

# Community independence service

## Helping you regain confidence and independence at home

Central London Community Healthcare   
NHS Trust

Barnet ■ Hammersmith and Fulham ■ Kensington and Chelsea ■ Westminster

  
hammersmith & fulham

# 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 Hammersmith & Fulham, 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 six 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?**

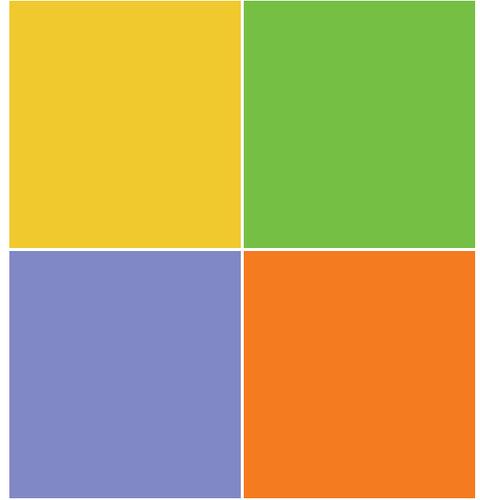
We will talk to you fully at that point and depending on your needs we will advise you of the options to choose from and what you may be charged.

## **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.







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Helping you regain  
confidence  
and independence  
at home



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

- Large print  
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Name:

Postcode:

Telephone:

**Please return this section to:**

Community  
Independence Service,  
145 King Street,  
Hammersmith,  
London, W6 9XY

**Telephone:**

020 8753 6500

8.00am to 8.00pm

Seven days a week

**Email:**

[h&fAdvice.care@lbhf.gov.uk](mailto:h&fAdvice.care@lbhf.gov.uk)

or [clcht.hfreferrals@nhs.net](mailto:clcht.hfreferrals@nhs.net).



## 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,

Hammersmith, London W6 9JU

Telephone: 0800 587 0072

Email:

[ascustomerfeedback@](mailto:ascustomerfeedback@lbhf.gov.uk)

[lbhf.gov.uk](mailto:ascustomerfeedback@lbhf.gov.uk)

## To find out more about CIS contact:

### H&F advice

T: 0845 313 3935

E: [h&fAdvice.care@lbhf.gov.uk](mailto:h&fAdvice.care@lbhf.gov.uk)

Or

T: 020 8753 6500

E: [clcht.hfreferrals@nhs.net](mailto:clcht.hfreferrals@nhs.net)

For medical emergencies

please call your GP or

call 111



**[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.