

## Community services commissioned by Cambridgeshire and Peterborough

Cambridgeshire County Council and Peterborough City Council Adult Social Care commission a wide range of community organisations specifically to support their residents.

Where you identify that an individual has longer-term care and support needs, beyond those you are immediately able to meet, you can make referrals to the appropriate organisations listed here.

This is a small sample of the community services available across Cambridgeshire and Peterborough, you can search for others using the online directories. The directories are being updated daily with the latest information about what is currently available:

**Cambridgeshire Online Directory** [www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)

**Peterborough Information Network** [www.peterborough.gov.uk/PIN](http://www.peterborough.gov.uk/PIN)

The organisations listed have adapted what they can offer in the current situation, the information provided is correct as of the 15 April 2020, for the latest information please refer to the directories or the organisation's website directly.

Where an individual's longer term needs are not able to be fully met by community services then a referral to Adult Early Help, with Adult Social Care may be appropriate.

This information has been produced by Cambridgeshire County Council and Peterborough City Council to be used by professionals and volunteers who are having conversations with and are supporting residents during the Covid-19 response period.  
The information is correct at the time of production, 15 April 2020.

### Older people and/or hospital discharge

Provider	Current offer	Contact details
<b>Age UK</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Information and advice line</li> <li>• Support for discharge planning</li> <li>• Installing grab rails and key safes</li> </ul>	0300 666 9860 <a href="mailto:COVID19@AGEUKCAP.ORG.UK">COVID19@AGEUKCAP.ORG.UK</a> <a href="http://www.ageuk.org.uk/cambbridgeshireandpeterborough">www.ageuk.org.uk/cambbridgeshireandpeterborough</a> Seven days per week, 10am-4pm
<b>British Red Cross</b> (Peterborough only)	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Support for discharge planning</li> </ul>	01733 207113 Back-up: 07738 944564 <a href="http://www.redcross.org.uk/get-help/get-support-at-home">www.redcross.org.uk/get-help/get-support-at-home</a> Seven days per week, 10am-6pm
<b>Care Network</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Remote wellbeing activities</li> <li>• Triage into local voluntary sector</li> <li>• Support for discharge planning</li> </ul>	Rapid Response Service: 01223 714433 0330 094 5750 Triage Service into Local Voluntary Sector: <ul style="list-style-type: none"> <li>• Fenland: 01354 695208</li> <li>• East Cambridgeshire: 01353 659639</li> <li>• Cambridge City: 01223 300460</li> <li>• South Cambridgeshire: 01954 212100</li> <li>• Huntingdonshire: 01480 423065</li> </ul> <a href="https://care-network.org.uk/">https://care-network.org.uk/</a> Mon-Fri 9am-5pm Sat-Sun 10am-4pm

## Older people and/or hospital discharge (Cont.)

Provider	Offer	Contact details
<b>LINCA (Lincolnshire Care Association)</b> (Cambridgeshire and Peterborough)	Care Home Trusted Assessor staff roles at the following hospitals: <ul style="list-style-type: none"> <li>• Addenbrooke's Hospital</li> <li>• Peterborough City Hospital</li> <li>• Hunchingbrooke Hospital</li> </ul>	Michele Briggs, Lead Care Home Trusted Assessor <a href="mailto:michelechta@linca.org.uk">michelechta@linca.org.uk</a> , 07593 135461 Addenbrookes: <ul style="list-style-type: none"> <li>• <a href="mailto:jackiechta@linca.org.uk">jackiechta@linca.org.uk</a>, 07593 135455</li> <li>• <a href="mailto:suzannechta@linca.org.uk">suzannechta@linca.org.uk</a>, 07593 135455</li> </ul> Hinchingsbrooke: <ul style="list-style-type: none"> <li>• <a href="mailto:kellychta@linca.org.uk">kellychta@linca.org.uk</a>, 07593 135451</li> </ul>
<b>Stroke Association</b> (Peterborough)	<ul style="list-style-type: none"> <li>• Telephone support / welfare check-ins</li> <li>• Information and advice line</li> <li>• On-line portal</li> <li>• Posting and emailing support information</li> </ul>	National Stroke Helpline: 0303 3033 100 (8am-6pm) Textphone: 18001 0303 3033 100 <a href="mailto:helpline@stroke.org.uk">helpline@stroke.org.uk</a> Hannah Rushton, Peterborough Coordinator <a href="mailto:hannah.rushton@stroke.org.uk">hannah.rushton@stroke.org.uk</a> 07506 421207

## Dementia

Provider	Offer	Contact details
<b>Alzheimer's Society</b> (Peterborough)	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone Support / Welfare check-ins</li> <li>• Signposting to local community support</li> <li>• Dementia resource centre</li> </ul>	Contact Tina Kierman 01223 813894 ext 3295 M: 0759 0418 531 <a href="mailto:tina.kierman@alzheimers.org.uk">tina.kierman@alzheimers.org.uk</a> Monday - Friday, 9.00 am - 5.00 pm.

## Carers

Provider	Offer	Contact details
<b>Caring Together</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone Support / Welfare check-ins</li> <li>• Information &amp; Advice line</li> <li>• Virtual Hubs</li> <li>• What If? contingency plans</li> <li>• Listening Ear service providing emotional support</li> </ul>	0345 241 0954 <a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a> <a href="http://www.caringtogether.org">www.caringtogether.org</a> Monday - Friday What if? Plans seven days per week
<b>Making Space</b> (Cambridgeshire)	For carers of people with mental health conditions. <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Email support</li> </ul>	01480 211 006 <a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a> Seven days per week
<b>Centre 33</b> (Cambridgeshire)	<ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	0333 4141809 Text/WhatsApp 07514 783745 <a href="mailto:help@centre33.org.uk">help@centre33.org.uk</a> Mon-Fri 12 noon - 4pm

## Sensory impairment

Provider	Offer	Contact details
<b>Cambridgeshire Deaf Association</b> (Cambridgeshire and Peterborough)	For individuals who are deaf or hard of hearing: <ul style="list-style-type: none"> <li>• Telephone support / Welfare check-ins</li> <li>• BSL video communication</li> <li>• Online drop-in groups (via Zoom)</li> </ul>	01223 246237; text: 07429 231230 <a href="mailto:office@cambsdeaf.org">office@cambsdeaf.org</a> <a href="http://www.cambsdeaf.org">www.cambsdeaf.org</a> 9.00 am - 5.30 pm
<b>Cambridgeshire Hearing Help</b> (Cambridgeshire)	For individuals who are deaf or hard of hearing: <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Hearing aid batteries and maintenance by post</li> </ul>	01223 416141 <a href="mailto:enquiries@cambridgeshirehearinghelp.org.uk">enquiries@cambridgeshirehearinghelp.org.uk</a> <a href="http://www.cambridgeshirehearinghelp.org.uk">www.cambridgeshirehearinghelp.org.uk</a>

Sensory impairment (Cont.)		
Provider	Offer	Contact details
<b>Camsight</b> (Cambridgeshire)	For individuals with reduced vision or blindness: <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	Cambridge: 01223 420033 Wisbech: 01945 660795 <a href="mailto:info@camsight.org.uk">info@camsight.org.uk</a> www.camsight.org.uk
<b>Peterborough Association for the Blind</b> (Peterborough)	For individuals with reduced vision or blindness: <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Talking newspaper</li> </ul>	01733 344844 <a href="mailto:info@mypab.org.uk">info@mypab.org.uk</a> www.mypab.org.uk/
<b>Hunts Society for the Blind</b> (Huntingdonshire)	For individuals with reduced vision or blindness: <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	www.huntsblind.co.uk/
<b>Deafblind UK</b> (Peterborough)	For individuals who are deafblind: <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	0800 132 320 Text: 07950 008870 <a href="mailto:info@deafblind.org.uk">info@deafblind.org.uk</a> www.deafblind.org.uk

Mental Health		
Provider	Offer	Contact details
<b>Choices Counselling</b> (Cambridgeshire)	<ul style="list-style-type: none"> <li>• 1:1 telephone or video confidential counselling service for men and women whose lives are affected by childhood sexual abuse</li> </ul>	01223 358149 <a href="mailto:admin@choicescounselling.co.uk">admin@choicescounselling.co.uk</a> www.choicescounselling.co.uk/
<b>Richmond Fellowship</b> (Cambridgeshire)	<ul style="list-style-type: none"> <li>• Employment telephone support</li> </ul>	Cambridgeshire: 01480 456257 Cambridge: 01223 301032

Mental Health (Cont.)		
Provider	Offer	Contact details
<b>Lifecraft</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• Telephone and video call support</li> </ul>	Lifeline service: 0808 808 2121 (2pm-11pm seven days per week) www.lifecraft.org.uk
<b>CPSL MIND</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• Telephone and video call support</li> <li>• 1:1 visit support for high-risk clients</li> <li>• Alternative virtual group support</li> <li>• Qwell - online Good Life service</li> <li>• Website information</li> <li>• Out-of-hours crisis telephone support through NHS First Response Service (111, Option 2)</li> </ul>	0300 303 4363 <a href="mailto:enquiries@cpslmind.org.uk">enquiries@cpslmind.org.uk</a> www.cpslmind.org.uk Mon – Fri 9:30am-5:30pm

Other		
Provider	Offer	Contact details
<b>iCare meals delivery</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• Meals on wheels (Peterborough only)</li> <li>• Frozen meal delivery service</li> </ul>	For PCC/NHS/Vol Sector Orgs: 01468 4669902 For private customers: 0845 604 1125 www.icarecuisine.co.uk
<b>VoiceAbility</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• Telephone advocacy support</li> </ul>	0300 222 5704 text: 07860 018481 <a href="mailto:tvcp@voiceability.org">tvcp@voiceability.org</a> Mon-Fri 9am-5pm
<b>Healthwatch</b> (Cambridgeshire and Peterborough)	<ul style="list-style-type: none"> <li>• Information, advice and signposting phone line</li> <li>• Website information</li> <li>• Emailing support information</li> </ul>	0330 355 1285 Text: 0752 0635 176 <a href="mailto:enquiries@healthwatchcambspboro.co.uk">enquiries@healthwatchcambspboro.co.uk</a> 9am-4pm Mon-Thur 9am-3:30pm Fri