



Community Independence Service

Helping you regain confidence and independence at home

Central London Community Healthcare **NHS**
NHS Trust

Barnet ■ Hammersmith and Fulham ■ Kensington and Chelsea ■ Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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 Kensington and Chelsea, the Community Independence Service may be able to help you.

Our service aims to:

- 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

Using the service

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 care plan based on your needs and what you want to achieve.

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

We will expect you to work with us to achieve the care 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 organising care and services
- helping with medical care (for example provide information about medical conditions and treatment plans, help with medication and wound dressing)
- referring to your GP or specialist medical professional as needed
- helping with organising practical equipment (for example a walking frame, raised toilet seat, bath board)
- helping you do exercises and move about
- helping support you with personal care such as washing, bathing and essential tasks within 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 6 weeks, depending on your progress with your care 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 to choose from and what you may be charged.

Sharing personal information

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

Contact us:-

Your feedback helps us to improve our services for you and for others.

If you have any comments, compliments or complaints, contact us at:

Social Services	Phone: 020 7361 3013 8.30am to 5.30pm Monday to Friday Email: Socialservices@rbkc.gov.uk
Central London Community Health	Phone: 020 7361 2600 8.30am to 6pm Monday to Friday Email: intermediatecare@nhs.net

You can contact the Community Independence Service through either of the above numbers.

Separate numbers for Social Care and Health have been provided to help you speak to the right person the first time if you know what you require.

If you are not sure which number to call, phone either number and someone will help you with your enquiry.

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