

Health & Social Care Signposting Directory- Rutland



Healthwatch Rutland is here to provide signposting to help you navigate the health and social care system. Our service is free and independent.

We hope this directory will help guide you to the right place.

If you do not have access to a computer or need help, please contact us.

We are based at Voluntary Action Rutland in Oakham and details of how to find us are at the back of this leaflet.

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Healthwatch Rutland is operated by Healthwatch Rutland Community Interest Company
It is a not-for-profit organisation established to serve the community of Rutland (No. 08943486)



Signposting to Health Care

For most health queries we recommend the NHS Choices at **WWW.NHS.UK**

If you don't have access to a computer please ask us for help at Healthwatch Rutland.

YOU CAN MAKE YOUR OWN INFORMATION FOLDER Make your own personal collection of information at NHS Choices **www.nhs.uk**. **The Information Prescription Service** will gather together a personal set of advice for your needs.

FINDING SERVICES NEAR YOU Find a health service convenient for you. Look also for patient satisfaction ratings to help you decide: You can :

- Find - a GP, Dentist, Pharmacy, Optician
- Find - Emergency Services and Hospitals
- Find more Services - hundreds of other NHS services & how to find them.
- How good services are - how services perform against national standards

WWW.NHS.UK

MEDICAL CONDITIONS Find out about a wide range of conditions and how they can be treated

- Illnesses from "A" to "Z" - hundreds of conditions are described.
- Symptoms - check out your symptoms
- Medicines - find out about medicines and their effectiveness
- How services perform against national standards
- Living well - get health promotion advice

WWW.NHS.UK

SERVICES, COSTS & RIGHTS - what you are entitled to from the NHS including continuing health care & personal health budgets. **WWW.NHS.UK**

MAKING A COMPLAINT There are many different ways to make a complaint Find out how at **www.healthwatchrutland.co.uk** and there are independent advocates are available to guide you for free. **www.pohwer.net**

SUPPORT GROUPS IN RUTLAND AND AROUND

- You can get a list of local support groups from Healthwatch Rutland
www.healthwatchrutland.co.uk
- Try getting advice on-line - Experts give advice on a new topic each month or get support from an on-line health community with a special interest

WWW.NHS.UK



Signposting to Social Care

As a result of the 2014 Care Act, Rutland County Council has developed an online guide to services in Rutland. It is the first comprehensive guide of its type. You can find it on **www.ris.rutland.gov.uk** : If you don't have access to a computer please ask us for help at Healthwatch Rutland.

Rutland *i*nformation Service

Adult Care & Support Services

- Advice Advocacy & Information
- Caring for someone else
- Health & Wellbeing
- Help in your home
- Housing (including care homes)
- Money & Benefits
- Things to do
- Transport & Mobility
- Work & Learning
- Guides (Hard copies available in Libraries)
 - Frequently asked questions : Care & Support
 - Your Guide to Care & Assessments
 - Your Guide to Care & Support Eligibility
 - Frequently asked questions : Carers
 - Your Guide to Carers assessments
 - Your Guide to Carers eligibility
 - Your Guide to independent advocacy
 - Your Guide to Care & Support Plans
 - Your Guide to paying for Care & Support

Services for Families

- Places to go & Things to do
- Childcare
- Education
- Children's Centres
- Money & Benefits
- Clubs & Classes
- Health
- Parent Information & Advice
- Services for Children & Young People

Services for Children and Young People (0-25) with special Educational Needs

- Advice & Support
- Education
- Employment & Training
- Health
- Leisure
- Money & Benefits
- Social Care
- Travel & Transport
- Voluntary Community

Our Community

(New section coming soon)



Signposting - other helpful websites

FIND THE RIGHT URGENT CARE find help choosing the most appropriate service for urgent and out of hours treatment **eastleicestershireandrutlandccg.nhs.uk**
FIND PHARMACY SERVICES IN RUTLAND including opening hours and the range of services provided **www.healthwatchrutland.co.uk**

Find Me Good Care has been developed by the Social Care Institute for Excellence to help people who choose and pay for their own social care directly, either from savings or a council personal budget . **www.scie.org.uk/findmegoodcare**

The Care Quality Commission checks all GPs, hospitals, dentists, care homes and care services locally and describes what they have found locally. **www.cqc.org.uk**

CONTACT A COMMUNITY AGENT xxxxxxxxxxxxxxxxxxxx call 01572 335101, visit www.rutlandcommunityagents.org.uk

Rutland Citizens Advice Bureau The CAB site is easy to navigate and to find the advice you need to solve your problem. It has articles about health and wellbeing services as well as forthcoming events. **www.rutlandcab.org.uk**

Better Care Together .Describes future plans for health and social care across Leicester, Leicestershire & Rutland **www.bettercareleicester.nhs.uk**

COMPLAINTS

How to Make a Complaint - Look on the Healthwatch Rutland website for a handy guide . (Please note we can not investigate complaints or take on case work which is carried out by the advocacy services listed below). **www.healthwatchrutland.co.uk**

Advocacy Services - Health . Free NHS Advocacy Services are provided locally by POhWER.tel 0300 200 0084 (charged at local rate) email pohwer@pohwer.net . **www.pohwer.net**

Advocacy Services - Social Care Free Adults Advocacy Services' are provided in Rutland by the Leicestershire Community Projects Trust (LCPT):Phone: 0116 222 9522 Email: info@lcp-trust.org.uk Web: **www.lcp-trust.org.uk**

CONTACTING HEALTHWATCH RUTLAND FOR HELP

Voluntary Action Rutland,
Land's End Way, Oakham,
Rutland, LE15 6RB

01572 720381/ **Email** info@healthwatchrutland.co.uk /**www.healthwatchrutland.co.uk**

If we are out please leave a message and we will call you back. We aim to return your call within 2 working days and reply to your letter/email within 5 working days.