

What you can expect from us

- > The Red Cross works within the Health and Safety at Work Act, 1974
- > We provide a professional service and make sure people are treated well and their rights and dignity are respected
- > We work within our policies and procedures to provide a high level of service that meets people's needs
- > While you are getting support from us, with your permission we will collect, record and use certain personal information about you. We will not share your details with a third party without your permission.
- > The Red Cross does not discriminate on the basis of nationality, race, religious beliefs, class or political opinions. We work with whoever needs support, whatever their background or belief
- > Everyone has a right to be free from abuse and harm. If you tell us that you or others are at risk, we will take this seriously

Please speak to us if you would like to know about anything in this leaflet in more depth.

Feedback

We welcome any comments, good or bad. If you have any feedback about the service provided, we would like to hear from you. Call us on 0300 456 1981.

How to contact us

Telephone: 0345 054 7171

Email: firstcallnorthants@redcross.org.uk

Local office address: Hatton Close, Moulton Park, Northampton. NN3 6SU

Opening times: 09:00 - 17:00 Mon - Fri

The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220949), Scotland (SC037738) and Isle of Man (0752).

Cover photo: © Simon Rawles.

Please note that we are unable to provide personal care or administer medication.



Email: production@redcross.org.uk

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OUR INDEPENDENT LIVING SERVICES

SUPPORT AT HOME - FIRST CALL NORTHANTS

We offer short-term practical and emotional support to help people improve their wellbeing and quality of life and live independently in their community. Our services are tailored to each person's needs and goals.

What we do

We offer a range of services including support at home, help getting home from hospital, wheelchair loans and help finding other services and support.

How we work

Our staff and volunteers are fully trained. We pride ourselves on being friendly and helpful and we understand people's different physical and emotional needs.

Our services are tailored to each person's needs and we are flexible, reliable and committed to giving you as much choice and control of your support as possible. We will work closely with you, discussing all assessments and plans with you. We will listen carefully to what you tell us is important – now and in the future – and we will record this on your individual support plan.



Photo: ©Joel Chant / UNP

Support at Home - First Call Service - Northants

The First Call service is there for you should you need some extra support. This may be following a stay in hospital, recovering from an illness or if you are feeling alone and isolated.

What can the service do for me?

We will support you through a difficult time in your life by listening with compassion and understanding. We can help you to plan for the future, engage with your local community and if needed refer you to further support services.

How much will it cost me?

There is no charge for this service.

However, if you would like to make a donation please contact the service on: 0345 054 7171

How can I access this service?

This service is available to anyone over the age of 18 years.

Referrals can be made by you, your family, friends, health professionals and other organisations as long as they have your permission to do so.

To make a referral please call: 345 054 7171 or Email: firstcallnorthants@redcross.org.uk



Photo: © Simon Rawles

What happens next?

After we have received your referral, we will contact you to arrange a visit. At this visit we will discuss your needs and goals.

If appropriate we will arrange future support visits with one of our trained staff/volunteers.