

should be confirmed in writing. For more information and referrals please contact Ghulam Minhas on 020 8558 5512.

Family Support Service

The service provides information and support to older adults and their carers in choosing a residential and/or nursing care home, both for social services funded and self funders. Also provides escorted transport to view homes if necessary and assistance to carers to visit older adults in temporary placement out of the borough.

For more information please ring Paula Nigliazzo on 020 85580455 .

CONTACT DETAILS

Ghulam Minhas 020 8558 5512 g.minhas@ageconcernwf.org.uk
Marie Lenihan 020 8 558 3404 m.lenihan@ageconcernwf.org.uk
Paula Nigliazzo 0208 558 0455 paulan@ageconcernwf.org.uk
Fax 020 8558 0383



WALTHAM FOREST

Services and Projects In Whipps Cross University Hospital

PLEASE CONTACT THE RELEVANT
SERVICE FOR MORE INFORMATION



Age Concern Waltham Forest
Zenith House
210 Church Road
Leyton
London E10 7JQ
020 8558 0455

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A & E Escorted Discharge Service

The A&E Escorted Discharge Service provides a service to older adults, living in the Waltham Forest area, who are being discharged from A&E and would normally be going home with Relatives or in a Taxi, if available. The service also settles the older adult into his/her home surroundings and provides shopping, pension collection and minor housework tasks. For referrals ring Linda Spillman between 10 am to 4 pm, Monday to Friday; on 020 8535 6766. Alternately contact the Discharge lounge : Ext. 5610

Discharge Lounge Project

The project aims to identify older adults being discharged from hospital and address any concerns this person may have about his/her discharge or coping at home, and make the transition from hospital to home as easy and comfortable as possible. As part of the project we also try to identify socially isolated older adults and fallers, who will be referred to other Age Concern services. It is based in the Discharge lounge. For more information please call Paula Nigliazzo on 020 8558 0455.

Ward Scheme

Age Concern Waltham Forest has a presence in some of the Whipps Cross University hospital wards. Staff are visiting older adults and aim to identify those who might need community based support services after discharge from hospital. We try to identify social isolation and fallers and aim to provide the person with information and related services. For more information please ring Paula Nigliazzo on 020 8558 0455.

Welcome Home Service

The Welcome Home Service provides a one -off visit to the older adult after discharge from hospital. We provide settling in, shopping, pension collection and small household tasks. The Discharge Lounge project and the Wards scheme are referring to the service, and referrals are taken from Social Workers, Occupational Therapists and Ward Staff. These should be made via a telephone call one day prior to discharge. The referral should be followed up by a fax. For referrals or more information please call Paula Nigliazzo on 020 8558 0455.

Link Up Extension

The Link Up Extension aims to provide a service to an older adults who have been diagnosed with a terminal illness, but are not in the latter stages of the illness. Our staff will provide a weekly 2 hour service to visit or take the client out into the community. We currently accept referrals from General Practitioners, Social Workers and the Margaret Centre. For more information or referrals please ring Marie Lenihan on 020 8558 3404.

Information and Advice

The Information and Advice service provides older adults, within Whipps Cross University Hospital, or at discharge who have difficulty understanding welfare benefits, need help at home or moving to sheltered or residential accommodation. We provide confidential advice and information on issues relating to community care assessment, long term care and complaints about services. Assistance will be provided to fill in benefit claims and other forms. Referrals can be made by Social Workers or Hospital Staff. A telephone call should be made for referral and