

# HEADCORN SURGERY



## SOCIAL SERVICES CARE ASSISTANCE FOR INDIVIDUALS HELP AND SUPPORT IN THE HOME

### TO CONTACT THE SURGERY

#### Reception

Mon – Fri 8am – 6pm

01622 890 294

#### Test Results

**24 hours on your Patient Access**

01622 892 611

Mon – Fri 9am – 11am

#### Prescriptions

**24 hours on your Patient Access**

01622 892 610

Mon – Thur 9am – 12pm

1pm – 3pm

(All calls are recorded for training and monitoring purposes)

Email: [repeat.prescription@nhs.net](mailto:repeat.prescription@nhs.net)

Visit our website: [www.headcornsurgery.co.uk](http://www.headcornsurgery.co.uk)

Find us on Facebook – “**Headcorn Surgery**”

\*internal and external CCTV operates in the Surgery\*

# Care Assistance For Individuals

## Kent County Council

If you think you have any care and support needs, you can contact KCC to ask for a free assessment. The assessment is a discussion between you (or the person you look after) and a trained person either from the council or another organisation that the council works with. We'll talk about your situation and what changes you would like to make in your life to find out how your needs could be met. Contact details are:-

- Children 0-18 years
- call 03000 41 11 11 (Monday to Friday, 9am - 5pm)
  - call 03000 41 91 91 (outside of office hours - [for emergencies only](#))
  - text relay 18001 03000 41 11 11
  - email [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)
- Adults 18 years or over
- call 03000 41 61 61 (Monday to Friday, 9am - 5pm)
  - call 03000 41 91 91 (outside of office hours - [for emergencies only](#))
  - text relay 18001 03000 41 61 61
  - email [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)
- website <https://www.kent.gov.uk/social-care-and-health/care-and-support>

## Direct Referral to Social Services

Family and/or friends of patients may phone direct to Kent Social Services to ask for help and advice on **0845 824 7247**.

All cases will be assessed by a staff member who will contact the applicant to discuss the service they need and a support plan. This plan must be approved by the care manager and a care package may be set up. After a period of four weeks the case will be reviewed and if further care is necessary a case worker will be allocated to deal with the person in the longer term.

## **District Nursing Service**

This service is available to all housebound patients. Assessment of nursing needs is made and appropriate care and referral to other agencies is undertaken.

Telephone Headcorn Surgery on 01622 890294

## **Rapid Response**

A team of nurses with carers attached to them. They can be called if a patient's health deteriorates rapidly or there has been a carer breakdown. A night sitting service is available.

Telephone 0845 824 7247

## **The British Red Cross**

They provide loans of wheelchairs and medical equipment for short term use. The nearest centre is located at The Old School, School Lane, Maidstone, ME15 8DU

Telephone 01622 758 643 (Maidstone Centre)

Telephone 0300 456 1917 (Main Hub)

## **Euromedical**

These are shops which sell a wide range of equipment for the elderly and disabled. A branch is located at the Mid Kent Shopping Centre in Allington

Telephone 01622 755744

## **Maidstone Lifeline**

This is a 24 hour alarm service that provides assistance at the touch of a button.

For information telephone 0800 999 0400

## HELP AND SUPPORT FOR IMPROVEMENTS AND REPAIRS IN THE HOME

Home improvement and handyperson service providers are local organisations dedicated to helping older people, people with disabilities, and vulnerable people to live in safety and with dignity in their own homes.

Services are focused on ensuring that existing housing is fit for purpose and that vulnerable people are able to continue living independently as long as possible.

### **Foundations**

Foundations is the national body for home improvement agencies and handyperson services. You can search for local handy people and services in your area.

Tel: 0300 124 0315

[www.foundations.uk.com](http://www.foundations.uk.com)

### **Safe and Well**

Safe and Well can help you choose daily living aids or guide you to other local services which may help to make your life easier at home

Tel: 01622 235315

[www.safeandwell.co.uk/kent](http://www.safeandwell.co.uk/kent)

### **Disabled Living Foundation**

A national charity providing impartial advice and information that makes a practical difference to daily life for people who are disabled

Tel: 0300 999 0004

[www.dlf.org.uk](http://www.dlf.org.uk)