support groups across the county. For further details about what is available in your local area, please visit their webpage. As a local Mind, they are an independent charity, who raise their own funds. They also have their own board of trustees who are responsible for the running of the charity.

Contact Details

Mind: Suffolk

Telephone: 0300 111 6000

Website: suffolkmind.org.uk

Email: info@suffolkmind.org.uk

National Mind:

Telephone: 0300 123 3393

Website: mind.org.uk

Meals on Wheels Services

From Suffolk County Council, there are options for meals, lunch clubs and shopping that can support you to live independently in your own home. Please visit the InfoLink community directory via the website below to find different ready-prepared meal providers in your local area.

Telephone: 01473 265265

Website: infolink.suffolk.gov.uk/kb5/suffolk/infolink/results.page?ipsvmore=Community+meals&sorttype=distance&adultchannel=0

Email: infolink@suffolk.gov.uk

Nationwide: 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 below and enter your postcode to find what services are available in your local area.

Telephone: 0808 800 4005

Website: gov.uk/meals-home

Email: customer.services@suffolk.gov.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 to certain services, groups or resources that may be able to help.

Telephone: 0800 4708090

Website: www.thesilverline.org.uk

Social Clubs and Activities

Suffolk InfoLink Community Directory

The Suffolk InfoLink Community Directory contains activities, services, and groups to help all Suffolk residents live healthy, active, and fulfilling lives. You can search the directory online for clubs and groups you may be interested in joining. It includes:

- Book groups
- Hobbies and games
- Lunch clubs.

Website: infolink.suffolk.gov.uk/kb5/suffolk/infolink/adult.page?adultchannel=5

Email: infolink@suffolk.gov.uk

Phone: 01473 265265

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 and healthy eating advice

Most social prescribing services involve a link worker, navigator or connector who works with people to access local sources of support. You can self-refer, or your GP or other healthcare staff may refer you. For this reason, there isn't a central Suffolk social prescribing contact. The local links and contact details below may be useful but are not exhaustive. You will need to ask at your GP surgery what social prescribing services they offer and they can refer you.

West Suffolk:

Website: westsuffolk.gov.uk/community/lifelink/

Ipswich and Lowestoft:

Website: thewaytogosuffolk.org.uk/social-prescribing/about-social-prescribing/

Sport/Leisure Centres

There are several leisure centres throughout Suffolk, some are listed below, for more results you can search on the Suffolk InfoLink Community Directory to find your local leisure centre.

Website: www.infolink.suffolk.gov.uk/kb5/suffolk/infolink/results.page?qt=leisure+centre&term=&sorttype=relevance

Felixstowe Leisure Centre:

Telephone: 01394 694600

Brackenbury Sports Centre:

Telephone: 01394 270278

Deben Leisure Centre:

Telephone: 01394 388991

Leiston Leisure Centre:

Telephone: 01728 830364

Waterlane Leisure Centre:

Telephone: 01502 532540

Waveney Valley Leisure Centre:

Telephone: 01986 895014

Bury Leisure Centre:

Telephone: 01284753496

Brandon Leisure and Health Club:

Telephone: 01284 757473

Newmarket:

Telephone: 01284 757473

Mildenhall:

Telephone: 01284 757473

Hadleigh Pool and Leisure:

Telephone: 01284 757473

Suffolk Family Carers

Suffolk Family Carers offer support to those who care for someone with a long-term illness, mental health difficulty or disability who is unable to manage their daily activities without their support. It is important to note that most family and friends may not recognise themselves as a "carer". Suffolk Family Carers offer a range of support to the whole family including:

- 1:1 support from the emotional and wellbeing service
- Provision of guidance and advice
- Free workshops and courses
- Telephone befriending services
- Onward referrals to other services and signposting

For referral to this service, please complete an online form. This can be completed by the family carer or by someone else on their behalf:

To register: suffolkfamilycarers.org/register/

Website: suffolkfamilycarers.org

Telephone: 01473 835477

Citizens Advice

Suffolk Citizens Advice offers free, confidential, and impartial advice across the nation. They are a charity who provide advice on a wide variety of difficulties. Their information has a lot of information and advice or alternatively you can call them to discuss your concern in more detail. There are five Citizen's Advice offices in Suffolk: East Suffolk, West Suffolk, Ipswich, Babergh – Sudbury and District and Mid Suffolk. Opening hours and location information can be found on their website.

Website: citizensadvice.suffolk.org.uk/contact-us-online/

Telephone:

East Suffolk: 0808 278 7866

Babergh: 01787 321400

West Suffolk: 0808 278 7868

General advice line: 0800 144 8848

Mid Suffolk: 01449 676060

Ipswich: 0808 278 7868

Cleaning services

To find cleaners in your local area, you can visit the Suffolk InfoLink, which is your community directory on:

Website: infolink.suffolk.gov.uk/kb5/suffolk/infolink/results.page?qt=clean&term=&adultchannel=0&sorttype=relevance

Telephone: 01473 265265

Email: infolink@suffolk.gov.uk

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

Alternative versions of this leaflet

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.



Become a member

As a member of Royal Papworth Hospital Foundation Trust, you could have your say on how the organisation is run, now and in the future. You will receive regular information and news from Royal Papworth and get invited to exclusive events. Membership allows you to vote for your representatives on the Council of Governors, talk to your Council of Governor representatives and stand as a governor.

Scan the QR code or head to royalpapworth.nhs.uk/our-hospital/how-we-are-run/foundation-trust-members to find out more.



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