

# Community Independence Service:

Helping you  
regain  
confidence  
and  
independence  
at home

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)



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 Westminster or Kensington and Chelsea, the Community Independent 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 need 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 offer includes:

- Assessing your needs
- Helping organise care and services
- Helping to organise practical equipment such as a walking frame, raised toilet seat or bath board
- 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
- Agree a goal plan with you

### 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 with 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 the 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

Kensington and Chelsea Adult Social Care

9:00 AM to 5:00 PM Monday to Friday

Email: [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

Phone: 020 7361 3013

Website:

<https://www.rbkc.gov.uk/health-and-social-care/adult-social-care-0>

Via Central London Community Health

Phone: 020 7361 2600

Email: [intermediatecare@nhs.net](mailto:intermediatecare@nhs.net)

For more information on services provided by the council please view:

<https://www.rbkc.gov.uk/health-and-social-care/adult-social-care-0>

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

Large print

Braille

Name:

Address:

Postcode:

Telephone:

**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

## 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 Engagement Team**

Westminster City Hall,  
64 Victoria Street,  
London SW1E 6QP

Telephone:  
0800 587 0072

Email:  
[ASCCustomerEngagment@rbkc.gov.uk](mailto:ASCCustomerEngagment@rbkc.gov.uk)

[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)  
for a wide range of information  
about local activities and services  
to help you stay independent.

