

Prevention and early help services in Slough

1. Universally available services

Service and Provider	Description	Access to the service
<p>Community Directory of Services Slough Community Directory of Services</p>	<p>Searchable directory of local community groups in Slough offering a range of community interventions for health and wellbeing. Activities can be searched by three different methods - by key word e.g., 'fitness', by postcode, and by category. It will then provide a set of relevant search results.</p> <p>Categories include Adult Learning, Arts & Creative, Social Groups, Sport & Leisure, Staying Healthy and Wellbeing.</p> <p>Clicking on the Events tabs provides an interactive calendar of events providing times and links to contact details for the activity.</p>	<p>The website is accessible online to professionals and residents via internet access, who want to better manage their own or someone else's health and wellbeing</p>
<p>AccessAble Accessible website app available on Apple App Store</p>	<p>Searchable database listing accessibility information for a range of places and venues by area.</p> <p>Downloadable free App to use AccessAble on the go.</p>	<p>Website and app (available through Apple App Store)</p>

2. Self referral and agency referral services

Service and Provider	Description	Access to the service
<p>Community Connector service provided by Slough CVS Telephone: 01753 251 387 Email: communityconnectors@sloughcvs.org.uk Monday-Friday, 9am-5pm</p>	<p>Following referral, Connectors use person-centred and strength - based conversations to match people into local VCS support appropriate to their needs. The service provides support to both those on the edge of care as well as those with eligible needs with the aim of preventing, delaying or reducing the need for social care support. Connectors have access to interpretation for 15 different community languages. Currently support is only offered via telephone</p>	<p>This free service works with people referred from ASC and WPH. As well as the usual phone/email contact, Connectors regularly visit social work teams at Observatory House and Wexham Park Hospital. People can also self-refer or be referred by community groups</p>
<p>Citizens Advice East Berkshire Slough Adviceline Freephone 0808 812 7022 Mon - Fri 10am to 4pm</p>	<p>CAEB offer free, impartial, confidential and independent advice and information to everyone on their rights and responsibilities, including benefit maximisation, housing concerns and debt management</p>	<p>Please note – this service is oversubscribed</p>
<p>Carers Support An in-house support provision Email: sloughcarers@slough.gov.uk Telephone: 01753 303428 Older People’s Mental Health Team :Tel: 01753 690950 (CMHT) Tel: 01753 635220</p>	<p>Slough Borough Council’s carer support service provides information, advice and support through Slough Carers Support. Support to maintain wellbeing and stay connection to the community through providing details such as carer groups, events, training and befriending. They also offer a carer’s discount card. The Older People’s Mental Health Team offer specialist support to carers, including access to a dementia advisor for patients who have recently been diagnosed by the Memory Clinic.</p>	<p>Self and agency referrals can be made to register as a carer. Advice and support via email and phone during usual office hours. The SBC website holds a range of info including getting help in an out of hours emergency</p> <ul style="list-style-type: none"> • Carers leaflet 2023 (Older People’s Mental Health Team Website)

Service and Provider	Description	Access to the service
<p>Advocacy Support Matrix SDT enquiries@matrixsdt.com referral@matrixsdt.com 01753 415299</p>	<p>Advocates offer independent support so that their clients' voices are heard. They can help clients to become more independent and make the services they access work better for them.</p> <p>Advocacy is a legal right in certain circumstances, such as being 'sectioned' (detained) in hospital or if clients need support during assessments by social services.</p>	<p>Self or agency referrals via email or phone. More information available on the Matrix website.</p>

Service and Provider	Description	Access to the service
<p>Health and Wellbeing Slough oversee a range of services within an integrated hub with the aim of reducing health inequalities</p> <p>Phone 01: 0800 0614734 Phone 02: 01753 373646 info.hws@nhs.net 224 Berwick Ave, Slough SL1 4QT</p>	<p>NHS Health Checks – The NHS Health Check is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes, or dementia.</p> <p>Adult Weight Management – 12 weeks of support available online via mobile apps, Microsoft Teams, or face-to-face.</p> <p>Stop Smoking Services – 6-12 weeks of support with a trained Wellness Coach as well as free nicotine replacement therapy/vape scheme to help you quit for good.</p> <p>Falls Prevention - free falls risk and frailty assessment with 12 weeks of strength and balance classes.</p> <p>Brief Interventions for Alcohol</p> <p>Free and confidential advice alcohol use and support to help reduce the risk of developing illnesses and improve wellbeing</p> <p>Brief Advice on Emotional Wellbeing</p> <p>one to one support to identify areas for change for those experiencing concerns that their lifestyle may be effecting their mental wellbeing</p>	<p>Self and agency referrals can be made into the triage service who then refer into the most appropriate service.</p> <p>Services are free of charge.</p> <p>Wellness Coaches for health checks operate 7 – days a week (including evenings) and results are sent directly to the individual's GP</p>

Service and Provider	Description	Access to the service
<p>Slough Treatment, Advice & Recovery Team (START) Turning Point Slough (START), 27 Pursers Court, Slough, SL2 5DL</p> <ul style="list-style-type: none"> Monday: 09:00 - 18:00 Tuesday: 09:00 - 18:00 Wednesday: 09:00 - 18:00 Thursday: 09:00 - 20:00 Friday: 09:00 - 17:00 Saturday: 10:00 - 15:00 Sunday: Closed <p>01753 692 548 Turning Point Slough website</p>	<p>Offers free and confidential advice and support, available for anyone who is concerned about their own or someone else's substance use. Slough Community Hub (CHUB) offers a drop-in, one stop service to support with many aspects of an individual's life, to aid recovery from addiction.</p>	<p>Self or agency referral via phone or in person More information available on the website</p>

Service and Provider	Description	Access to the service
<p>Reablement and Independence Service SBC Adult Social Care</p> <ul style="list-style-type: none"> • email Adult.SocialCare@slough.gov.uk • call us on 01753 475111 and select option 1 for Adult Social Care. 	<p>This service offers up to six weeks intensive support and therapy in peoples' own home, care home or rehabilitation bed. This is to help:</p> <ul style="list-style-type: none"> • rebuild strength • increase mobility • regain confidence after an illness or injury • regain all or most independence. <p>The service is available 365 days a year to support:</p> <ul style="list-style-type: none"> • hospital discharge • community rehabilitation • a response to community crisis. <p>Reablement is free of charge until for the period of support. After six weeks a Reablement worker makes an assessment and arrange long term care if required. Long term care is means tested and a contribution maybe required.</p>	<p>Self or Adult Social Care referral via the email or phone</p>

Service and Provider	Description	Access to the service
<p>East Berkshire - Stroke Recovery Service The Stroke Association Karen Mustard 01344 306177 Eastberkshire@stroke.org .uk Stroke Association Services website</p>	<p>Service and Provider</p>	<p>Description Access to the service</p>

Service and Provider	Description	Access to the service
<p>Safe and Well Visit Royal Berkshire Fire and Rescue Service Safety at home webpage (Royal Berkshire Fire and Rescue Service) Freephone 0800 587 6679 between 9am and 5pm Monday to Friday or use the answerphone available outside of these times Email SafeandWell@rbfrs.co.uk Post to Royal Berkshire Fire and Rescue Service FREEPOST – RTLB – REXS – JBXZ Newsham Court Pincents Kiln Reading Berkshire RG31 7SD</p>	<p>A Safe and Well Visit is a free service that provided to eligible residents. Safe and Well visits are tailored to individual needs, relating to health and wellbeing, as well as fire risk reduction. A Safe and Well visit will take place in the home and can be arranged at a convenient time.</p> <p>To be eligible you must be able to say yes to any ONE of the following:</p> <ul style="list-style-type: none"> • Aged 60 and over; • Have limited mobility; • Be an oxygen user; • Have a sensory need (hearing and/ or sight); • Have a hoarded home; • Confined to the bed; • Have a learning disability; • Be living with a mental illness; • Have Dementia; • Use Dialysis. 	<p>Self or family referrals by phone, email on the website using the online referral form. For agencies to request a Safe and Well visit for a resident, please complete the Agency Referral Form on the website If the individual does not qualify for a free Safe and Well visit, then contact the local fire station for home fire safety advice or use the email address to contact them.</p>

3. Adult Social Care referral services

Service and Provider	Description	Access to the service
<p>Technology enabled care Appello - Email: monitoring@appello.co.uk or call 0333 321 6451 to contact them. NRS Healthcare - Email enquiries@berkshire.nrs-uk.net or call 0344 893 6960 Units 1-3, Ely Road, Theale, Berkshire, RG7 4BQ. Telecare information leaflet</p>	<p>This service area includes personalised solutions tailored to individual needs:</p> <ul style="list-style-type: none"> • Monitored devices connect to a monitoring centre managed by Appello 24 hours a day. This gives constant support and responds to any alerts from the device via a Responder service • Standalone devices are additional wireless devices managed by family members to ensure a safe and secure environment, giving continued independence for users, such as: <ul style="list-style-type: none"> ○ smoke or gas detectors ○ flood sensors ○ bogus caller buttons ○ fall detectors. • digital care devices according to needs, such as epilepsy sensors, GPS devices and automatic medication dispensers. <p>The Responder Service is an emergency response service supporting recipients of monitored devices who need immediate assistance, such as a fall, or for whom family members have immediate concerns. If needed, they will contact family members, friends or carers or the emergency services.</p> <p>In the vast majority of callouts, the responder is able to speedily attend and resolve situations without recourse to 999 or ASC on-call</p>	<p>Qualification for this service is dependent upon a needs assessment under the Care Act</p> <p>Technology Enabled Care services are available free of charge to all residents who need them.</p> <p>This includes the loan of Technology Enabled Care equipment installation and maintenance, so the equipment remains functional and effective without any cost to the user</p> <p>24 hours a day monitoring of the Technology Enabled Care equipment. There is no need for any financial assessments.</p> <p>Monitored devices are provided independently from Adult Social Care services. Visit Appello’s website for more information about them.</p> <p>Information about the Responder service can be accessed via the website GR Response Healthcare website 01344 723 144</p>

Service and Provider	Description	Access to the service
<p>Community Equipment/Aids and Adaptations Disabled Facilities Grant Home adaptations and disability equipment</p>	<p>Disability equipment to help disabled or older people live independently within their own home – such as perching stools or raised toilet seats. Home adaptations from simple interventions including grab rails or ramps to more complex adaptations such as level access showers.</p>	<p>An occupational therapy assessment is needed which will provide advice and equipment if needed which is usually free of charge. This will also include whether someone is eligible for a Disabled Facilities grant which can support the cost of more extensive adaptations to homes – both for owner occupiers and renters</p>

4. Mental Health self referral and/or agency referral

Service and Provider	Description	Access to the service
<p>Community Mental Health Trust (CMHT) New Horizons Pursers Court Slough Berkshire SL2 5BX Call 01753 690 950</p>	<p>Treatments include: Psychological interventions, such as cognitive behaviour therapy, dialectical behavioural therapy and cognitive analytical therapy A range of pharmaceutical interventions, such as anti-psychotic and anti-depressant medication Social interventions, such as addressing leisure, employment, housing and finance issues Referrals through to other services where appropriate</p>	<p>Access to CMHT services is through the Gateway - single referral pathway for adult mental health referrals across Berkshire. Accepts self-referrals</p>
<p>Talking Therapies 0300 365 2000 email talkingtherapies@berkshire.nhs.uk</p>	<p>Online or face to face group or pre-recorded video sessions for people experiencing low mood, anxiety and stress. Approaches include CBT, Guided Self Help, Counselling and Peer Support</p>	<p>Self and agency/GP referral via phone. Queries about making a referral by email. Or Complete Talking Therapies online referral form</p>
<p>East Berkshire Wellbeing Service East Berkshire Wellbeing Service Referral form 0300 365 2000</p>	<p>Individual coaching sessions to help people with low mood work through a range of problems and feel empowered to find solutions. This includes worries regarding debt, housing, and blocks to healthy living. Offers one-to-one phone sessions to support practical changes to improve day-to-day life.</p>	<p>Self or professional referral by phone or by completing online referral form. Open to adults registered with a GP in East Berks.</p>

5. Mental Health CMHT referral services

Service and Provider	Description	Access to the service
<p>Hope College Slough New Horizons Pursers Court Slough SL2 5BX Email HopeCollege@berkshire.nhs.uk 01753 690 950</p>	<p>A dedicated college to support people living with mental health issues, their carers and family . Four learning pathways covering Life Skills, Recovery, Peer Support, Working Towards Recovery.</p>	<p>Open to those being supported by Slough CMHT, and their Carers. People being supported by CMHT can register for courses by completing an enrolment form from the reception desk at New Horizons and send it by post or email.</p>