



Care Navigation in Pendle

Phase one, two and three services

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The services detailed in this booklet are also available electronically through:-

GP Team Net: <https://teamnet.clarity.co.uk/EASTLANCCCG/Topics/View/Details/e6cf07e5-5944-4cf0-85e1-a98900a8f369>, ELCCG web site: <https://eastlancscg.nhs.uk/patient-information/local-services/care-navigation>.

FEBRUARY 2020

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Age UK - East Lancashire Hospital Aftercare Service - Pendle

Brief Description

The Hospital Aftercare Service Supports older people following a hospital discharge, period of illness or injury. The service aims to help you regain your independence and provide low level practical and emotional support.

Eligibility Criteria

This service is available to 18+, if they you are registered with a GP within East Lancashire and have just been to an Urgent Care Centre, an Emergency Department or Minor Injuries Unit, or a period of illness at home. They also offer help to carers of older people.

Support offered

Age UK Lancashire has trained staff and volunteers specifically to help and support patients.

In the hospital, help may include:-

- If we identify an assessed need, transport may be provided to settle in at home
- Emotional support
- Reassurance whilst in Hospital
- Discussing with you what help you might need at home, working alongside the discharge team.

In your home, help may include:-

- Emergency shopping
- Preparing refreshments and light meals
- Assistance with light household duties
- Ensuring that you are warm and comfortable
- Emotional support
- Helping you get any other support or services you may need, following on from a Holistic assessment.
- Providing information and advice
- Making sure prescriptions are delivered

Duration of the service

Support is time limited and tailored to individual needs.

Cost

This is a free service and there is no cost to the patient. Age UK Lancashire is a charity and donations are always gratefully accepted.

Benefit entitlements

The service is designed to compliment any statutory services that you may be receiving and will not affect your benefit entitlements.

Acceptance of support from the service

At all stages of the service, the choice to accept the help is with you. If deciding to have this help, a trained staff member will discuss the help you may need and agree this with you. You can ask us to stop our help at any time.

Access details

To find out more about the Hospital Aftercare Service, please call us at Royal Blackburn Hospital on 01254 734526 or Burnley General Hospital on 01282 436414. If no one is there to take your call please leave a message on the answerphone and we will call you back.

Age UK Lancashire Hospital Aftercare Service – Location & Contact details

Patients advised to telephone first between 9.00am to 8.00pm. This is a 7 day service

Urgent Care Centre
Burnley General Hospital
Casterton Avenue
Burnley
BB10 2PQ

Tel: 01282 436414

[Link to location map](#)

Patients advised to telephone first between 9.00am and 8.00pm. This is a 7 day service

Multi Disciplinary Team Office
Emergency Department
Royal Blackburn Hospital
Haslingden Road
Blackburn
BB2 3HH

Tel: 01254 734526

[Link to location map](#)

The Hospital Aftercare Service is funded by Lancashire Adult & Community Services and NHS East Lancashire CCG

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Age UK Services:-

- Advice Line Service – Pendle
- Day Time Support Service – Pendle
- Lancashire Older Veterans - Pendle

There is no cost to the patient for any of these services however Age UK Lancashire is a charity and donations are always gratefully accepted.

All of the services listed above can be accessed by using the contact details below:-
Tel: 0300 303 1234 or www.ageuklancs.org.uk

Advice Line Service – Pendle

Brief Description

If you are aged 65+ we can offer you information and advice on:-

- Welfare Benefits
- Social / Community Care
- Housing Options
- Local Services

Eligibility Criteria

This service is available to adults living in East Lancashire and over the age of 65 years.

Further service detail

Age UK Lancashire provide an information and advice service for older people aged 65+ and their carers. The service is free of charge, confidential, independent and impartial. We are able to help you with a range of issues. This may be about claiming benefits, housing or health and care issues or local services. You may be facing a crisis, or just considering your options.

We value diversity, promote equality and challenge discrimination in all that we do. We respond to an individual's needs without regard to their gender, sexual orientation, disability, race or religion.

Support offered

We aim to provide the information and advice that you need for the issues that you face. We won't judge you, persuade you to tell you what you should do – we will listen, explain all the available options to you and support you in the course of action you decide to take. If we aren't able to help you, we will try to help you find someone who can.

Access / Contact details

The advice Line is open from 9.00am until 3.00pm Monday to Friday.

Our team will arrange an appointment to call you back and in some circumstances we may be able to arrange face to face appointments. Please contact our friendly support team to find out more about the support available to you.

Day Time Support Service - Pendle

Brief Description

Age UK offer a variety of activities, support and great food in a friendly environment.

Service Detail

This service provides enhanced support in a comforting environment focused on respect and dignity to encourage social interaction, inclusion in engaging and meaningful activities and to provide much needed respite during the day for families caring for individuals.

Located throughout Lancashire and in the heart of local communities, our first class centres provide all the facilities and support needed to ensure you or your loved one enjoy their visit, gain confidence, learn new skills and socialise. We provide a nutritional, healthy two course meal with refreshments and snacks throughout the day.

Eligibility Criteria

This service is available to adults aged 50+

Activities include

These include activities based on individual likes, interests and skills. – Music and singing, arts, crafts, gardening and reminiscence sessions. Developing and maintaining daily living skills. Age UK Lancashire pride themselves on developing new activities to suit each individual to ensure they remain engaged and enjoy each day.

Dementia and Enhanced Support

We have designated centres providing both dementia support and enhanced support for people with a need for a higher level of care. We can provide a full range of personal and continence care including shower and wash facilities.

Our professional and qualified team ensure there is a comforting, friendly environment and provide a wide ranging variety of enjoyable activities designed to encourage participation and stimulate the group.

Taster Sessions

You can try out the service first to see if it's what you are looking for.

Access and Pricing Information

Prices may be subsidised by the Local Authority following a social care assessment and subject to FACS eligibility. Privately the charges are determined by the level of support required by the individual.

East Lancashire Locations:

Padiham

Knight Hill House, Memorial Park, Blackburn Road, Padiham, BB12 8JZ

[Link to location map](#)

Nelson

Walton Lane Community Centre, Leeds Road, Nelson, BB9 8RW

[Link to location map](#)

Crow Wood

Crow Wood Court, Burnley, Lancashire, BB12 0LA

[Link to location map](#)

Age UK – Lancashire Older Veterans - Pendle

Brief Description

This valuable service gives up to 12 weeks tailored support for older veterans and their families, providing information and advice, practical support at home, access to social events and opportunities to become more active.

This project is funded from the Aged Veterans Fund, funded by the Chancellor using Libor funds.

A member of our Navigator team will predominantly deliver the service via home visits and other community venues.

Eligibility Criteria

Born before 1950,

Having provided at least one day of service,

For example National Service:

Army, RAF, Navy, TA, Merchant Navy, Bevin Boys or Land Army.

Support offered

This project allows us to build on the work we already do with older people and to reach out to those veterans, family members and carers who may need more support or may have slipped through the net.

Our work has at its core what older people want to achieve for themselves and the support to enable them to do this.

Duration of the service

Support is time limited to a maximum of 12 weeks and tailored to each individual's needs.

November 2018 – V1.3

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Bereavement Support Service – Pendle

Brief Description

Each of the Hospices serving East Lancashire provide a bereavement support service. These services provide a confidential, safe space in which to work through their grief with a qualified bereavement support co-ordinator or counsellor. Appointment times and dates are flexible and arranged around the persons availability with no set number of sessions.

Grief can cause people to feel a mixture of emotions such as emptiness, anger or helplessness. It can for some be all consuming and debilitating.

Hospice's provide pre bereavement support as well when it is known that a person is going to die, it is found that the earlier support is provided in pre bereavement the better the outcome.

There are some slight variations between Hospices that are highlighted in the access details below. All of the Hospices listed below accept patients across the whole of Pennine Lancashire area when necessary.

Access details

The Pendleside Hospice is available and this is an all age service.

Pendleside Hospice Bereavement Service is contacted through dialing – 01282 440102

Available Monday to Friday 9.00am to 5.00pm

Pendleside Hospice
Colne Road
Burnley BB10 2LW

[Link to location map -](#)

Hyndburn and Ribble Valley

The service to Hyndburn is provided by East Lancashire Hospice. East Lancashire Hospice is also the main provider for Ribble Valley.

The East Lancashire Hospice Service is contacted through dialing – 01254 287009

Available Monday to Friday 9.00am to 5.00pm

East Lancashire Hospice is available to anyone over 18 who is grieving, irrespective of time, cause or relationship.

East Lancashire Hospice
Park Lee Road
Blackburn
BB2 3NY

[Link to location map -](#)

Rossendale

Rossendale Hospice offers a bereavement service for all ages in Rossendale. Pre and post bereavement counselling is provided by qualified, experienced counsellors / psychotherapists

The Rossendale Hospice Service is contacted through dialing – 01706 253637.
Available Monday to Friday 9.00am to 5.00pm

Rossendale Hospice
Rossendale Primary Health Care Centre
Bacup Road
Rawtenstall
BB4 7PL

[Link to location map -](#)

Other areas of hospice support:-

Support Available	Pendleside Hospice	Rossendale Hospice	East Lancashire Hospice
Day Therapy	√	√	√ Creative and Support Therapy
Hospice at Home	√	√	√
Medical outpatients	√	√	√
Family support services	√	√	√ Inclusive of Counselling and Bereavement Support
Befriending	√	√	√
Hospice Community Clinical Nurse Specialist	√		√
Complementary Therapy	√	√	√
Physiotherapy	√		√ Including Get Up and Go exercise programme
Inpatients	√		√
Drop in service (Wednesday pm)	√		
Advice service in conjunction with citizens advice	√		
Complementary therapy outpatients	√		
Outpatient psychological support service	√		
Physiotherapy outpatient and home Service	√		
Occupational therapy and home service	√		

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Burnley FC in the Community Activities:-

- **Disability Programme – Burnley & Pendle**
- **Premier League Kicks – Burnley & Pendle**
- **Employability Programmes – Burnley & Pendle**
- **Armed Forces Veterans – Burnley & Pendle**

Burnley FC in the Community (BFCitC) is the award winning official charity of Burnley Football Club. They believe that the immense power of their football club can transform people's lives for the better. Their work is channelled into five key areas, which are Sport, Education, Social Inclusion, Health and Community Facilities. Their highly skilled, dynamic and passionate team deliver over 50 community projects that touch the lives of a huge spectrum of people in and around Burnley. From children and young people, right through to senior citizens.

As of December 2019, there is no cost to participate in any of the activities listed.

All of the services listed above can be accessed by using the contact details below:-

Tel: 01282 704716 or e-mail Community@burnleyfc.com or go online -

www.BURNLEYFCCOMMUNITY.org

Disability Programme – Burnley & Pendle

Location: Burnley & Pendle (Leisure Box)

Approximate Engagement Numbers: Recreational Sport for Adults – 80 participants weekly
/ Recreational Sport for Children & Young People – 60 participants weekly

Programme Themes: Sport & Physical Activity

Overview: Free sport & physical activity sessions for people of all ages that have a disability. The sessions are delivered by a team of qualified, experienced coaches and consist of a wide range of activities such as; dance, football, cricket, climbing etc.

Premier League Kicks – Burnley & Pendle

Location: Burnley and Pendle in various locations

Approximate engagement numbers: Over 600 participants per week in various locations, 6 days a week.

Programme Themes: Reduction in Anti-Social Behaviour, Positive Lifestyle and well-being, Opportunity, Inclusion, Education.

Overview: Free multi-sport provision for 8 – 18-year olds across Burnley and Pendle. Some sessions include workshops on topical and educational issues such as weapons awareness and substance misuse. See our website burnleyfccommunity.org for full details of all sessions.

Employability Programmes – Burnley & Pendle

Location: Burnley & Pendle

Approximate engagement numbers: We have engaged with over 400 individuals in the last 18 months across both employability programmes at Turf Moor and the Leisure Box, with delivery of both our group, 3 day programme and individual tailored one to one support, we have a 45 % success rate of re-engaging people back into employment, training or Education.

Programme Themes: Our successful Employability programme supports individuals with confidence, resilience, motivation and self-belief and helps people to overcome the barriers they are facing in seeking employment

Overview: The employability programmes are designed to support individuals from all ages, backgrounds and ethnicities. We identify how we can support you best on your road to finding employment which will vary with each individual but could include involvement with our group programme or one to one support. We include guest speakers, off site visits, residential and workshops to help build your social skills and confidence. We are good at what we do and will use the power of the Burnley FC Badge to open those doors and make those connections that would otherwise not be available to you.

Armed Forces Veterans – Burnley & Pendle

Location: Burnley & Pendle

Approximate Engagement Numbers: 50+ armed forces veterans a week

Programme Themes: Social Inclusion & Physical Activity

Overview: We run a comprehensive armed forces veterans programme which features a number of weekly sessions including

- Armed Forces Breakfast Clubs
- Veterans Football
- Veterans Fitness
- Crown Green Bowls (seasonal)
- Social Sessions

December 2019 – V1.0

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Carers Link Lancashire – Pendle

Brief Description

Across the UK today 6.5 million people are unpaid carers, supporting a family member or friend who due to illness, disability, a mental health problem or an addiction cannot cope without that support. That equates to one in eight adults who provide care.

Looking after someone can be a rewarding experience but it can also be lonely and affect the health of the carer. Many carers are so focused on looking after the person with a disability they forget about their own health and wellbeing.

Carers Link Lancashire have been supporting adult unpaid carers in East Lancashire (Burnley, Pendle, Rossendale, Hyndburn & Ribble Valley) since 2001. They also support young carers from the age of 6 years old in Hyndburn, Ribble Valley & Preston.

They are committed to providing high quality services including providing information, support and signposting. The services they provide for unpaid carers include:

- Carers Assessments (on behalf of Social Services)
- Planning for an Emergency
- Benefits support
- Access to short breaks and discounted holidays
- Support to improve mental and physical wellbeing
- Social activities and support groups
- Specialist support for the BME community as well as a dedicated worker for cancer support
- Support within schools for young carers
- Access to grants

Cost and duration

There is no charge for this service, apart from a small nominal fee for some activities. Support is open ended.

Access details

Call Carers Link Lancashire on 0345 688 7113 or 01254 387444 between Monday to Friday 9.00am to 5.30pm

Visit – www.carerslinklancashire.co.uk

Email – info@carerslinklancashire.co.uk

January 2019 – V1.0

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Citizens Advice Burnley & Pendle

Brief Description

A local charity that offers free, impartial & confidential information and advice on the problems that people face including debt, welfare benefits, housing, employment, utilities, consumer and relationships.

An initial assessment is usually carried out over the phone and in many cases telephone advice can resolve the issue. For more complex problems you may be referred to the local Citizens Advice service, who will contact you directly to make an appointment. We can also offer advice by email.

Support provided

We offer advice and information to people to help them solve their problems. This can include signposting to services that can help, accessing digital information and services, a face to face interview with an adviser or advice over the telephone or by email. We offer specialist advice about welfare benefit problems and debt problems. We also offer budgeting advice, including how to make savings on spending, switching energy supplier, finding cheaper deals on insurance and accessing grants and schemes to improve energy efficiency.

Exclusion

This service is accessible to those who live or work in Burnley and Pendle. If you access the service from another area, you may be signposted to your local Citizens Advice office if you require further advice.

How accessed

Burnley

By phone: Adviceline 0300 456 2552, Monday to Friday 10am – 4pm

By email: mail@burnleycab.com

Online information from Citizens Advice: www.citizensadvice.org.uk

Pendle

By phone: Adviceline 0300 456 2552, Monday to Friday 10am – 4pm

By email: mail@pendlecab.cabnet.org.uk

Online information from Citizens Advice: www.citizensadvice.org.uk

Service Access Criteria for:-

Community Connectors – East Lancashire

Brief Description

Community Connectors are here for you when you need help and support with daily life. Community Connectors based in the voluntary sector work with the NHS, Community groups and voluntary organisations and are local experts on what's happening in your area.

A Community Connector can help compliment a person's care by supporting them to link with local sources of support within the voluntary, community and faith sector (VCFS). This can include community activities, physical activity, social groups, education, self-help counselling, complimentary therapies or where to access specialist advice.

Each referral will entail a one to one assessment of the client by a Community Connector. This may be done in the clients own home, at the GPs surgery or any other suitable venue that both the Connector and client can agree on together. Referrals will not only come from a GP Practice, but through self-referral and via other agencies who may be in contact with the client.

The main aim of the Community Connector service is to reduce the pressure and demand for non-clinical GP appointments. This will be achieved by the service working with individuals aged 18 years and over identified by GP Practices as having non-medical needs, at risk of loss of independence or social isolation and linking them into activities and support within the voluntary, community and faith sector.

Support may include:-

The Community Connector's support to someone can include:-

- Accompany them to activities until confident to go unaided
- Offer information about local activities, interest groups and day centres
- Help finding transport for appointments and other activities
- Arrange support for you to become involved in community groups
- Supported signposting to local services and activities
- Spend time with you and socialise
- Support to access debt advice, benefits advice and financial support

How accessed

There is a single point of contact for the Community Connector service in all localities which is through the e-mail address – community.connector@nhs.net

The Community Connectors are hosted by their respective Council for Voluntary Service:-

Burnley, Pendle and Rossendale Council for Voluntary Service

The CVS Centre
62-64 Yorkshire Street
Burnley
BB11 3BT

Tel – 01282 433740

Hyndburn and Ribble Valley Council for Voluntary Service

Suite 15 The Chambers

Town Hall Square

Great Harwood

BB6 7DD

Tel: 01254 888614

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Dementia Connect Service – Pendle

Brief Description

Dementia affects everyone differently. But having the right support really can make life easier. Dementia connect is a specialist, personalised service provided by the Alzheimer's Society who are the UK's leading dementia charity.

Referrals can come from GPs, self-referrals and other professionals including third sector organisations.

Once a patient has been referred to the Dementia Connect service or have decided to self-refer then one of their expert advisors will get in touch.

Dementia Connect cuts through the confusion about where to go for help and takes away the stress of trying to find out what services and support are available in the local area and what support will be the most appropriate.

They will talk to the patient and their family or carer about the things that matter most. They will then be able to provide connections to the right support that can help maintain independence, health and enjoyment of life.

Through Dementia Connect the Alzheimer's Society are creating a more dementia friendly society so that everyone with the condition can live without fear and prejudice

Testimonial and Further detail

"Una made me feel as though someone knew exactly what was going on and was not judging" – Jean, family member affected by dementia.

"It's a specialist service that's tailored to individual needs – everyone deals with a diagnosis in a different way" – Una, Dementia Adviser

Cost and duration

It's free of charge and it doesn't stop after the initial support is in place.

Once connected the team stay in touch as long as necessary in order to keep living well with dementia.

Access details

Call the service directly on 0333 150 3456 or ask for a GP referral to Dementia Connect.

Visit – alzheimers.org.uk/dementiasupport for more information

Email – dementiaconnect@alzheimers.org.uk

January 2019 – V1.0

Service Access Criteria for:-

Ear Syringing Service – Pendle

Brief Description

Wax is an important and natural secretion found in the ear. It keeps the ear canal lubricated and protects the ear against dust, dirt and bacteria, which helps to prevent infection.

Wax, or *cerumen* as it is also known, is composed of *epithelium* (skin cells), dust and oily secretions from the sebaceous and ceruminous glands in the ear canal. These secretions lubricate the ear canal and prevent it becoming too dry. The composition of wax varies from individual to individual depending on diet, age and environment.

If wax is not causing any problems, it is best left alone. The ear is self-cleaning and the wax should clear naturally, so it is unnecessary to try to remove the wax yourself. If wax is noticed on the outer ear, a wipe with a clean flannel may be all that is needed. Sometimes, however, wax may build up, particularly if it is very dry or if the person has a narrow or hairy ear canal. Wax may also build up if it has been pushed down the canal by cotton buds, hearing aids, hair clips or other implements. Cotton buds can also irritate the ear canal, stripping it of its natural oils and causing it to feel itchy. When water gets into the ear during swimming or showering this may cause the wax to expand, giving a sensation of 'blockage' in the ear and increasing the perception of tinnitus.

If wax build up is causing deafness, problems with hearing aids, or is uncomfortable, it may need to be removed. Some people with tinnitus feel that their tinnitus is more troublesome when their ears are full of wax.

A service is provided by East Lancashire Hospitals NHS Trust Community Services Division at a number of Health Centres in East Lancashire. This service provides ear assessment and care advice together with Ear Syringing if necessary. All ears must be prepared before ear irrigation with olive oil. See attached leaflet.



How to use ear
drops prior to irrigatic

Appropriate patients

Patients registered with an East Lancashire GP Practice who believe that they are experiencing problems due to excess ear wax.

Exclusions

Children under 16 are excluded.

All patients that have previously had an ear perforation would be excluded.

Locations & Contact details

The following Health Centres have a treatment room through which an appointment for ear syringing can be made either face to face or by telephone:-

Colne Health Centre	01282 805834
Yarnspinners Primary Care Centre	01282 805778
St Peter's Primary Care Centre	01282 805920
Padiham Medical Centre	01282 805692
Kiddrow Lane Health Centre	01282 805672
Haslingden Health Centre	01706 235417
Rosendale Primary Care Centre	01706 235344
Waterfoot Health Centre	01706 235425
Bacup Primary Care Centre	01706 235332
Acorn Primary Care Centre	01254 736219
Great Harwood Health Centre	01254 736164
Clitheroe Health Centre	01200 449117
Rainhall Community Centre, Barnoldswick	01282 850303

Link to location map -

Opening Hours

Appointments for the treatment room service are bookable between Monday to Friday in most areas from 8.30am until 5.00pm. However opening times in individual Treatment Rooms vary where each service endeavours to provide access throughout above opening hours.

Treatment rooms at Haslingden and Waterfoot Heath Centre have reduced hours / days for treatment.

Service Access Criteria for:-

Emergency Dental Service & Dental Practice Signposting – Pendle

Brief Description

Emergency Dental Service via the Lancashire Dental Helpline

This service will assess any patient that contacts it through a series of triage questions and either booked into an appointment or signposted to a more appropriate service.

How accessed

If you have a regular NHS dentist and need urgent treatment, contact your dentist for advice. If you do not have a regular dentist you should contact the Lancashire Dental Helpline on 0300 1234 010.

Outside of the helpline hours (see below) and if you are in pain, you can first try helping yourself with pain killers. NHS 111 can give you details of out of hours dental services near to you. If you feel that the problem can wait until normal practice hours, you can call NHS 111 for self-care advice.

Conditions treated

The main conditions seen by the Emergency Dental Service are:-

- Swelling – eg Visible facial swelling
- Severe pain that is not helped by painkillers eg To teeth or mouth
- Trauma – eg Jaw or mouth pain
- Uncontrolled bleeding – eg Tooth extraction, ulcer or injury
- Trauma of the face, mouth or teeth after a recent accident or injury

Opening Hours

The Emergency Dental Service is available:-

Monday to Friday – 8.00am to 9.00pm

Saturday, Sunday and Bank Holidays – 10.00am to 5.00pm

Dental Practice Signposting

This service will signpost patients to Dental Practices who are taking on NHS patients onto their lists and other services such as special care will be given a direct contact number or correct access instructions.

You can access this service by also contacting the Lancashire Dental Helpline on 0300 1234 010.

Service Access Criteria for:-

EMPOWER for people with Type 2 Diabetes

Brief Description

EMPOWER is a diabetes education course that supports people to better manage their type 2 diabetes and reduce the risk of long term health complications.

People diagnosed with type 2 diabetes across East Lancashire are able to attend a local EMPOWER course to receive support and advice on how to self-manage their diabetes to live a healthier quality of life - **it's free, paid for by the NHS and only lasts 3 hours.**

The EMPOWER course will help people to understand what diabetes is, the effect it has on their body and how to make small, achievable changes to the food they eat and their everyday life. The course focuses on diet, exercise and lifestyle changes, setting personal goals and enabling people to take better control of their diabetes.

Courses are led by a trained Nurse Clinical Educator.

How accessed

Courses are run at various times of day during the week in different venues across East Lancashire, including some evenings. Book online using the link below:-

<https://east-lancs.empower-booking.co.uk/>

Courses will usually be for between 6 and 12 people. People can bring a carer, friend or family member to attend the session with them

Conditions treated

EMPOWER training is for people who have been diagnosed with type 2 diabetes.

February 2020 – V1.2

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Eye Clinic Liaison Service – Pendle

Brief Description

ECLOs work alongside health professionals in eye clinics to offer support and advice to blind and partially sighted people on a range of areas. This includes emotional support, independent living, returning to work and benefit entitlements.

RNIB believes that no one should have to face sight loss alone. ECLOs are an important part of RNIB's Sight Loss Advice Service, which provides practical advice and emotional support over the phone, as well as face to face in eye clinics, for anyone affected by sight loss.

Current statistics (from January 2019) show that 43 per cent of the top 150 NHS Trusts in England have no trained ECLO in place. In hospitals where there are ECLOs, each one provides support to at least 600 patients, plus 200 relatives, each year

Research shows that 1 in 4 people with sight loss leave hospital unsure what condition they have, and that only 17 per cent of people experiencing sight loss in the UK were offered any form of emotional support in relation to their deteriorating vision.

David Clarke, Director of Services at RNIB, said: "When you've been diagnosed with a sight condition or experience a sudden change in vision, having someone you can trust to turn to for support and advice can make a huge difference.

Service Detail

ECLOs provide a vital role in breaking down barriers for people with sight loss. A huge barrier is fear. Fear of the unknown and panic about what the future holds for you after your diagnosis. By teaching people new skills and showing them a new way of looking at things, ECLOs empower people to turn their fear into a 'can do' attitude.

ECLOs, as part of RNIB's Sight Loss Advice Service, provide vital information, advice and guidance. It is so important that patients receive the support they need, when they need it.

The service in East Lancashire is provided from East Lancashire Hospitals NHS Trust and provides advice on a number of issues:-

- Living with sight loss and remaining independent
- Details of latest aids equipment and technology
- Benefits and concessions you could be entitled to
- Education, employment, housing and leisure
- Eye conditions and treatment information
- Emotional support
- The advantages of certification and registration

Eye Clinic Matron Carrie Earnshaw, said: "Having an Eye Clinic Liaison Officer is the best way to support patients in our very busy eye clinics at Burnley and Blackburn hospitals. Being diagnosed with an eye condition is often difficult to come to terms with, and Jenny does a

fantastic job in helping our patients at what can be an extremely confusing and uncertain time.”

In the UK, ophthalmology continues to have the second highest number of outpatient attendances of any speciality. In 2017/18, there were 8.5 million eye clinic appointments.

RNIB's Sight Loss Advice Service gives practical and emotional support to anyone with an eye condition, as well as their family and carers. Our Sight Loss Advice Service is easy to use. You can either choose from a face-to-face appointment with one of our hospital-based ECLOs or speak to a sight loss adviser over the phone via our Helpline.

Location

This service is mainly based at Royal Blackburn and Burnley General Teaching Hospitals, but also has a presence in other eye clinic sessions at hospital / health centre sites in East Lancashire.

Opening Hours

Opening time is between 8.30am and 4.30pm Monday to Friday

How accessed

To contact your local Eye Clinic Liaison Officer ask a member of staff in the eye clinic or call:- Jenny Molineux – Telephone: 07738 120 763 or Email: jenny.molineux@rnib.org.uk

Other support available:-

If you'd like to talk to a Sight Loss Adviser please call 0303 123 9999 or visit www.rnib.org.uk

Accrington Blind society

This is one of the smaller independent local charities supporting people with a sight loss in the UK. Their resource centre displays many useful items, information and equipment, from little 'bump ons' to CCTV magnifiers and liquid level indicators. All items to be used by people with a sight loss are sold at cost. More information is available on their website:- www.accringtonblindsociety.org.uk

Galloways

Galloways provide advice and support to those experiencing sight loss. They are able to provide emotional support alongside practical information when and where it is needed most.

They aim to be there for patients right from the start of their sight loss journey, helping to understand their eye condition and supporting through the early stages. Alongside that Galloways provide practical help and advice on living with sight loss and keeping independent. They also provide help and information about registration, benefits and concessions.

Furthermore Galloways will talk through the services that they provide and also if needed put patients in touch with other organisations that could be of benefit. Our services are delivered through their four sight loss centres located in Preston, Morecambe, Chorley and Southport.

www.galloways.org.uk or telephone 01772 744148

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Talking Therapies – Pendle

Brief Description

The service provides evidence based treatments for people aged 16+ with mild to moderate anxiety and depression (implementing NICE Guidelines). The service is also available to help patients manage the psychological and emotional impact of long term health conditions e.g. COPD, diabetes. Treatments may be delivered as part of a group, online or on a one to one basis. Once an assessment has been completed a therapist will speak to a patient about treatment options.

Patients are able to self-refer and will receive an assessment without needing to see their GP first.

Conditions treated

The service can help with the following:-

- Mild to moderate anxiety or depression
- Panic
- Bereavement/loss
- Work stress
- Low self-esteem/confidence
- Poor sleep
- Adjustment issues e.g. retirement, redundancy, disability
- Dealing with diagnosis and living with health conditions/long term conditions e.g. COPD, diabetes
- Pre & post-natal depression (perinatal)
- Trauma – eg psychological trauma such as history of abuse or the psychological effects of physical trauma
- Relationship issues
- Phobia

Exclusions

The service **does not** cover the following:-

- Drug and/or alcohol dependence
- Individuals who are actively suicidal & in crisis
- Patients under 16 years of age
- Psychosis exc those who are hearing voices – see below
- Hearing voices – eg external auditory hallucinations
- Personality disorder – eg positive diagnosis of personality disorder

How to Access the Service

The service can be accessed via self-referral into either Lancashire Care Foundation Trust or the Lancashire Womens Centres, as detailed below.

Lancashire Care Foundation Trust – patients can either telephone the service or complete the online self-referral form using the details below.

Telephone: 01254 226007, Mon-Fri: 9am-5pm

Or

Complete the online self-referral form on <https://gateway.mayden.co.uk/referral-v2/07681012-dcbe-4194-acf6-e09a9ce2929d>

Lancashire Womens Centres – patients can either walk in, telephone or email the service using the details below. The service is available during the following hours:-

Monday: 9am-8pm (10am-3pm women only)

Tuesday: 9am-5pm (10am-3pm women only)

Wednesday: 9am-8pm (10am-3pm women only)

Thursday: 9am-5pm (10am-3pm women only)

Friday: 9am-4.30pm (10am-3pm women only)

Saturday: 9.30am-4.00pm (men and women)

Accrington Lancashire Womens Centre

21-25 Blackburn Road

Accrington

Lancashire

BB5 1HF

Telephone: 01254 871771

Email: community.wellbeing@nhs.net

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Low Vision Aids Service – Pendle

Brief Description

Low vision (visual impairment) is when your sight can't be corrected with glasses or contact lenses, or by any medical or surgical treatment. Low vision is more common in older people. The most common cause is age related macular degeneration (AMD).

Whilst low vision can't be cured, there's plenty of support available to help those affected carry on living a full life. East Lancashire CCG has commissioned a service from local opticians who stock a limited range of low vision aids equipment.

Signs of Low Vision:-

Any sight loss should be checked by an Optometrist. Signs that someone may need help include:-

- Colours look a little blurred
- You're finding it difficult to judge the depth of steps or kerbs
- Straight lines look wobbly (this is a sign of AMD)
- You find it hard to read, even with glasses or contact lenses
- Difficulty driving at night

It's important that the patient does not simply wait for these signs to appear. Ideally you should see an Optometrist every one to two years. Lots of people are entitled to free eye tests, including anyone who is over 60 years of age.

What support is available:-

A visit to the opticians is a good start. If they find a treatable problem the patient will be referred to hospital to see an ophthalmologist (eye doctor). The patient's GP will be kept informed and will give extra support and advice if needed.

If the optometrist, ophthalmologist or GP finds that the vision cannot be improved by glasses or contact lenses, or medical or surgical treatment then they may be referred to a low vision clinic either in hospital or in community. At the clinic trained staff can advise about managing at home, getting out and about and help with reading and writing and can also prescribe various appliances to assist where felt necessary. The patient does not have to be registered severely sight impaired (SSI or blind) or sight impaired (SI or partially sighted) to access this service. Should an SSI or SI registration be required then this has to be done with the authorisation of a consultant ophthalmologist in hospital.

Location & Map

This service is available at the following East Lancashire Opticians:-

Accrington – Boots Opticians (Unit 14 Arndale Centre, 10 Union Street) – 01254 232191
Barnoldswick – James Bontoft Opticians Ltd (23-25 Rainhall Road) – 01282 853223
Burnley – Boots Opticians (51 St James Street) – 01282 416850

Burnley – Browns Opticians (58 St James Street) – 01282 426068
Burnley – Specsavers (Unit 41, 25 The Mall) – 01282 450045
Colne – Wordens Eyecare (27 Skipton Road) – 01282 863919
Haslingden – Burgess Worden Opticians (18 Deardengate) – 01706 222660
Nelson – Browns Opticians (35 Railway Street) – 01282 697511
Rawtenstall – Worden/Hattons (63 Bank Street) – 01706 213713

Also - Accrington Blind Society – 32 Bank Street, Accrington BB5 1HP

Opening Hours

Opening times vary but most are open between 9am and 5.30pm Monday – Saturday, and a few 10am – 4.00pm on Sunday.

How accessed

If a patient is registered with an East Lancashire GP, they can access this local service rather than waiting for a GP appointment or referral to a specialist clinic. Patients can self-present, but please do contact the accredited practice to arrange a suitable appointment date and time. The practice receptionist will be able to ask some basic questions about the problem to determine whether a more urgent appointment is needed. There will be no charge made at any time for the use of this service or for the loan of any of the appliances should any have been prescribed.

Other support available:-

Accrington Blind society

This is one of the smaller independent local charities supporting people with a sight loss in the UK. Their resource centre displays many useful items, information and equipment, from little ‘bump ons’ to CCTV magnifiers and liquid level indicators. All items to be used by people with a sight loss are sold at cost. More information is available on their website:-

www.accringtonblindsociety.org.uk

Galloways

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Furthermore Galloways will talk through the services that they provide and also if needed put patients in touch with other organisations that could be of benefit. Our services are delivered through their four sight loss centres located in Preston, Morecambe, Chorley and Southport.

www.galloways.org.uk or telephone 01772 744148

January 2019 – V1.6

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Minor Eye Conditions Service – Pendle

Brief Description

This service is available to people with new or very recent minor eye problems to get the help that they need quickly and easily closer to home. Under this scheme, any patient can self-present with a minor eye condition to an optometrist who provides this service.

At a MECS appointment, clinical assessment, diagnosis and then clinical management will take place. Other, more serious eye problems – which may seem “minor” – may require the help of an eye specialist (an ophthalmologist). If this is the case, the MECS practitioner can make the referral for the patient directly with the hospital, making it easier for them to get the treatment they need as quickly as possible.

Conditions treated

The following conditions are seen under the MECS service:-

- Watery eyes
- In-growing lashes (trichiasis) – feels like they have something in their eye
- Superficial foreign bodies
- Inflammation of the eyelids (blepharitis – red, flaky and itchy lids)
- Dry eye (gritty / itchy / stinging / burning)
- Red eye (with normal vision and no pain)
- Flashing lights and “floaters”
- Styes and lid lumps (chalazion / hordeolum)

This service is available at the following Opticians:-

Pendle:-

Provider	MECS service not available on the days
Barnoldswick – James Bontoft Opticians Ltd (23-25 Rainhall Road) – 01282 853223	Tue, Sat pm & Sun
Nelson – Boots Opticians (52 Manchester Road) – 01282 614956	Tue, Thu, Fri & Sun
Nelson – Eyecare Optical (10 Manchester Road) – 01282 615339	Mon, Tue, Thu & Sun
Nelson – Specsavers (8 Marsden Mall, Pendle Rise Shopping Centre) – 01282 608450	Sat & Sun
Nelson – Brown Opticians (35 Railway Street) – 01282 697511	Tue, Fri, Sat & Sun
Colne – Eye Planit Opticians (60 Albert Road) – 01282 859775	Tue, Thu, Sat & Sun
Colne – Wordens Eyecare (27 Skipton Road) – 01282 863919	Mon pm, Tue, Wed, Thu, Fri pm, Sat & Sun

Other East Lancashire locality areas are shown below.

Opening Hours

Opening times vary but most are open between 9am and 5.30pm Monday – Saturday, and a few 10am – 4.00pm on Sunday. However, most Opticians are open between 8.00am and 6.00pm each weekday.

How accessed

If a patient is registered with an East Lancashire GP, they can access this local service rather than waiting for a GP appointment or referral to a specialist clinic. Patients can self-present, but it may be useful to contact the accredited practice to arrange a suitable appointment date and time. The practice receptionist will be able to ask some basic questions about the problem to determine whether a more urgent appointment is needed.

Other locations where this service is available:-

This service is available at the following Opticians:-

Burnley:-

Provider	MECS service not available on the following on days
Burnley – Browns Opticians (58 St James Street) – 01282 426068	Sunday
Burnley – Specsavers (Unit 41, 25 The Mall) – 01282 450045	Sunday
Burnley – Second Sight Eyecare (32-40 Keirby Walk) – 01282 839009	Fri, Sat & Sun
Burnley – M Anderson Optometrist (40 Lyndhurst Road) – 01282 453424	Mon am, Wed am, Thu pm, Sat & Sun
Burnley – Boots Opticians (51 St James Street) – 01282 416850	Mon, Tue & Sun
Padiham – Mark Jkinson Optometrist Ltd (95 Burnley Road) – 01282 771600	Tue, Sat pm & Sun

Hyndburn:-

Provider	MECS service not available on the following days
Accrington – Specsavers (Unit 4b Cornhill) – 01254 389666	Sunday
Accrington – Boots Opticians (Unit 14 Arndale Centre, 10 Union Street) – 01254 232191	Wednesday & Sunday
Accrington – SW Allen (17 Dutton Street) – 01254 233817	Sunday

Ribblesdale:-

Provider	MECS service not available on the following days
Clitheroe – Bayfields T/a Norman Cope (11 Castle Street) – 01200 423975	Sunday
Clitheroe – S W Allen Optical Ltd (5 Market Place) – 01200 423176	Mon, Wed, Thu, Sat & Sun

Rossendale:-

Provider	MECS service not available on the following days
Haslingden – David Gould Opticians (41 Deardengate) – 01706 228927	Mon, Wed, Fri, Sat pm & Sun
Haslingden – Burgess Worden Opticians (18 Deardengate) – 01706 222660	Wed, Fri, Sat pm & Sun
Rawtenstall – David Gould Opticians (101 Bank Street) – 01706 215200	Tue, Thu, Sat pm & Sun
Rawtenstall – Worden/Hattons (63 Bank Street) – 01706 213713	Tue, Wed, Fri, Sat & Sun
Bacup – Crowther Optometrists (33/35 Market Street) – 01706 874631	Wed, Sat pm & Sun

Day by Day availability:-

This service is available at the following Opticians:

Provider	Mon am	Mon pm	Tue am	Tue pm	Wed am	Wed pm	Thu am	Thu pm	Fri am	Fri pm	Sat am	Sat pm	Sun
BURNLEY													
Burnley – Browns Opticians (58 St James Street)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
Burnley – Specsavers (Unit 41, 25 The Mall)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
Burnley – Second Sight Eyecare (32-40 Keirby Walk)	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X	X	X
Burnley – M Anderson Optometrist (40 Lyndhurst Road)	X	✓	✓	✓	X	✓	✓	X	✓	✓	X	X	X
Burnley – Boots Opticians (51 St James Street)	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	X
Padiham – Mark Jinkinson Optometrist Ltd (95 Burnley Road)	✓	✓	X	X	✓	✓	✓	✓	✓	✓	✓	X	X
HYNDBURN													
Accrington – Specsavers (Unit 4b Cornhill)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
Accrington – Boots Opticians (Unit 14 Arndale Centre, 10 Union Street)	✓	✓	✓	✓	X	X	✓	✓	✓	✓	✓	✓	X
Accrington – SW Allen (17 Dutton Street)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
PENDLE													
Barnoldswick – James Bontoft Opt Ltd (23-25 Rainhall Road)	✓	✓	X	X	✓	✓	✓	✓	✓	✓	✓	X	X
Nelson – Boots Opticians (52 Manchester Road)	✓	✓	X	X	✓	✓	X	X	X	X	✓	✓	X
Nelson – Eyecare Optical (10 Manchester Road)	X	X	X	X	✓	✓	X	X	✓	✓	✓	✓	X
Nelson – Specsavers (8 Marsden Mall, Pendle Rise Shop Cent)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	X
Nelson – Brown Opticians (35 Railway Street)	✓	✓	X	X	✓	✓	✓	✓	X	X	X	X	X
Colne – Eye Planit Opticians (60 Albert Road)	✓	✓	X	X	✓	✓	X	X	✓	✓	X	X	X
Colne – Wordens Eyecare (27 Sipton Road)	✓	X	X	X	X	X	X	X	✓	X	X	X	X
RIBBLESDALE													
Clitheroe – Bayfields T/a Norman Cope (11 Castle Street)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
Clitheroe – S W Allen Optical Ltd (5 Market Place)	X	X	✓	✓	X	X	X	X	✓	✓	X	X	X
ROSSENDALE													
Haslingden – David Gould Opticians (41 Deardengate)	X	X	✓	✓	X	X	✓	✓	X	X	✓	X	X
Haslingden – Burgess Worden Opticians (18 Dearden-gate)	✓	✓	✓	✓	X	X	✓	✓	X	X	✓	X	X
Rawtenstall – David Gould Opticians (101 Bank Street)	✓	✓	X	X	✓	✓	X	X	✓	✓	✓	X	X
Rawtenstall – Worden/Hattons (63 Bank Street)	✓	✓	X	X	X	X	✓	✓	X	X	X	X	X
Bacup – Crowther Optometrists (33/35 Market Street)	✓	✓	✓	✓	X	X	✓	✓	✓	✓	✓	X	X

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Nutrition Support Team – Pendle

Brief Description

The aim of this service is to support appropriately signposted patients to meet their nutrition needs from food and drinks. This team gives advice on how this can be achieved through:-

- Regular meals
- Regular snacks
- Food fortification
- Nourishing drinks

Patients may be given information about other local services, support and groups to help them increase intake and achieve dietary goals.

In certain circumstances a nutrition product may be recommended in addition to dietary changes. These are intended to be taken for a short time only. They can be prescribed if the patient is being monitored by the Nutrition Support Team however if the patient stops engaging with this team the prescription will be stopped.

The nutrition support team will make recommendations to your GP if a nutrition product is required and a prescription will be issued in the normal way.

When a repeat prescription is required this can be ordered through the Nutrition Support Team by using the phone number below. The patient will be asked some simple questions regarding any issues they may have had since their last prescription and will be asked to provide current weight (if this has not already been provided).

The patients GP will then issue the prescription based on the Nutrition Support Teams recommendations. Patients are advised to always use products as advised by the Dietician.

Access details

Contact the team on:-

Freephone 0800 953 9005 (option 2)
or e-mail elccg.nutrition@nhs.net

Monday to Friday 9.00am to 3.30pm (excluding bank holidays)

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Pennine STEP – Pendle

Brief Description

Pennine Step (Succeed, Thrive, Empower, Pennine) is a non-clinical service for anyone who is struggling with their health and wellbeing. Typically these can be people with a social, physical, emotional or mental health problem that is impacting on their daily life. For those affected, from time to time, this can be tough.

Living with an issue that can impact on a person's day to day life is not always easy and can make daily activities very difficult. The symptoms may cause withdrawal from social contact, for example seeing family and friends so to avoid feelings of worry or stress.

The Pennine Step team are able to help by working out a way to support and inspire an individual referred to them person that will involve being on a journey to a better quality of life.

This service can support a person to access a variety of services, can accompany to appointments that will help to improve their overall social, physical, emotional and mental wellbeing.

Pennine Step are able to offer access to community activities, educational training to increase resilience, emotional wellbeing and build on personal strengths.

Referral Process

If you are working with an individual aged 18 years and over, Pennine Step can offer additional support or dependant on the referrer's service type, act as a step up, step down mechanism. The STEP team will support with a wide range of needs for an average period of 12 weeks.

Step would be happy to visit Healthcare providers to talk about their service provision and if you would like the STEP service to visit you, have any questions or wish to make a referral, please contact them either by phone or e-mail using the contact details listed below.

Appropriate patients & exclusions

Patients registered with an East Lancashire GP Practice and are struggling with health and wellbeing issues.

Acceptance Criteria	Exclusion Criteria
Adults 18 years and above in line with acceptance criteria and Multi-Disciplinary Teams (MDT) discussions <ul style="list-style-type: none">Physical HealthMild to moderate mental health (depression, anxiety)Emotional wellbeing/resilienceSubstance misuseHousingFinances (benefits, debts)Domestic abuse	<ul style="list-style-type: none">Currently under any section of the MH ActResident in Criminal Justice Service (CJS) setting – Young Offenders Institute (YOI) & prisonNot registered with a GP in Blackburn with Darwen or East Lancashire Clinical Commissioning Group (CCG) footprintHouseboundSevere Learning difficultiesAnyone under Deprivation of Liberty Safeguards (DoLS)High risk offenders.

Acceptance Criteria	Exclusion Criteria
<ul style="list-style-type: none"> • Lack of social networks • Low level criminality • NEET (Not in Education, Employment or Training) Advocacy • Those with a Personality Disorder (PD) diagnosis where STEP support is part of an overarching care plan • Clients in supported living accommodations where STEP support is part of an overarching care plan 	<ul style="list-style-type: none"> • Patients living in nursing / care homes

Contact details

To book an appointment phone 01254 781889

E-mail – Step.Info@cgl.org.uk

Facebook – facebook.com/PennineStep

Twitter - @PennineStep

Website – www.penninestep.org

Opening Hours

You can contact the Pennine Step team - Monday to Friday from 9.00am until 5.00pm.

Please be aware that the office/telephone is not manned daily, but that we do regularly check voicemails and respond accordingly.

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Royal British Legion - Pendle

Brief Description

The Royal British Legion provides lifelong support for the Armed Forces Community – those serving in the Regular and Reserve forces, veterans, and their families.

The Legion provides information, advice and guidance to help the Armed Forces community find and access the support they need, and also provides direct support in the following areas:

- Information and Advice
- General Support for a wide range of issues
- Benefits and Money Advice
- Housing Support
- Independent Living Advice
- Outreach Support
- War pension tribunals
- Handy van service
- Admiral Nurses
- Holiday breaks
- Employment support
- and much more.

The Royal British Legion will be able to signpost, when appropriate, into the Pennine Care Foundation Trust Military Veterans IAPT (Improving Access to Psychological Therapies) service. The Military Veteran's Service provides mental health support to **ex-service** personnel for conditions including depression, alcohol and substance misuse, anger problems and post-traumatic stress disorder. The RBL can also provide hospital visits or home visits for patients who are socially isolated.

Appropriate patients

Those who are either currently serving or have served in the Royal Navy, British Army, Royal Air Force, Regular or Reservists, and their families.

Exclusions

None

Opening Hours

The Royal British Legion contact centre is open 8am-8pm on **0808 802 8080** this will ensure that an individual is put through to the local Area Support Team. The Veterans Gateway can

also be contacted – this is a signposting and advice service and is available 24 hours a day on 0808 802 1212 or for online information and live chat visit www.veteransgateway.org.uk

Service summary:-

Information and Advice, General Support, Benefits and Money Advice, Housing Support, Independent Living Advice, Outreach Support, War pension tribunals, Handy van service, Admiral Nurses, Holiday breaks, Employment support and much more.

In addition there are local branches in East Lancashire that provide a meeting opportunity to meet other veterans and further signposting support:-

- Accrington
- Barnoldswick
- Blackburn
- Burnley & Padiham
- Clayton Le Moors
- Clitheroe
- Darwen
- Great Harwood
- Helmshore
- Church and Oswaldtwistle
- Haslingden
- Whalley

Details about a branch meeting times can be requested from 0808 802 8080 or by searching online.

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Self Care with your Community Pharmacy – Pendle

Brief Description

Self-care is widely acknowledged as an important solution to managing demand and keeping the NHS sustainable. Supporting people to self-manage common conditions such as coughs and colds could help bring down the 57 million GP consultations each year for minor ailments, a situation which costs the NHS approximately £2 billion and takes up to an hour a day on average for every GP.

Promoting the concept of self-care and increasing the awareness that there are alternatives to making GP appointments, or attendance at OOHs or A&E departments with minor conditions, will encourage patients to explore self-care in the future, so changing the culture of dependency on the NHS.

Self-care means keeping fit and healthy, as well as knowing how to take medicines, treat minor ailments and seek help when needed. Many minor ailments are of short duration, have no long term health implications and can often be self-managed by the individual. Treatments for minor ailments, including medicines like paracetamol, ibuprofen, headlice lotion and indigestion tablets are readily available over the counter in pharmacies.

The CCG will commission only the treatments or services which accord with all of the principles of Appropriateness; Effectiveness; Cost-effectiveness; Ethics and Affordability.

Conditions treated

The following criteria for inclusion / referral for self-care to Community Pharmacy:-

- Treatments used for minor ailments, which are in nature self-limiting.
- Treatments where there is insufficient evidence of clinical benefit or cost- effectiveness.
- Preparations where there may not be a clinical need to treat.
- Treatments are readily available in community pharmacies and supermarkets

You will be asked questions about your symptoms and any other medication you may currently be taking. This is to make sure that any medicines you may be given are suitable for you. Any details you give to your Pharmacist are confidential.

Exclusions / Exemptions

Conditions that patients should seek advice from the pharmacy for:-

Antifungal treatment	Antihistamines
Antiperspirants	Bites and stings treatments
Conjunctivitis treatments	Dandruff – cradle cap treatments
Diarrhoea treatment	Ear wax removers
Emollients for mild dry skin conditions	Headlice treatment
Health supplements	Indigestion / heartburn remedies
Nasal decongestants	Simple pain relief
Sore throat treatments	Sunscreens

Teething treatments
Warts and verruca treatments

Vitamins

Treatments for these conditions are no longer funded by the NHS so will need to be funded by the patient.

Patients with long term conditions e.g on-going chronic pain will still be able to receive prescribed products for their condition and pain management needs. The exemptions depend on the individual product or type of medication, but there are some exemptions for certain groups of people e.g patients being cared for at the end of their life.

How accessed

All Community Pharmacists offer self-care advice on a range of minor ailments and common conditions. They are an appropriate alternative to the use of general practice or other health care environments i.e. A&E, Out of hours urgent care. There is no need to make an appointment to speak to the pharmacist and many pharmacies are open in the evenings and at weekends. Any consultation with the pharmacist will be confidential and discrete, in a private area of the pharmacy.

As well as visiting the local pharmacist patients can also be encouraged to access the NHS Choices website – ‘live well’ or ‘self-care’: www.nhs.uk

Opening Hours

Pharmacy opening times vary however most Pharmacies are open between 8.00am and 6.00pm each weekday.

Service Access Criteria for:-

Contraception and Sexual Health (CaSH) – Pendle

Brief Description

Good sexual health is an important aspect of health and wellbeing and it is vital that people have information, confidence and access to quality services in order to seek appropriate care and make choices that are right for them. This helps people to develop positive relationships and enables them to protect themselves and their partners from infections and unintended pregnancy.

This service aims to promote positive attitudes towards sexual health through appropriate dialogue with all members of the community so people are empowered to make informed choices about their sexual and reproductive health.

The Contraception and Sexual Health (CaSH) service provides a range of sexual health services including contraception choices, testing and treatment for Sexually Transmitted Infections. All of these services are free, confidential and provided by specially trained staff. Clinics are fully integrated so the full range of services can be accessed in a single appointment.

Contraception Services - a confidential, high-quality service provided by specially trained staff. These services are available to any person, without the need for referral.

Genitourinary Medicine - the service is able to provide testing and treatment of sexually transmitted infections, including HIV, in line with national guidelines.

Community Education Sexual Health (CeSH) – the CeSH team works with a variety of professionals and community members to provide information, training and resources to help enhance delivery of sex and relationships education.

Please call 0300 1234 154 for up to date clinic times and to make an appointment or request advice. Please notify the service of any access or individual requirements at the time of booking.

Under 25s

Lancashire – Blackpool Teaching Hospitals provide Under 25 Sexual Health to the remainder of Lancashire and to people of all ages across.

Blackburn with Darwen - Lancashire Care Contraception and Sexual Health (CaSH) Services in partnership with Brook provide sexual health services

All staff are specially trained and services are free, confidential and non-judgemental. There are clinics in various locations and different session times across Lancashire and Blackburn with Darwen.

Over 25s

- East Lancashire (excluding BwD) if you would like information or advice or to book an appointment at a clinic in please call 0300 1234154.
- Blackburn with Darwen (BwD) - if you would like information or advice or to book an appointment at a clinic in please call 01772 401140.

Appropriate patients

Patients registered with an East Lancashire GP Practice who have a sexual health concern.

Exclusions

None

Locations & Contact details

To book an appointment at any of the clinics or need advice ring – 01772 401140

All sites in East Lancashire Clinics call 0300 1234 154:

Acorn Health Centre
241 Blackburn Road
Accrington
Lancashire
BB5 1RT

Colne Health Centre
Craddock Road
Colne
Lancashire
BB8 0JZ

St Peter's Primary Care Centre
4th Floor Church Street
Burnley
Lancashire
BB11 2DL

Bacup Primary Health Centre
Irwell Mill
Rochdale Road
Lancashire
OL13 9NR

Clitheroe Community Hospital
Craddock Road
Clitheroe
Lancashire
BB7 4JX

Haslingden Health Centre
Manchester Road

Haslingden
Lancashire
BB4 5SL

Rosendale Health Centre
Bacup Road
Rawtenstall
Lancashire
BB4 7PL

Waterfoot Health Centre
Cowpe Road
Waterfoot
Lancashire
BB4 7DN

Yarnspinners Health Centre
Carr Road
Nelson
Lancashire
BB9 7SR

Brook Burnley Under 25's only
64 Bank Parade,
Burnley
Lancashire
BB11 1TS

Link to location map -

Opening Hours

The CaSH Service is available Monday to Friday call 03001234 154 for more details.
www.lancashiresexualhealth.nhs.uk

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

CGL Inspire – East Lancashire

Brief Description

Inspire Integrated Substance Misuse Service offer a wide range of support for anyone worried about their own or somebody else's substance/alcohol use. We offer advice and guidance to individuals and family members through rapid, open access assessment leading to support and treatment.

What we do:-

Wellbeing, prevention and early help

- Outreach and engagement work
- Comprehensive assessments
- Digital interventions
- Community training package
- Health promotions and campaigns
- BBV screening and testing
- Naloxone

Treatment

- Case coordination
- Specialist treatment packages
- Acceptance and commitment theory
- Foundations of Recovery programme
- Detox and medically assisted recovery
- Shared care
- Psychosocial interventions and counselling

Recovery development and support

- 5 ways to wellbeing activities
- Family coaching
- Moving Parents and Children Together (MPACT)
- Employment, Training, Education, Volunteering and Enterprise support
- Non-abstinent crisis housing - tenancy support
- Abstinent housing
- Recovery housing
- Live & Thrive abstinence programme
- Facilitated access to mutual aid

Support for everyone

At Inspire, we believe there is no wrong door into services. That's why anyone can access the service anytime, anywhere - via our helpline, website and digital interventions such as email and texting, or accessing our community groups in an area convenient for you.

Family focus

We recognise the importance of family and the significant part they play in supporting service users. Our Teams will ensure family members are involved as much as the service user needs, with opportunities such as Family Coaching, MPACT and support groups specifically for families and carers. We can also provide training sessions for families on drug awareness and Naloxone.

Community awareness

We've developed specialist training packages for local businesses and organisations, community groups, partner agencies and other stakeholders, on topics such as New Psychoactive Substances (NPS), Information and Brief Advice, Drug and Alcohol Awareness and more. Speak to a member of our Wellbeing, Prevention and Early Help team for more details and planned training dates.

Referral process

We offer open access clinics across East Lancs, either by dropping in or having a pre-booked appointment closer to you home, please contact one of the teams on the number below. You can also self-refer via the website below and complete an online referral form, one of our digital team staff will respond. Our website also provides up to date information on what we deliver out in the community and when you can access.

Contact details

Services provided across East Lancashire in a range of community venues.

Contact us via:

Accrington Health & Wellbeing Hub
33 Eagle Street, Accrington BB5 1LN

Burnley Health & Wellbeing Hub
37-41 Westgate, Burnley BB11 1RY

T 01254 495 382

F 01524 451 029

W www.inspirelancs.org.uk

facebook.com/inspire.east

[@InspireEastLanc](https://twitter.com/InspireEastLanc)

Service Access Criteria for:-

Stop Smoking – Quit Squad – Pendle

Brief Description

Research shows that you are four times more likely to stop smoking if you access a specialist advisor service like the Quit Squad than going alone. The service is free to access for anyone over 12 years of age.

The Quit Squad provides information and support about all the stop smoking products available. The service can provide support on the process of preparation and planning to stop smoking, relapse prevention, stress management and tools to stop you thinking about smoking are provided along with a consultation. There are different types of products available to help you smoking either containing nicotine or non-nicotine medications, both of which increase your chances of quitting. Support is available through a number of ways:-

Community drop in

These sessions are easy access and you do not always need an appointment. All those attending will be seen individually by a trained advisor. Follow ups will be weekly or fortnightly or as arranged with your advisor and at a time which is suitable for you.

Group sessions

Group sessions are available on request but they are limited if you would like the support of others who are also trying to stop smoking.

Cost and duration

There is no charge to attend this service.

The duration of the course is 12 weeks, the initial assessment lasts for approximately 30 minutes. It is possible to be seen with a friend, partner or relative. Follow up appointments are tailored to specific needs and each session lasts approximately 15 minutes.

Access details

Call freephone 0800 328 6297 or

Visit – www.quitsquad.nhs.uk or www.lancashirecare.nhs.uk

Referrals

A GP or staff member can refer you, or you can self-refer by contacting the service by any of the methods above.

Testimonials

"Giving up smoking is so much easier with a friend, we visited the local stop smoking service together. Since giving up we both feel a lot healthier and now walk up Pendle Hill" – Tina & Zoe, Accrington.

“I did it my way, for a better family life. My doctor said it was time to give up. He told me about the stop smoking service – It was quick and easy to attend, it saved my life, they helped me to do it my way and now I’m a happier, healthier Dad.” – Michael, Barnoldswick

Additional Information:-

Support in pregnancy

The quit squad have specialist stop smoking advisors providing friendly and individual support who will work closely with those referred to help stop smoking. It may be necessary to involve the midwife. In addition family members who also smoke and want to stop can also get help.

It is much safer to use Nicotine Replacement Therapy (NRT) whilst pregnant than continuing to smoke. A dedicated team will offer support and help stop smoking with the use of Nicotine Replacement Therapy (NRT).

Specific services for the South Asian Community within clinics

The quit squad offer support for people with language and cultural barriers from the south Asian community. They have trained advisors who offer multilingual services speaking Punjabi, Gurdjati and Urdu, which are culturally sensitive including acknowledging the differences in culture which can vary within families as well as communities.

Those referred have the option to access the one to one clinics in their local area or attend the community drop in clinics without fear or stigma.

Pendle Care Navigation / Directory of Services

Service Access Criteria for:-

Up and Active – Pendle

Brief Description

The Up and Active team supports local people to lead a healthier lifestyle through supporting individuals to become more active and lose weight.

Support provided

Structured 12 week programme:-

- Mentoring and support from qualified weight management and exercise specialists
- Nutritional advice on weight related topics
- Quick and easy recipes
- Weekly weigh in
- 45 minute exercise session
- Supervised gym sessions

12 week pass to gym, swim and up and active classes

Aims of Up and Active

- To improve health outcomes and reduce health inequalities, by providing opportunities for physical activity and weight management support
- Deliver a service which is flexible, culturally appropriate and accessible to meet local needs
- Develop self-referral pathways to break down the barriers to accessing activities and encourage greater individual self-care and sustainable behaviour change
- Establish an annual calendar of community and mass participation events to target inactive people from lower socioeconomic backgrounds

Benefits of physical activity

- Prevention of medical conditions
- Maintenance of strength, balance and motor skills
- Management of medical conditions
- Improved sleep
- Increased energy levels
- Improved confidence and self esteem
- Healthy development in early years
- Volunteering and social engagement

How accessed

Sessions are run at various locations across East Lancashire at different times throughout the week. To book or for further information please call on:-

Pendle – 01282 661226

Burnley – 01282 477134

Rossendale – 01706 221524

Hyndburn – 01254 385945 ext 209

Ribble Valley – 01200 414484

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