

March 2015



Community Independence Service

Helping you regain confidence and
independence at home

www.rbkc.gov.uk


Kensington and Chelsea



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

The Community Independence Service is here to give you support when you need it.

We will help you to regain your independence and to recover well in your own home.

Getting better at home

Often well timed extra support can help you remain at home and avoid unplanned trips to the hospital. Similarly, after being discharged from hospital that extra support can help you with your recovery.

Next steps

A member of staff will come and talk to you if they think you would benefit from our service. They will refer you to us, with your agreement.

We will work with you to identify your needs and together we will develop a short term recovery plan. We will work with you to help you to do much as you can for yourself.

Support and recovery

We have a range of professionals in our team. They have their own area of specialism and can co-ordinate your care and recovery plan to make sure you receive all the different types of support you need.

The type of support we can offer includes:

- assessing what your needs are and help organising care and services
- help with your medical care
- help with organising practical equipment aids (for example a walking frame, raised toilet seats, bath boards)
- help you to do exercises and move around more
- help with a range of practical and emotional needs
- help support you with personal care such as washing and bathing, practical tasks at home such as housework and preparing meals

How long does this help last for?

This depends on your needs. It can be for a few days, or up to a maximum of six weeks.

How much does it cost?

Nothing - it's free of charge.

What if you need more care after the service has finished?

Again this depends on your needs. We'll talk to you fully at that point and advise you of the options to choose from.

Questions?

Ask us! We're here to help.

Tell us what you think

Your feedback helps us to improve our services for you and for others. If you have any comments, compliments or complaints or please contact us:

Social Services Line

Phone: 020 7361 3013

(9am to 5pm Monday to Friday)

Email: Socialservices@rbkc.gov.uk

Community Health Services

Phone: 020 7361 2600

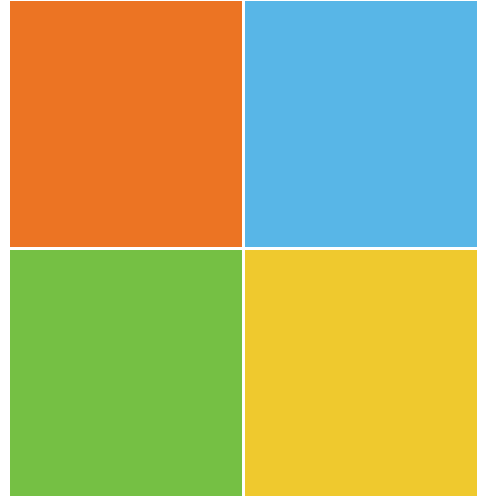
(9am to 5pm Monday to Friday)

Email: CLCHT.intermediatecare@nhs.net

**For medical emergencies
please call your GP or phone 111
(the new out-of-hours number for
doctors' services)**

What we do with information we record about you

We recognise the importance of respecting the privacy rights of all individuals. In order to provide health and social care support, we need to collect and use personal information across the service. We respect your choice and will respect any request to withhold information from someone or an agency unless there is a legal requirement to disclose the information.



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Tick below if you would like a copy of this leaflet in:

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Name:

Address:

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Please return this section to:

Sensory impairment team,
Town Hall, Hornton Street,
London W8 7NX

Telephone social services:
020 7361 3013

Voicemail: 020 7361 2968

Minicom: 020 7937 7232

Email:
sensoryteam@rbkc.gov.uk



Direct Payments. February 2015.

How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please contact:

Customer Feedback Team,

Adult Social Care,
Floor 4,
Hammersmith Town Hall
Extension,
King Street, Hammersmith,
London W6 9JU

Telephone:
0800 587 0072 or
020 7361 2661/2552

Email:
HSSCustomerCare@rbkc.gov.uk

To find out more about CIS contact:

RBKC social service line

T: 020 7361 3013

E: socialservices@rbkc.gov.uk

CLCH

T: 020 7361 2600

E: intermediatecare@nhs.net

More information? View:



www.peoplefirstinfo.org.uk
for a wide range of information
about what's available locally to
help you stay independent.