

Home First support services



Introduction

Home First is all about helping people out of hospital to recover in the community, as well as supporting them to stay well at home and avoid going into hospital at all.

This work isn't just down to health and social care teams. There are a host of council, voluntary and community services across the Dorset and BCP areas that people can draw on for expert support. Here are some key contacts.

For help with...	Dorset Council area	BCP area
COVID-19 emergency support	Dorset Council COVID-19 Community Response Helpline People can access help with collecting medicine or food poverty support by calling 01305 221000 or completing an online form .	BCP Council Covid-19 Community Response Helpline People can access help with collecting medicine or food poverty support by calling 0300 123 7052 or completing an online form .
Caring responsibilities	Carer Support Dorset Wellbeing advice, support, carers card registration, signposting, training, peer group activities and more is available via www.carersupportdorset.co.uk/ or 0800 368 8349	CRISP (Carers Resource Information and Support Programme) Call 01202 458204 or visit www.crispweb.org/home.aspx Help is also available from BCP Council by calling 0300 123 7052 or visiting its website
	Dorset Mental Health Carer's Project Call 01305 340045 or email: carers@dorsetmentalhealthforum.org.uk	
Housing	Dorset Council homelessness and housing advice Weymouth and Portland, West Dorset, North Dorset: 01305 251010 East Dorset: 01202 228947 Purbeck: 01929 557370 www.dorsetcouncil.gov.uk/housing/homelessness/are-youhomeless.aspx#contact	BCP Council Housing – early prevention to prevent possible eviction and homelessness Call 01202 633819 or email: earlyprevention@poole.gov.uk
Mental health	Dorset HealthCare Connection is a round-the-clock helpline for people of all ages, anywhere in Dorset, who are experiencing mental health issues and need support. The number offers 24/7 access to mental health advice and support as part of the Access Mental Health service. Call 0300 1235 440 .	
Food	Public Health Dorset Information about how to get access to food if you are isolating or financially struggling: www.publichealthdorset.org.uk/your-health/covid-19-wellbeing-support.aspx	

For help with...	Dorset Council area	BCP area
Domestic violence and abuse	You First Domestic Violence and Abuse Service Freephone 0800 0325204 or email youfirst@theyoutrust.org.uk (please note 0800 numbers may appear in itemised bills)	BCHA Visit the Finding Support pages or call 0808 2000 247, 01202 547755 (Bournemouth and Dorset) or 01202 710777 (Poole)
Wellbeing	First Point Dorset Call 0330 123 2550 or visit https://theyoutrust.org.uk/service/homelessness/dorset-firstpoint-housingand-community/	Age UK BPED – Community Connections Team and Befriending (BCP & East Dorset areas) www.ageuk.org.uk/bournemouthpooleeastdorset/our-services/visiting-and-befriending/
	Age UK Visit the Age UK wellbeing telephone friendship service or call 0800 470 80 90	
	PramaLIFE PramaLIFE support group – a club to know what's going on in your local area. Friendship Line 01202 022987 is available seven days a week	
Bereavement	Dorset Open Door A partnership between charities and health and care organisations, it provides support, advice and signposting for anyone experiencing bereavement. Call 01305 361 361, Monday-Friday from 9.30am-4.30pm, or email dhc.dorsetopendoor@nhs.net	
Money worries	Dorset Council: Reaching Out Call 0800 144 8848 or visit www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/reaching-out/reaching-out-financial-and-emotional-support-during-covid-19.aspx	BCP: let's talk money Call 01202 985104 or visit www.citizensadvicebcp.org.uk/campaigns/letstalkmoney/



Assisted Discharge / Post-discharge support – non-care, non-clinical support

Services for Dorset County Hospital	
Provider	Offer
<p>British Red Cross</p> <p>dorsetassisted-discharge@redcross.org.uk</p> <p>07872 838874</p>	<p>Assisted Discharge Service for over-60s within a 30-mile radius of DCH.</p> <p>72 hours follow-up support. Transport offer for non-COVID-positive referrals: Take Home and Settle in, Take Home and Support (72 hours) or Welfare Support (72 hours).</p> <p>Virtual support for COVID-positive, including shopping to door and wellbeing checks. Onward referrals into identified support.</p> <p>Rapid response on demand, seven-day service 9am-5pm</p>
<p>First Point</p> <p>fp.enquiries@theyoutrust.org.uk</p> <p>0330 123 2550</p>	<p>Support and wellbeing at home service for over-16s throughout Dorset Council area.</p> <p>Initial visit within 24 hours, further two visits up to one week (if required). Referral into further wellbeing support for up to six months if other issues are identified.</p> <p>Response within 24 hours, Monday-Friday, 9am-5pm</p>
<p>RVS</p> <p>WPreferences@royalvoluntaryservice.org.uk</p> <p>029 2274 9703 (ext. 3392)</p>	<p>Assisted Discharge Service and Community Wraparound service for residents (Pathway 0 /18+) within a 15-mile radius of Dorset County Hospital, Dorchester.</p> <p>Service includes: transport from hospital and transport to hospital appointments; support to individuals post-discharge / pre-admission with community support, such as short-term recovery plans; shopping / prescription support, and befriending. Remote support for COVID-positive patients until isolation period has passed.</p> <p>Referral call centre open Monday-Friday, 9am-5pm. Voluntary support available seven days a week.</p>



Services for Royal Bournemouth Hospital and Poole Hospital

Provider	Offer
<p>British Red Cross</p> <p>pooleassisted-discharge@redcross.org.uk</p>	<p>Assisted discharge service for over-60s within a 30-mile radius of Royal Bournemouth Hospital or Poole Hospital.</p> <p>72 hours follow-up support. Transport offer for non-COVID-positive referrals: Take Home and Settle in, Take Home and Support (72 hours) or Welfare Support (72 hours).</p> <p>Virtual support for COVID-positive, including shopping to door and wellbeing checks. Onward referrals into identified support.</p> <p>Rapid response on demand, seven-day service 9am-5pm</p>
<p>Age UK (BPED)</p> <p>hospitaldischarge@ageukbped.org.uk</p> <p>01202 530503</p>	<p>Support and wellbeing at home service for over-60s throughout BCP area.</p> <p>Follow-up wellbeing support for up to six weeks (cleaning, shopping, welfare calls, information and advice on benefits, care needs, housing etc.)</p> <p>Support work with onward referral into Community Connector service if required.</p> <p>Response within 24 hours, Monday-Friday 9am-5pm. Capacity for rapid response for urgent requests.</p>



Dorset
Council



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