

# Community Independence Service



Helping you regain confidence and  
independence at home

Central and North West London   
NHS Foundation Trust

Central London Community Healthcare   
NHS Trust

Barnet | Hammersmith and Fulham | Kensington and Chelsea | Westminster

Westminster City Council [westminster.gov.uk](http://westminster.gov.uk)

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP



City of Westminster

# **Community Independence Service**

**Have you just been in hospital?**

**Are you recovering from an illness?**

**Are you experiencing difficulties with day-to-day tasks around the home?**

If you are 18 or over and live in Westminster, the Community Independence Service may be able to help you.

## **We will:**

- provide support to enable you to remain in your home and reduce the need for other services
- reduce the number of emergency admissions to hospital by providing treatment in your home
- support you when you leave hospital.

## **Contacting us**

You can contact us directly, or with your agreement, someone else such as a GP, hospital staff member or social worker can refer you to us.

A member of the team will assess you to see if you could benefit from this service.

We will then work with you to develop a short term plan based on your needs and what you want to achieve.

Together we will work to help you to do as much as you can for yourself.

We will expect you to work with us to achieve your plan.

## **The Community Independence Team**

We have skilled staff who will make sure you receive the support that you need.

The type of support we can offer includes:

- assessing your needs
- helping organise care and services
- helping with medical care such as providing information about medical conditions and treatment plans and helping with medication and wound dressing referring to your GP or a specialist medical professional as needed
- helping to organise practical equipment such as a walking frame, raised toilet seat or bath board
- helping you to do exercises and move about
- helping support you with personal care such as washing and bathing and essential tasks around the home
- letting you know about services and activities that may be able to help support you in the future.

## **How long does this help last for and how much does it cost?**

It can be for a few days or up to a maximum of six weeks, depending on your progress with your plan. Services are free of charge during this time.

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

We will talk to you fully at that point and depending on your needs we will advise you of the options and what you may be charged.

## **Sharing personal information**

We recognise the importance of respecting the privacy rights of all individuals. However, 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.





**To find out more about  
CIS contact:**

**Westminster adult social care**

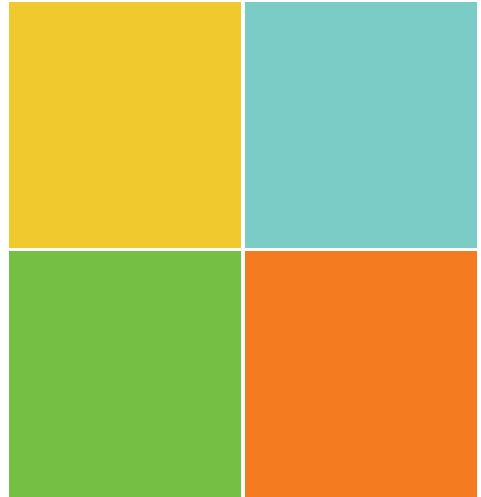
T: 020 7641 2500  
9am - 5pm Monday to Friday  
E: [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

**Health Services Line**

T: 020 7641 4001  
9am - 5pm Monday to Friday  
E: [clcht.wrehab@nhs.net](mailto:clcht.wrehab@nhs.net)

Call 111 if you need medical help quickly when your GP is closed and yoursituation is not life threatening.

**For more information** on services provided by the council please view: [www.westminster.gov.uk/adult-services](http://www.westminster.gov.uk/adult-services)



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Helping you regain confidence and independence at home



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Communications,  
Floor 18,  
Westminster City Hall,  
64 Victoria Street,  
London SW1 6QP

**Email:**

communications@  
westminster.gov.uk

**Telephone:**

020 7641 1886



## How you can help us

We welcome feedback on how we might improve our service. 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, London W6 9JU  
Telephone:  
0800 587 0072  
or 020 7361 2661  
Email: [asccustomerfeedback@westminster.gov.uk](mailto:asccustomerfeedback@westminster.gov.uk)

## To find out more about CIS contact:

### Westminster adult social care

T: 020 7641 2500

E: [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

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**[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**

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