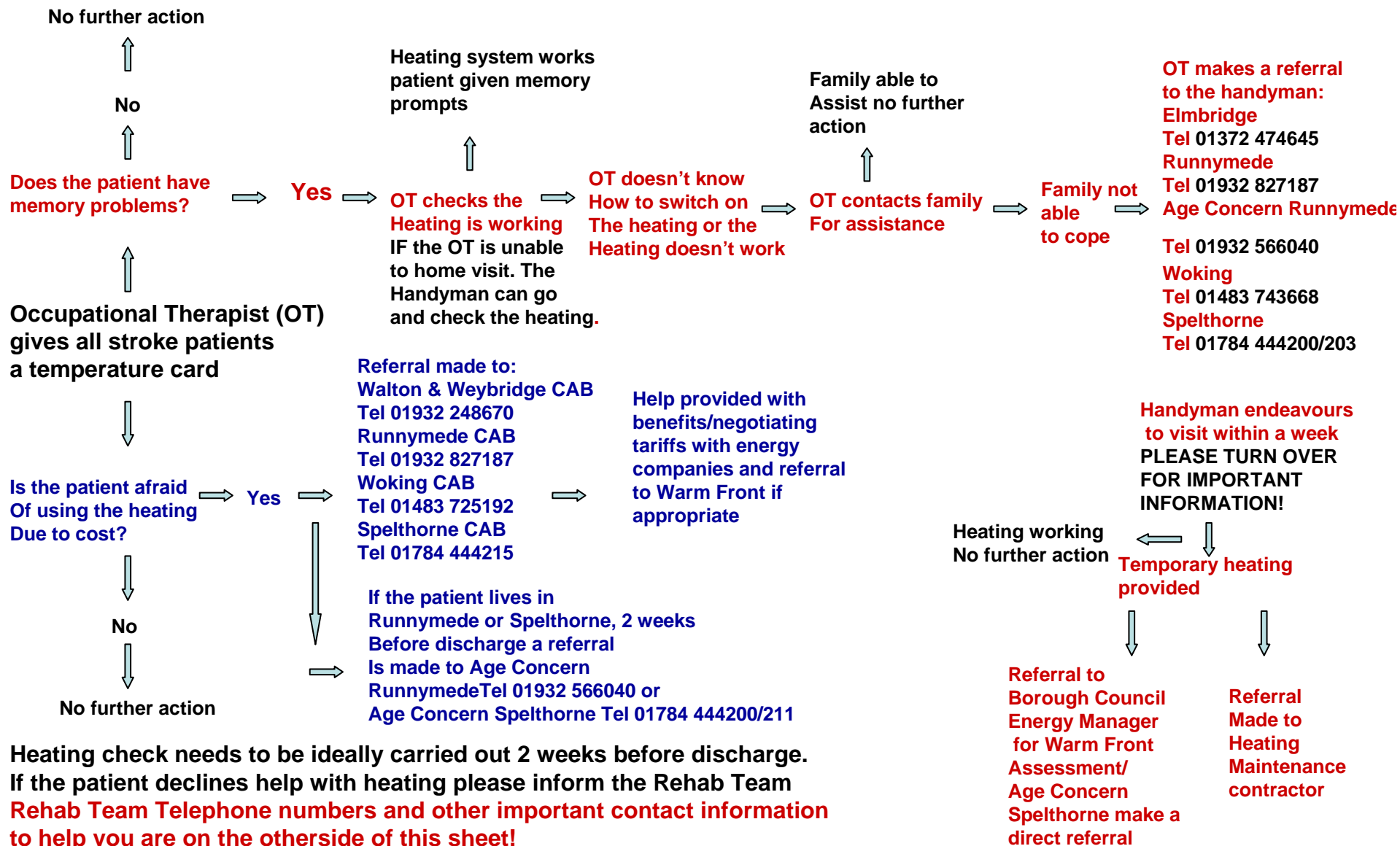


Heating Check for Stroke Patients Discharged from Wards and Medical Assessment Unit (MAU)

PLEASE USE THIS REFERRAL PROCESS ALL YEAR TO IDENTIFY HEATING PROBLEMS EARLIER ENOUGH TO BE RESOLVED



Heating check needs to be ideally carried out 2 weeks before discharge. If the patient declines help with heating please inform the Rehab Team **Rehab Team Telephone numbers and other important contact information to help you are on the otherside of this sheet!**

Important Information

Rehabilitation Team Telephone Numbers

Runnymede Community Rehabilitation Team 01932 722957
Spelthorne Community Rehabilitation Team - 01784884102
West Elmbridge Community Rehabilitation Team - 01932414220
Woking Community Rehabilitation Team - 01483715911 ext 6361

Citizen Advice Telephone Numbers

Please note the Citizen Advice telephone numbers on the chart are not to be given to patients. These Telephone numbers are for use by professionals only. Patients will be given an A4 summary sheet with the public telephone numbers to ring.

Handyman Services

Runnymede and Woking Borough Council's Handyman service provides labour free of charge (unless the Handyman is asked to do work other than check the heating) there will be a charge for materials if needed. This is unlikely in the event of just a heating check. Tel 01483 743668 Email = homelink@woking.gov.uk
Age Concern Runnymede Handyperson service charges £7.10 per half an hour and £10.00 per hour. Please contact Tel 01932 566040 Email sec@acrunnymede.co.uk

Elmbridge Borough Council's Handyman service charges £10 per hour (excluding the cost of materials),or £8 per hour if also having a keysafe fitted for people who receive a means tested benefit (ie Income Support, Pension Credit, Council Tax Benefit, Housing Benefit) and £17 per hour, or £12 per hour if also having a keysafe fitted for people who do not receive a means tested benefit. Please contact Tel 01372 474645

Age Concern Spelthorne's Handyman service charges £10 an hour
Telephone 01784 444200/211 answer phone for messages 24/7 Email: ageconcern@spelthorne.gov.uk

Where charges apply, If the patient will have difficulty paying the handyman service charge please ask about the Hardship Fund.

Warm Front is a government-funded scheme which provides a package of energy efficient insulation and heating improvements to suit your property. Warm Front grants are for people who own their home or rent it from a private landlord and are on certain benefits.

Please call the Warm Front team for free on 0800 316 2805 or email enquiry@eaga.com to find out more. The phone lines are open Monday to Friday 8am to 6pm and from 9am to 5pm on Saturdays.