

KIND HANDS CARING SERVICES

CLIENTS GUIDE

Purpose of the Document

This document summarises basic information about Kind Hands Caring Services Limited (Kind Hands) for users of our service, people who are considering using our service and the friends, relatives, carers and representatives (including advocates) of users and potential users. It includes material required by the Domiciliary Care Agencies Regulations 2002.

About Kind Hands

Kind Hands is a company which provides home care services (otherwise known as domiciliary care). Our clients (otherwise known as clients) are those who, because of increasing age, disability or illness find it difficult to cope with domestic responsibilities and their own personal care needs.

We are an independent company providing personal, practical and social care to our clients in their own home environment on a one to one basis. Our services are designed, primarily, for the elderly who are physically frail or housebound and are undertaken by our team of trained and experienced staff.

We provide care services to both private clients and those referred to us directly by Social Services. We operate in Eastbourne and the surrounding areas.

KIND HANDS CARING SERVICES

OUR STATEMENT OF PURPOSE

The Domiciliary Care National Minimum Standards require us to have a Statement of Purpose. It is recommended that this Client's Guide should be read in conjunction with our Statement of Purpose, which is a formal document that sets out details of our organisation as follows:

Part 1: PURPOSE AND OBJECTIVES OF THE ORGANISATION

- 1.1 Summary of the Organisation
- 1.2 Aims & Objectives of the Organisation
- 1.3 The Client/Client Base
- 1.4 Geographical Locations Served by the Organisation

Part 2: SERVICES PROVIDED BY THE ORGANISATION

- 2.1 Organisational Statement of Good Practice
- 2.2 Nature of the Care Services Provided
- 2.3 Arrangements for Continuity of Care
- 2.4 Termination of Services to Clients
- 2.5 Policies and Procedures

Part 3: MANAGEMENT, ORGANISATION & STAFFING

- 3.1 Organisational Structure
- 3.2 The Registered Person and Notices of Absence
- 3.3 Staff Qualifications & Experience
- 3.4 Fees & Charges
- 3.5 Management of Staff Rosters & Time Sheets

Part 4: CONTINUOUS QUALITY IMPROVEMENT

- 4.1 Quality and Staff Development
- 4.2 Complaints, Concerns, Comments & Compliments

A copy of our Statement of Purpose is available for inspection. If you wish to see a copy, please contact The Management Team at our office.

KIND HANDS CARING SERVICES

Our Aims and Objectives

Kind Hands aims to provide assistance for people in their own homes who need some support to maintain their independence, at times convenient to them and in ways that they find most beneficial. We have sound principles in the way we run our service; we believe that the rights of clients are paramount.

We also have business aims and objectives which are further defined in our Statement of Purpose.

Our Principles

- **FOCUS:** We aim to provide a service focussed on the client. We aim to provide personal care and support in ways which have positive outcomes for clients and which promote their active participation.
- **FIT FOR PURPOSE:** We examine our operations constantly to ensure that we are successfully achieving our stated aims and objectives. We welcome feedback from our clients and their friends and relatives.
- **WELFARE OF OUR CLIENTS:** We aim to provide a package of care for each client that contributes to their overall personal healthcare needs and preferences. We will co-operate with other service providers and professionals to help to maximise each client's independence and to ensure, as fully as possible, their maximum participation in their community.
- **ASSESSED NEEDS:** Before we provide services we ensure that a potential client's needs and preferences are thoroughly assessed. We aim to ensure that the care Kind Hands provides meets the assessed needs of each client, that needs are re-assessed frequently and that the care and support provided has the flexibility to respond to changing needs or requirements.
- **QUALITY SERVICE:** We are whole-heartedly committed to providing a high standard of service and to continually improve the level of care that we offer.
- **QUALITY SKILLED WORKFORCE:** Standards for our managers and staff are based on the national occupational standards for the care industry. We pride ourselves on the quality of our workforce.

Clients' Rights

The purpose of domiciliary care is to promote a way of life for clients which permits them to enjoy, to the greatest possible extent, their rights as individuals, allowing them to stay at home for as long as possible. The following rights are fundamental to Kind Hands work:

PRIVACY: An individual's right to privacy involves being free from intrusion or unwelcome attention.

We aim to maximise our clients' privacy in the following ways:

- Staff will enter a client's property and rooms within the property, only with express consent.
- A client has the right not to have to interact with or be interrupted by a home carer when, for example, they are entertaining a visitor or are otherwise engaged.
- We respect the fact that clients' possessions are private and always act in accordance with the principle that our staff are guests.
- Our home carers respect a clients' right to make telephone calls and carry on conversations without being overheard or observed by a member of our staff.
- We ensure that records of the service provided are seen only by those with a legitimate need to know the information they contain.

KIND HANDS CARING SERVICES

DIGNITY: The right to dignity involves recognising the intrinsic value of people as individuals and the specific nature of each person's particular needs.

We aim to maximise our clients' dignity in the following ways:

- We arrange for clients who require assistance with bodily tasks such as bathing and toileting to be helped as far as possible by the home carer of their own choice and if desired, of the gender of their choice.
- We ensure that, if asked, clients receive the necessary assistance with dressing and undressing.
- We will try to provide help for clients with make-up, manicure, hairdressing and other elements of their appearance so that they can present themselves as they would wish.
- We aim to minimise any feelings of inadequacy and vulnerability which clients may have, arising from disability or impairment.
- We treat clients with respect which reinforces individual characteristics, addressing them and introducing them to others in their preferred style, responding to specific cultural demands and requirements, aiming to maintain relationships which are warm and trusting but appropriate to the relationship between home carers and clients.

INDEPENDENCE: Independence means having opportunities to think, plan, act and take sensibly calculated risks without continual reference from others.

We aim to maximise our clients' independence in the following ways:

- We help clients to manage for themselves where possible rather than becoming totally dependent on home carers and others.
- We encourage clients to take as much responsibility as possible for their own healthcare and medication.
- We involve clients fully in planning their own care, devising and implementing their care plans and managing the records of their care.
- We work with carers, relatives and friends of clients to provide continuity of care, where possible.
- We aim to deliver a level of care which focuses on capabilities rather than disabilities.

SECURITY: There is a sensitive balance to be struck between helping our clients to experience as much independence as possible and making sure they are not exposed to unnecessary hazards. Taking care of the security of clients therefore means helping to provide an environment and support structure which offers sensible protection from danger, together with the provision of comfort and readily available assistance when required.

We respond to our clients' needs for security in the following ways:

- We try to ensure that help is tactfully at hand when a client needs or wishes to engage in any activity which may place them at risk.
- We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.
- We always carry out thorough risk assessments of premises, equipment and the activities of the client.
- Our staff will, where possible, advise clients about situations or activities in which their frailty, impairment or disability is likely to put them or their property at risk.

KIND HANDS CARING SERVICES

- The staff of our organisation are selected and trained to provide services responsibly, professionally, with compassion and never to exploit their positions to abuse or neglect a client.

CIVIL RIGHTS: We aim to help our clients to continue to enjoy their civil rights in the following ways:

- We want to help our clients to make use of a wide range of public services such as libraries, education and transport.
- We will encourage our clients to make full use of health services in all ways appropriate to their medical, clinical and therapeutic needs.
- We will provide easy access for our clients, their friends, relatives and representatives to complain about or give feedback on our service.
- If we can, we will support our clients to participate in the activities of their communities through voluntary work, religious observance, involvement in associations and charitable giving.

CHOICE: Choice consists of the opportunity to select independence from a range of options.

We will respond to our client's rights to choice in the following ways:

- We manage and schedule our service to respond as far as possible to client's preferences.
- We respect client's eccentricities, personal preferences and idiosyncrasies.
- We strive to cultivate an atmosphere and ethos in our service delivery which welcomes and responds to cultural diversity.
- We encourage clients to exercise informed choice in their selection of the organisation and individuals who provide them with assistance.

FULFILMENT: Fulfilment can be defined as the opportunity to realise personal aspirations and abilities. It recognises and responds to levels of human satisfaction separate from the physical and material, but it is difficult to generalise about fulfilment since it deals with precisely those areas of lifestyle where individuals differ from each other. We respond to client's right to fulfilment in the following ways:

- We try to help clients to participate in a broad a range of social and cultural activities.
- If requested, we will assist a client to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- We aim to respond sensitively and appropriately to the special needs and wishes of clients who wish to prepare for, or who are close to death.
- We make particular efforts to understand and respond to the wishes of any client to participate in minority interest events or activity.
- We will do everything possible to help a client who wants to achieve an unfulfilled task, wish or ambition before the end of his or her life.

Services We Provide

Kind Hands has an excellent team of skilled professional care staff who provide:

KIND HANDS CARING SERVICES

Personal Care

Your home carer is able to undertake personal care necessities, helping you to get up in the morning, washing, bathing, dressing, toileting, bed making, helping you to bed at night and many other daily activities with which you may require assistance and support.

Our home carers can also prompt you to take any medication that has been prescribed to you by your doctor, subject to certain limitations which will be explained to you.

Preparation of Meals and Snacks

Your home carer can prepare your breakfast, mid-day meal, evening meal or supper and any other snacks and drinks that you may require during the day. The home carer will also be able to sit with you while you have your meal for conversation or companionship.

Personal Activities

Your home carer can help with personal activities such as preparing shopping lists/doing the shopping, helping you to manage personal affairs such as birthdays and other anniversaries and with your permission can collect your pension and prescriptions. We can also sit with you and keep you company, go with you on walks, accompany you to appointments and on trips out. Your exact needs will have been identified as part of your Care Plan development.

Domestic & Household Services

Your home carer will be willing to undertake light domestic duties such as vacuuming, dusting, general cleaning, washing up and personal laundry, subject to certain restrictions which will be discussed with you when your Care Plan is drawn up.

Specialised Care

Some of our home carers are trained to deliver specialised care services to support the needs of clients. Specialised services may include the administration of certain medication, the use of hoists, maintaining a catheter, coping with dementia and many other services specific to your needs. We can also provide more intensive care aimed at managing people's symptoms rather than curing them. Specialised requirements will be identified when developing your Care Plan.

Re-Cooperation

We can provide help and support when you come out of hospital or are recovering from illness, even overnight.

Care at Night (Sleep Night)

We can provide you with a service that ensures you are not left alone during the night. We do ask that a bed is provided for the home carer, who will expect to be able to sleep at your home. This service can be combined with other visits throughout the day should you require them.

Equipment

Kind Hands will always provide its home carers with the necessary equipment that may be required to enable them to carry out certain tasks. Depending on the care that you are receiving, it may also be necessary for you to provide your home carer with equipment so that they can work safely and efficiently. We can help you to identify, locate and buy this equipment.

Services We Are Not Able To Provide

We have explained what we can do. There are also services that we cannot provide:

- Lifting or moving heavy objects
- Cleaning windows (where the use of a ladder is required)
- Turning mattresses
- Taking down curtains (where the use of a ladder is required)
- Cleaning Ovens

KIND HANDS CARING SERVICES

Our home carers will not undertake tasks that require the skills and expertise of clinical professionals. Such tasks include:

- Toe and nail cutting
- Ear syringing
- Removing or replacing urinary catheters
- Bowel evacuations
- Bladder washouts
- Injections – involving assembling syringes, administering intravenously controlled drugs.
- Filling of oxygen cylinders
- Lifting from the floor unaided
- Tracheotomy care – changing tubes or oral suction
- Changing sterile dressings
- Administering rectal/vaginal medication
- Filling monitored dosage boxes for medication
- Applying creams or ointments (unless prescribed or subject to an appropriate and approved medication form).

We do not provide nursing services.

People For Whom Our Services Are Provided

Kind Hands is registered with the Care Quality Commission (CQC) to provide home care for adults over the age of 18, who have any of the following:

- Frailty
- Housebound
- Disabled
- Mental Health Problems
- Dementia
- End of Life Care
- Sensory Impairment
- Learning Difficulties

How We Deliver Care

Initial Referral:

When you first realised that you needed care you may have approached Kind Hands directly. Alternatively you may have been referred to us by Social Services who may have accepted at least some of the financial responsibility for the cost of your care.

In either case, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to talk to you with your family member, carer or advocate (if applicable). At the very beginning we need ensure that the services we provide are going to be suitable for you and we can only achieve this by doing a thorough assessment.

Assessing the Need:

If a client is referred to us by Social Services they will have carried out an assessment of your needs, a summary of this information, usually called a Needs Assessment, will have been passed to us.

KIND HANDS CARING SERVICES

If you have approached us directly, we will have to carry out an assessment. To do this we will need to ask you some questions and may have to gain information from your doctor or any other person who may know of your needs. The assessment will be carried out by the management team.

We hope that you do not find this process too intrusive. We need to build up a full picture, we will do this as quickly and tactfully as possible. Remember all this information will be treated in the strictest confidence. Our aim is always to make sure that we fully understand your needs and preferences so that we can respond in a way that really suits you.

Assessing the Risks:

If you decide that you require care in your own home, it will of course carry some risk. However it will mean that you retain your independence and stay in your own home for as long as possible and we want to ensure that the risks taken are not unreasonable or unnecessary. So with you, family members or advocates, we will carry out a thorough Risk Assessment. If it seems appropriate we will make suggestions on how to minimise any unnecessary risks.

Care Plan (Client Plan):

Having assessed your needs and the risks in your environment we will prepare a plan of your care needs. This is called a Care Plan. It will identify the services we will provide, the tasks to be performed and how we plan to achieve the objectives that are set out.

Reassessing the Need and Reviewing the Care:

Of course, over time your needs may change. You may require more or less care, the type or pattern of service may have to be varied and new risks may become apparent. So, again with your help, we will keep your needs under review and take decisions about the care we deliver accordingly. If at any time there are aspects of our care delivery which you would like to change, please let us know.

Our Care Team and Staffing Structure:

Kind Hands is managed by a small committed team comprising of the Director, Registered Manager and Administration Assistant. We are based locally in Eastbourne, East Sussex.

We maintain and run a specialised computer programme designed specifically to provide home care roster management functions and which deals with invoice and payroll production. The system also provides a comprehensive database of clients and home carers.

We have an excellent team of skilled professional home carers who deliver care to our clients.

We recognise that a home carer is somebody with whom the client can form a special relationship and for this reason we take great care in selecting a compatible member of staff. This is done with your full consent, you are free to ask for a change in home carer at any time if you so desire.

We engage, train, monitor, supervise and manage all of our staff directly. We are not a recruitment agency and we do not sub-contract or outsource the delivery of our care.

Visiting at your Home:

When our staff are working in your home they will wear a uniform (burgundy coloured tunic, black trousers and black shoes). They will wear a name badge and carry an identification badge, this incorporates a photograph so that they are easily identifiable.

Whenever we are entrusted with the keys to your home, for instance using a keysafe, staff will make their presence known when entering your home.

KIND HANDS CARING SERVICES

Whilst working in your home, our home carers will not at any time be accompanied by their partners, children, friends or pets. If your regular home carer is unable to attend your call, we will endeavour to telephone you with an explanation and the name of the replacement home carer.

All of our staff have been subject to an Enhanced Disclosure with the Criminal Records Bureau. They will have passed a vigorous screening process which includes taking up references, completing many forms and attending interviews.

Time Sheets:

When your home carer visits you in your home they need to record the amount of time spent with you. Therefore at the end of each visit the home carer will complete an entry in the diary book. We need accurate records of visits in order for us to maintain a correct and efficient invoicing system and to provide an audit trail of the time and date of each visit.

Timing of Calls:

If, due to unforeseen circumstances, your home carer does not arrive at your home at the time expected, please allow at least 15 minutes and then call our office. This is for the home carers own safety as well as your own. If you need to cancel a visit please give us at least 24 hours notice in order that you are not charged for the call.

Written Records (Diary Books):

Each home carer needs to record the tasks undertaken after every visit. This enables home carers to see what progress is being made, how daily tasks are progressing and to communicate with colleagues and other healthcare professionals. These records also help when a new home carer has to step in to cover work in an emergency. These records can act as a monitoring tool for the families and representatives of clients and enable us to maintain and review Quality Standards Records.

Terms & Conditions, Fees

We work with social services departments to assess how you can pay for your care. You may be eligible to receive 'direct payments' from your local council, which allows you to buy the support you need direct from us.

There are three broad categories of client:

- Those funded in whole or partly by Social Services
- Those funded wholly by the individual clients (private clients)
- Those funded by 'direct payments' from your local council, which allows you to buy the support you need direct from us.

If your care at home is delivered under contract arrangements with a local authority then you will not be charged directly by us for your care. We will instead claim the cost of your care directly from your local authority. The only exception to this is where you have been assessed by Social Services to be able to afford to contribute to the cost of your care. This is known as a client contribution. We will collect the client contribution from you directly if instructed to do so by your local authority.

Kind Hands is exempt from VAT as a regulated care organisation, hence VAT is not added to any of Kinds Hands' fees and charges.

Kind Hands' Terms and Conditions of Business are explained in detail in our Contract for the Supply of Home Care which is an agreement between Kind Hands and clients whose care is funded under private arrangements or by 'direct payments'.

Terms and Conditions will be explained to you in detail ahead of any obligation on your part.

KIND HANDS CARING SERVICES

Data Protection

As you can tell, we have to record, store and process a lot of information about our clients so that we may deliver our service efficiently. In accordance with the Data Protection Act 1998, Kind Hands operates a policy which prohibits unauthorised access to, or disclosure of, client's personal information. Under the Act clients have the right to access personal information held about them (subject to some conditions), if you wish to see your records then please contact Kind Hands' office.

Complaints, Concerns, Comments & Compliments

To ensure the service we provide matches your needs and expectations we welcome any comments, criticisms, complaints, suggestions or compliments that you may wish to make.

As one of our clients you are perfectly entitled to make a complaint at any time. If you wish to complain about the services you are receiving from us, or from a home carer we have introduced, you should follow the steps below:

- If possible you should discuss the problem with your home carer who will do his or her best to resolve the problem to your satisfaction.
- If you feel unable to discuss the problem with your home carer or they are unable to resolve the problem quickly and to your satisfaction, you should contact a member of the Management Team in the office.
- If you would prefer you can address the problem directly with the Management Team in the office, during office hours which are Monday to Friday 9.00am to 5.00pm at:

Kind Hands Caring Services Limited

144 Whitley Road
Eastbourne
East Sussex
BN22 8LS

Telephone: 01323 720254

Fax: 01323 720255

Emergency Out of Hours: 07854 296216

Email: lorraine.prouten@kindhandscaring.co.uk

Website: www.kindhandscaring.co.uk

If possible, it is recommended that you record your complaint in writing. You may wish to ask a friend or relative to write out the complaint for you which, if possible, you should then sign.

Please tell us:

- Which service the complaint is about
- What happened
- Where and when it happened
- Who was involved

KIND HANDS CARING SERVICES

If you are not happy about making the complaint yourself and you do not know someone who is prepared to talk to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you (that is, to act in place of a friend).

If we receive a written complaint it may take a little time to consider it fully but we will write to you immediately to acknowledge receipt of the complaint and to tell you what steps we are taking to resolve it.

We will investigate your complaint fully, contacting those concerned. We will then write to you within 28 days with details of our findings, any actions taken and proposals to resolve the situation.

If you are not satisfied with the way we handle your complaint you can contact your local authority to make a complaint about us. Your local point of contact will be the following:

East Sussex County Council (ESCC)

Complaints Manager
Adult Social Care
County Hall
St Anne's Crescent
Lewes
East Sussex
BN7 1UE

Telephone: 0345 60 80 190

The Local Government Ombudsman

PO Box 4771
Coventry CV4 0EH

Telephone: 0300 061 0614

We are sensitive and alert to your needs, feelings and wishes and encourage you to express your feelings freely without fear of recrimination or prejudice. Unless there are exceptional circumstances we trust that, in the first instance, we would be given the opportunity to put the matter right.

Quality & Staff Development

Kind Hands has adopted a systematic process of care standards this is monitored by the managers.

Monitoring of visits to clients are conducted on a regular and irregular basis to ensure that the service continues to meet the needs of the clients. The monitoring and mentoring of home carers is maintained through a process of spot-checks, individual meetings, team and peer-group meetings and appraisals. Standards are thereby measured, reviewed and updated regularly.

The CQC inspect us as a company to ensure we are compliant with all regulations set out by themselves and with the Health and Social Care Act 2008.

The latest Inspection Report on Kind Hands conducted by CQC is available from Kind Hands or direct from CQC's website: www.cqc.org.uk (see Inspection Reports). We also issue a user satisfaction survey to all clients annually, the results are collated and reviewed, a summary report is compiled for Kind Hands to act upon.

Service Users Guide Nov 2013

Review Date: Oct 2016

KIND HANDS CARING SERVICES

Our Policies and Procedures

To be sure that we perform consistently, maintain good practice and to keep everybody informed of how the organisation works, we have detailed where we stand on certain key matters and how we handle some frequently recurring situations. These are our policies and procedures. Clients are welcome to examine any of these documents upon request. Our Policies and Procedures Cover:

- Acceptance of gifts and legacies
- Accident, hazard and incident reporting
- Assisting with medication
- Business premises and management planning
- Clients bill of rights
- Complaints & compliments
- Conduct of carers
- Confidentiality
- Dealing with violence and aggression
- Death of a client
- Discipline & grievance
- Entering and leaving a client's home
- Equal opportunities
- Gaining access to a client's home in the event of non-response
- Handling money and financial matters on behalf of a client
- Health and safety
- Lone workers policy
- Maintaining the records in the home
- Moving and handling
- Protection of vulnerable adults
- Quality assurance
- Record keeping in the office
- Recruitment and selection
- Recruitment of ex-offenders policy
- Safe keeping of keys and secure entry codes
- Supervision
- Training and staff development
- Whistle blowing

Kind Hands is a member of the United Kingdom Home Care Association (UKHCA).

Kind Hands also adheres to the Code of Practice for social care workers and their employers as issued by the General Social Care Council (GSCC). Copies of this Code of Practice are available from Kind Hands.

How to contact us:

Our office is open between the hours of 9.00am and 5.00pm Monday to Thursday 9.00 am and 4.30 pm Friday (except Public Bank Holidays), during which times staff will be at hand to answer any questions that you may have. You may contact us by telephone, e-mail or by calling in to see us at:

KIND HANDS CARING SERVICES

Kind Hands Caring Services Ltd

144 Whitley Road
Eastbourne
East Sussex
BN22 8LS

Telephone: 01323 720254

Fax: 01323 720255

Email: lorraine.prouten@kindhandscaring.co.uk

Director /Registered Manager – Mrs Lorraine Prouten

Director – Mr Walter Prouten

Outside of these hours we are available on mobile number 07854 296216.

If you are unable to come to us, we will be happy to visit you in your own home.

We hope that you will be satisfied with the level of service that we provide, we welcome any comments that you would like to pass onto us, at any time. If you require additional information, please do not hesitate to contact us, as above.

Details of Insurance Cover

We are fully insured to deliver a complete range of care services in your own home, with the exception of nursing care. We maintain Employer's Liability Insurance up to the sum

£10 million and Public Liability Insurance up to the sum of £10 million. A copy of our insurance policies and schedules can be viewed on request.

We do not have insurance cover for damage or breakages to clients' property so we recommend that you have your own insurance for your property and house contents.

Revisions of this Document

Kind Hands reviews all of its policy documents on a regular basis to ensure that they remain relevant and accurate. We welcome any comments on the contents of this Clients Guide.

KIND HANDS CARING SERVICES

SOME USEFUL CONTACT DETAILS

On the following pages we have provided some addresses and contact details that you may find useful.

If you would like us to assist you to contact an organisation that may be able to help you, please let us know and we will endeavour to guide you in the right direction.

We have done our best to ensure that the following contact details are accurate and up to date. However, Kind Hands accepts no responsibility whatsoever for any loss or damage caused as a direct or indirect consequence of any of the following contact details being incorrect.

CQC South East

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

Email: enquiries.southeast@cqc.org.uk

Website: www.cqc.org.uk

Health & Care Professions Council

Park House
184 Kennington Park Road
London
SE11 4BU

Telephone: 0845 300 4472

Website: www.hcpc-uk.org

East Sussex County Council (ESCC)

Adult Social Care
County Hall
St Anne's Crescent
Lewes
East Sussex
BN7 1UE

Telephone: 0345 60 80 190

East Sussex County Council (ESCC)

Social Care Information
St Mary's House
52 St Leonards Road
Eastbourne
East Sussex
BN21 3UU

Telephone: 01323 747333

Service Users Guide Nov 2013

Review Date: Oct 2016

KIND HANDS CARING SERVICES

Eastbourne, Seaford & Hailsham Clinical Commissioning Group

36 – 38 Friars Walk
Lewes
East Sussex
BN7 2PB

Telephone: 01273 485300

Website: <http://www.eastbournehailshamandseafordccg.nhs.uk>

Email : EHSCCG.enquiries@nhs.net

KIND HANDS CARING SERVICES

<p><u>ADVOCACY</u></p> <p>Age Concern 01323 638474</p> <p>East Sussex Advocacy Scheme (Learning Disabilities) 01323 739768</p> <p>Independent Complaints Advocacy Services (NHS Complaints) 01323 643820</p> <p>Mental Health Advocacy Service 01424 441597</p> <p>My Choice (Learning Disabilities) 01424 441562</p> <p><u>BENEFITS & ADVICE</u></p> <p>Citizens Advice Bureau (CAB) Eastbourne (CAB) 01323 413480</p> <p>Disability Information Service Sussex 01273 585575</p> <p>Energy Efficiency Grants 01323 443321</p> <p>National Attendance Allowance/ Disability Living Allowance Enquiry Line (New claims) 0800 882200</p> <p>Existing claims 0845 7123456</p>	<p>Wealden & Eastbourne Wheelchair Service 01323 413789</p> <p>Eastbourne Wheelchair Hire 01323 721223</p> <p>National Benefit Enquiry Line 0800 882200</p> <p>Pension Services National Helpline 0845 6060265</p> <p>Wealden District Council Benefit Advice 01323 443500</p> <p>Winter Fuel Payment Helpline 0845 9151515</p> <p><u>CARERS</u></p> <p>Care for the Carers 01323 738390</p> <p>Young Carers 01323 738390</p> <p><u>DRUGS & ALCOHOL</u></p> <p>Action for Change 01323 419696</p> <p>Community Drugs Team 01323 749567</p> <p><u>EQUIPMENT & LOAN</u></p> <p>British Red Cross (Mon-Fri 10.00-12.00) 01825 763389</p> <p>Eastbourne Red Cross 01323 412 787</p>
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KIND HANDS CARING SERVICES

<p><u>HEALTH SERVICES & ADVICE</u></p> <p>Hospitals</p> <p>Eastbourne District General Hospital 01323 417400</p> <p>Royal Sussex County Hospital 01273 696955</p> <p>Brighton General Hospital 01273 696955</p> <p>Hastings Conquest Hospital 01424 755255</p> <p>Sussex Downs & Wealden PCT 01273 485300</p> <p><u>HOUSING</u></p> <p>Eastbourne Housing Advice Line 0800 0852767</p> <p>Wealden Housing Advice Line 01323 443382</p> <p><u>MENTAL HEALTH</u></p> <p>Samaritans 0845 790 9090</p> <p>Sane Helpline 0845 767 8000</p>	<p><u>OLDER PEOPLE</u></p> <p>Age Concern National Helpline 0800 009966</p> <p>Alzheimers Society Helpline 0845 300 0336</p> <p><u>OUT OF HOURS GP SERVICE</u></p> <p>Telephone 111</p> <p><u>PHYSICAL & SENSORY DISABILITIES</u></p> <p>East Sussex Disability Association 01323 514500</p> <p>East Sussex Association for the Blind 01323 832252</p> <p>East Sussex Hearing Resource Centre 01323 772505</p> <p><u>SOCIAL SERVICES</u></p> <p>County Hall (ESCC) 01273 48100</p> <p>Emergency Duty Service (ESCC) 07699 391462</p> <p>Information Line 0845 6010664</p>
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