



Redcar & Cleveland
Adult Social Care



The Meadowgate Centre

Going Home Booklet



The following leaflet/information is included to give you guide to many services that are available in the Redcar and Cleveland areas. These services are there to support you in your own home, if needed. These services can be accessed directly by you if and when you might need them. Should you require any further therapy once you have returned home, please contact your GP and they will arrange further intervention for you. We hope this pack will provide you with some useful information that may enable you to maintain a safer and more independent life in your own home. Please contact us if we can be any further assistance.

We work with People and our Partners to ensure safety, continuity of care and support when transitioning from our Service.

Best wishes,

The Meadowgate Centre.

This is not a compressive guide to all local services but covers the most essential and the ones most often used by therapy team. We do not endorse the services shown, this booklet is just to provide some information gathered from the local area.

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Redcar Social Care Services

Contact number: 01642 771500

If you require any further support when at home or with any of the following, please contact Redcar and Cleveland Social Care Services on the above number.

- Any aspect of personal care, for example washing and dressing, toileting, feeding.
- Any domestic task but particularly cooking and shopping.
- You are struggling to get around your home, or on and off your chair, toilet, bed, bath/shower.
- You are struggling with/not managing to go up and down the stairs.
- You are struggling financially in some way for example worried about fuel bills.



“We treat people as individuals and make sure their care support and treatment meets their needs and preferences. We take account of their strengths, abilities aspirations, culture and unique backgrounds and protected characteristics”.

Handyperson Service

Handy person service under minor repairs for owner occupier resident and tenants for 60 years or over, vulnerable or disabled.

Examples of handyperson repairs:

- Change light bulbs
- furniture assembly
- Fit wireless doorbells
- Put up/repairs shelving
- Patch repairs to plaster
- Letterbox replacement
- Make garden paths safe
- Small repairs to gates/fencing
- Fix telephone extension leads
- Small decorating jobs, such as painting an internal door.

Move small pieces of furniture

Fit client supplied coverings

Re-tape carpet to avoid tripping hazard

Additional smoke alarms/replace batteries

Change security light bulb (height restricted)

Fit additional smoker alarms/replace batteries

Cost

The cost is just £10 per hour max 2 hours plus the cost of any materials used. (Depending on circumstances and nature of the works, costs may be exempt)

If you require support with any of the above jobs, please contact your local handyperson service on 01642 774774 or email: HandyPerson@redcar-cleveland.gov.uk



Reach & Respond

Who they are:

Reach and respond provide a range of service to help you stay independent in your own home.

Reach & respond offers support and peace of mind to individuals and families, of any age, particularly people who:

- Live alone
- Are elderly or vulnerable
- Are at risk of falling or less mobile
- Are unwell
- Are at risk of seizures
- Have learning difficulties
- Are living with dementia
- have recently come out of hospital
- Have not regular visitors

How does it work?

Reach & respond technology-enabled equipment provides you with support at home, keeping you safe in the knowledge help is available 24 hours a day, 365 days a year. You'll be given a lightweight pendant (to be worn around the neck or wrist) with a button you can press to alert us need help- whether you feel unwell, have fallen or need medical assistance. This service does have a cost to the service, depending on which package you choose. To find out how much this will cost **please contact 0333 370 1234** to find out which service is the best one for

"We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them"

TCES (Tees Community Equipment Service)

TCES runs an integrated community loan stores which provided equipment from therapy services for Redcar and Cleveland. The equipment includes profiling beds, hoists, toileting aids, commodes, bathing aids, bath lifts, walking sticks, 4 wheeled walkers, 3 wheeled walkers, wheelchair, shower chairs as prescribed by Occupational therapists/physiotherapists.

If you do have equipment that you no longer use, please contact TCES to have this returned.

If you have equipment that is damaged, please contact TCES, to have this looked at.

Tel: 01642 224205

List of Useful Equipment:

Helping Hands



If you struggle to bend. These can support if you drop something on the floor or wanting to pick something up.

Sock Aid



This can help put socks on easily.

Shoe Horn



This can help to put shoes on easily.



Long Handled sponge



This can help with washing your back.

Leg Lifters



This can help with lifting legs into bed.

Urine Bottle



This can help with overnight for urgency for males and could be placed on your bed side cabinet.

Bottom Toilet Self Wipe Aid Long Handled Wiper



This can help wipe your bottom thoroughly.

Button Hook



This can help fasten buttons easily.

This equipment is a rough guide that may help. We do not endorse you buy these products.

Places to Purchase Equipment:

Mobility Stores	
M D Mobility	Instrument House, Morgan Dr, Guisborough, TS14 7DH Tel : 01287 635922
Aiding You mobility disability	Long beck Estate, 4, Hudson Buildings, Ryan's Row, Marske-by-the-sea TS11 6HG Tel: 01642 758855
CDS Wet Rooms and Mobility	Sotherby Road, Skippers Lane Ind EST, Middlesbrough TS3 8BS Tel: 01642 250511
DC Mobility Ltd	5, Craighton House, Queen St, Redcar, TS10 1DL Tel: 01642913313
Independence and Mobility Specialists	27 Norfolk Place, Berwick Hills, Middlesbrough, TS3 7PA Tel: 07931400141
Mobility Scheme at O'Brien Mobility Middlesbrough	1 Stonehouse St, Middlesbrough, TS5 6HR
Active Mobility	174 Belasis Avenue, Billingham, TS23 1EY Tel: 01642 805050

Online Shopping	
Care Shop	https://www.completecareshop.co.uk/
The Mobility Aids Centre	https://www.themobilityaidscentre.co.uk/
Argos	https://www.argos.co.uk
Amazon	https://www.amazon.co.uk/

This is a brief guide on a selection of places where equipment can be purchased. We do not endorse you purchase products from any of these suppliers.

Meal Services

Company	Address	Tel no.	Type of meal	Delivery Area
Meals for You	4 Rydal Avenue, Redcar TS10 1HY	01642 487453	Cooked Meals	Redcar
Oakhouse Foods	4a/4b Cornbrash Park, Bumpers Farm, Chippenham, Wiltshire, SN14 6RA	0333 370 6700	Frozen Cooked Meals.	Nationwide
Whiltshire Farm Foods	Unit 3, 147 Stockton St, Middlesbrough TS2 1BU	01642 643999	Frozen	Nationwide
Bare Nutrition	The Lakeside Centre, Grange Avenue, Stirchley, Telford, Shropshire, TF3 1ET.	07716778416	Fresh Meals	Nationwide
Apetito Hot Meal delivery service	Apetito, Canal Road, Trowbridge, Wiltshire, BA14 8RJ.	01225 591 145	Cooked Meals.	Nationwide

This is a selection of places where meals can be delivered. We do not endorse you purchase food from any of these suppliers.

Stair Lift Rental Companies

Dolphin lifts & Mobility. Address: Unit 16F, Airport Industrial Estate, Kingston Park, Newcastle Upon Tyne, NE3 2EF. Tel: 0191 271 600.

Leodis Stairlifts. Address: The Avenue, Scholes, Leeds, West Yorkshire, LS15 4AS. Tel: 01642 695680.

Unicorn stairlifts. Address: Unicorn Stairlifts Ltd, Aireworth Mills, Aireworth Road, Keighley, West Yorkshire, United Kingdom, BD21 4DH. Tel: 0800 5879 505.

Teesside Stairlifts. Address: 32 Stokesley Road, Middlesbrough, TS7 8DX. Tel: 07853318784

Easy Lift. Address: Unit G3A, Railway Place, Park Road, Blackhill, Consett, Co Durham, DH8 5SP. Tel: 01207 503600

This only a small selection of companies available in the area and we do not endorse any particular company.

Wheelchair Hire or Purchase

Company	Contact number	Hire or purchase
Red cross Victoria House, Pearson Way, Stockton on Tees, Teesside, TS17 6PT	01642 842009 option 1, alternatively call 0300 456 1914 (option 5, then option 2)	Hire
Mobility Hire	0800 111 6234	Hire
Bainbridge mobility ltd	01642 891654	Hire
Active Mobility	01642 805050	Purchase
CareCo	0333 015 5000	Purchase
Essentialaids.com	01273 719 889	Purchase
Complete Care Shop	03330 160 000	Purchase
Northeast Mobility	0800 135 7355	purchase

This is a small selection of where you could hire or purchase wheelchairs. We do not endorse any particular company, the above are provided as a guide.

Fire Service

Redcar and Cleveland County council is working in partnership with other agencies to provide a seamless and integrated service to promote and support safe healthy, caring, diverse and socially balanced communities.

Nationally, the Fire and Rescue Service place an ever-increasing emphasis on the prevention of fire and incidents.

Find out more about the national community fire safety campaigns and for links to the official national; community fire safety centre (NCFSC)

Stop fire before it starts – do all you can now to make your home or where you work – safe from fire or hazards.

Tel: 01642 777640

Email: stnd@clevelandfire.gov.uk

Avoiding Falls at Home

Tips for preventing falls in the home include:

- immediately mopping up spillages
- removing clutter, trailing wires and frayed carpet
- using non-slip mats and lifting rugs
- making sure all rooms, passages and staircases are well lit. Turning on your lamp when walking to bathroom on a night.
- organising your home so that climbing, stretching and bending are kept to a minimum, and to avoid bumping into things.
- getting help to do things you're unable to do safely on your own.
- not walking on slippery floors in socks or tights
- not wearing loose-fitting, trailing clothes that might trip you up
- wearing well-fitting shoes that are in good condition and support the ankle.
- taking care of your feet by trimming your toenails regularly and seeing a GP or podiatrist (foot health professional) about any foot problems
- wearing good footwear.
- Regular eye test can prevent the risk of falls.
- Avoiding or reducing Drinking alcohol can reduce the risk of having a fall.

Footwear Advice

Poorly fitting footwear can cause foot problems, for example:

- Callus
- Corns
- Blisters
- Hammer toes
- Bunions
- Sprains
- In growing nails
- Ulceration
- Delayed healing

Where to purchase good footwear:

- Mobility stores
- Cosy feet
- Clarks
- Hotter (www.hottershoes.com)- often come with removable insoles
- Safety Footwear- Arco: www.arco.co.uk • Wide range of brands of safety footwear
- Safe and Sound: www.snssafety.co.uk • Safety footwear in varying widths

The above shops, brands and companies have no links with the NHS and may change their styles and sizes meaning that some shoes may not fit as well as when we recommended them to you. We do not endorse any particular company.

How to I choose the right footwear:

- Ensure that your feet are measured when buying new shoes.
- Wear shoes for short periods initially and examine your feet carefully for any rubbing, redness or pressure points.
- Shoes and slippers should have enough length, width and depth for your feet, particularly in the toe box of the shoes. Shoes need to be held in place by a lace, velcro or buckle fastening.
- Do not wear socks with holes. For sensitive feet, wear socks inside out so that seams do not irritate them.
- Thick cushioning soles are best.
- Socks that are too small are as harmful as tight shoes

Useful Contact Numbers

Community Reablement Team	01642 513886
Single point of access	01642 065070
Out of hours social work duty team	08702402994
Transco (Gas) Emergency	0800 111999
Northumbrian Water	0191 3835301
Electricity – Northern Power Grid	0800 668877
Tees community equipment service	01642 224205
Beyond Housing repairs	01642 771300
Out of hours repairs	01642 771300
Home call – community alarm	01642 771300
Telecare	01642 771500
COPD outreach service	01642 854201
Non - emergency police service	101
Non - emergency health service	111
Non - emergency fire service	01642 777640
Emergency health, police and fire	999
Mental health crisis team	0800 0516171
Samaritans (24hr hotline)	116 123
Welfare rights	01642 771166
Citizen advice bureau	01287 203324
Age concern	01642 289244
Befriending services	07834181190 or 01642 063878

You are going home on:

You are going with:

Family support

Recovery independence team

Package of care

How often will they visit and what will they support with:

How often will they visit and what will they support with:

I am independent and do not need any support at home.

I have been advised to go home with support however I have declined.

“We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.”

Our Commitment to Adults and Unpaid Carers

- **Listen** I am listened to and shape my own support
- **Advise** I am given information and advice when I need it
- **Enable** I am enabled to regain my wellbeing and independence
- **Support** I am provided with quality care that is value for money



“We support people to manage their health and wellbeing so they can maximise their independence, choice, and control. We support them to live healthier lives and where possible reduce their future needs for care and support.”

“We make sure people are at the centre of their care and treatment choices and we decide in partnership with them how to respond to any relevant changes in their needs.”

