



# Care Navigation in Burnley

October 2021

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## **Burnley Care Navigation / Directory of Services**

### **Service Access Criteria for: -**

## **1. Age UK - Hospital Aftercare Service – Pennine Lancashire**

### **Brief Description**

Age UK Lancashire is currently commissioned by East Lancashire and Blackburn with Darwen Clinical Commissioning Groups, Blackburn with Darwen Council and Lancashire County Council to deliver a Hospital Aftercare Service (HAS) to residents of East Lancashire and Blackburn with Darwen over 18 years of age. The service aims to prevent hospital attendance/admission by supporting people in their own home and will provide up to 3 hours' support to transport people home (from hospital) and to help them settle back into their own home. The service also supports people to be discharged following a hospital visit or a stay in a Community Bed based service. The Wellbeing Worker will perform an assessment in the Service User's home to identify additional health and social care needs to help prevent re-admission.

### **Eligibility Criteria**

This service is available to 18+, if you are registered with a GP within Pennine Lancashire and have just been to an Urgent Care Centre, an Emergency Department or Minor Injuries Unit, or have had a period of illness at home.

### **Support offered**

The Hospital Aftercare Service is delivered in hospital and home visit settings.

The Service operates across two Tiers:

### **Tier 1 – Take Home and Settle**

As described in the summary, this service will provide a time limited service for up to 3 hours' direct support which includes transport home and offers low level support with the intention of helping the Service User settle back into their own home. This is available to Service Users in the East Lancashire and Blackburn with Darwen areas following a hospital visit or a stay in a Community Bed based service. Our Wellbeing Worker will perform an assessment in the Service User's home in relation to (this list is not exhaustive):

- Holistic Assessment
- Emergency shopping/Cleaning (Fridge out of date food)
- Assistance with any immediate concerns within their home- electricity/gas supplies (bills not paid whilst in hospital)
- Falls prevent advice
- Home Safety Check
- Address any housing issues
- Benefit checks
- Referring to other Organisations, agencies to avoid a readmission

## **Tier 2** – Follow up and support

This service provides low level on-going support for up to six weeks and the person's needs will be assessed on a regular basis to ensure that any change of needs to ensure that the service offer can be altered depending on service user's needs. The service user's will be expected to participate with the service to increase their confidence and enable them to reach their potential in maintaining their ability to manage at home.

This service is the same but delivered by 2 different organisations across Pennine:

- Age UK BwD provides support in Blackburn with Darwen area
- Age UK Lancashire provides support in East Lancashire Area)

Both services offer:

- Early intervention to prevent deterioration of health and wellbeing.
- Information, advice and guidance to support self-care, regain confidence and improve resilience.
- Speedy holistic assessment of social and environmental needs in a confidential setting, either as a home visit or over the telephone.
- Bi-lingual assessments (Urdu & Gujarati).
- Onward referrals to Health, Social, Voluntary and Statutory services.
- Referrals into Integrated Neighbourhood Team meetings for wider discussion, if required.

### **Days/Hours of operation**

The Service is available 7 days a week, and 365 days per year. 9.00 am – 5 pm (Monday – Sunday)

<b>BwD Service Users</b>	<b>East Lancashire service users</b>
Age UK Blackburn with Darwen, 4 King Street, Blackburn, BB2 2DH	Age UK Lancashire, hospital based Royal Blackburn Hospital -Unity House & Burnley General Hospital – Urgent Care Centre
Contact details: Tier 2- telephone 01254 266620 OR Complete the referral form and email to: here.tohelp@nhs.net or heretohelp@ageukbwd.org.uk	Contact details: Tier 2 – telephone 01282 436414 or 01254 734526- Messages are picked up frequently throughout the day.

**Please leave as much service user information as possible including patients RXR/NHS number (where appropriate) and your name and telephone number.**

### **Cost**

This is a free service and there is no cost to the patient.

### **Benefit entitlements**

The service will not affect your benefit entitlements.

## **How to refer?**

As per table above.

Last referral time for Take Home and Settle (T1) is 2pm, if you do not hear back within 30 mins, please note we will not be able to accept the referral. All patients must be medically fit at point of referral. Please note we do have limited capacity daily.

Referrals for T2 accepted anytime and are picked up throughout the day, please leave the patients RXR/NHS number and your name and telephone number.

Please note referrals are not confirmed until a member of the team confirms this with the ward staff for Take Home and Settle or with the referrer for Tier 2.

## **Exclusions for both tier 1 and 2 services**

- Under the influence of Drugs or Alcohol
- Resident outside of the Pennine Area
- Resident of Care Homes or Nursing Homes

## **Burnley Care Navigation / Directory of Services**

**Service Access Criteria for: -**

### **2. Age UK - Other Services (Not Hospital Aftercare Service) – East Lancashire**

**Age UK Services: -**

- **Information Services and Support**
- **Loving Later Life Clubs**
- **Veterans Support Service**
- **Integrated Care Programme**
- **Home Help**

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

**Tel: 0300 303 1234 or [www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)**

### **Information Services and Support**

#### **Brief Description**

The service is free of charge, confidential, independent, and impartial. We can help you with a range of issues which may be about claiming benefits, housing, 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.

#### **Eligibility Criteria**

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

#### **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 or tell you what you should do – we will listen, explain all the available options to you and support you during the action you decide to take. If we aren't able to help you, we will try to help you find someone who can.

#### **How to Get Information and Advice**

You can choose the way to contact us that suits you the best

By telephone, email, or letter

#### **Advice Line: 0300 303 1234**

Our telephone information and advice service opening hours are 9.00 am - 5.00 pm. We will ask you some questions to assess your needs and arrange to call you back at a mutually convenient time.

#### **Email:**

You can email us on: [advice@ageuklancs.org.uk](mailto:advice@ageuklancs.org.uk)

**Letter:**

Or you can write to us at:  
I&A Team, Age UK Lancashire,  
3-2-5 Storey House,  
White Cross Business Park,  
South Road,  
Lancaster,  
LA4 4XQ

## **Loving Later Life Clubs**

**Brief Description**

Age UK Lancashire's Loving Later Life Day Clubs provide an opportunity for those in later life to socialise, learn or relearn skills and take part in fun activities. The service is delivered in a Covid-compliant small group environment at a local centre equipped with appropriate facilities and resources or on a one to one (outreach) basis in the client's own home or out in the community.

We offer a range of activities which build confidence, promote independence, maintain cognitive functioning and most importantly, are meaningful and engaging.

**Service Detail****For Individuals**

We provide a wide-ranging variety of enjoyable activities designed to encourage participation and stimulation. We may provide personal care and assistance at centres with appropriate facilities. All individuals are assessed to ensure that their needs are met in a person-centred way. To make this process as simple and straightforward as possible we liaise with social workers and other services involved in care provision on the individual's behalf if required.

**For Carers**

Day Clubs provide much-needed respite to families caring for individuals and important social interaction and stimulation for older people who are isolated.

**Activities and Food**

At the centres we provide a nutritional, healthy two-course meal with refreshments and snacks. At home we can prepare a light meal or support you to plan and prepare meals independently.

**Eligibility Criteria**

This service is available to adults aged 50+

**Prices**

Full Day (Standard): £42

Includes: Support from trained staff, person centred activities, two course lunch & refreshments throughout the day.

Full Day (Enhanced): £65

Includes: Support with personal care & prompting, individually designed activities, two course lunch & refreshments throughout the day.

Our service is competitively priced and based on staffing ratios, quality of activities provided, and support given.

Payment via personal budgets or LCC funding is available.

### **Transport**

There are different transport options available depending on area. We will talk you through these and make sure the most suitable option for your circumstances is provided.

Please get in contact with us to discuss pricing and transport to ensure you have all the information needed.

### **Join us for a free taster day**

Free taster days are available so you can really experience all we have to offer - give us a call today on 0300 303 1234 (Mon - Fri)

### **Locations and contact details:**

#### **Nelson**

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

Contact: 01282 447030

Local towns travel time by car (approx.): Barrowford 7 mins, Brierfield 11 mins, Burnley 13 mins, Barnoldswick 11 mins, Padiham 14 mins. All welcome!

## **Age UK – Veterans Support Service**

### **Brief Description**

The Veterans Support in the Community Service aims to help people remain independent and encourages socialising and taking part in activities in one of our Day Clubs.

### **Eligibility Criteria**

Anyone can access this service through self-referral, health professionals or relevant organisations.

We aim to provide information and support to anyone aged 50+.

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**

Our outreach team will work with you on a one-to-one basis, helping you overcome any barriers that may stop you from attending social activities or opportunities to get out and enjoy later life.

We will be with you every step of the way ensuring you are comfortable and help you regain or maintain confidence in social settings.

**Get In Touch**

If you would like to find out more about this service, then please don't hesitate to get in touch with us!

You can contact us via email: [referrals@ageuklancs.org.uk](mailto:referrals@ageuklancs.org.uk)

Or alternatively by phone: 0300 303 1234

## **Age UK – Integrated Care Programme**

**Brief Description**

We deliver our Integrated Care programme across East Lancashire, bringing together voluntary, health and social care services to provide personalised support to older people who are living with long term conditions and are at risk of recurring, unplanned hospital admissions.

**Eligibility Criteria**

Aged 50+

Living in East Lancashire, with long term health conditions and unplanned hospital admission.

Referral must be through your GP or health professional. (Referral form at end of booklet)

**Support offered**

Our Personal Independence Co-ordinators support the older person with a range of non-medical support including help with setting goals to regain independence and confidence, falls prevention, exercise groups, social activities, access to information and advice, to maximise income and to help with access to health care services, such as foot care, eye tests, dental treatment and more.

This innovative programme aims to place older people at the centre of decisions about their needs and wishes, offering a combination of non-medical support, alongside care coordination. We work collaboratively with partner health and social care organisations to produce a person-centred and innovative combination of medical and non-medical support.

**Duration of the service**

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

**Open Times:**

Monday - Friday, 9am - 5pm



# Age UK – Home Help

## **Brief Description**

We offer a reliable, high-quality, competitively priced service tailored to meet your needs and help with:

- Cleaning & laundry
- Shopping
- Specific chores or errands

## **Eligibility Criteria**

Aged 50+

Living in East Lancashire, with long term health conditions or disability.

## **Support offered**

Our Home Help service offers flexibility and choice to suit individual needs, enabling you to remain independent and comfortable in your home. We are registered with the Safe Trader Scheme and all staff are DBS approved and fully insured. We aim to provide you with the same friendly, courteous, and professional member of staff on each visit.

## **Cost**

The service is charged for per hour and is delivered at a frequency that best suit your needs. Contact us for full pricing details.

## **Open Times:**

Monday - Friday, 9am - 5pm

## **Contact us to book a visit or find out more**

Please either call the number below or email us and we will be in touch.

East Lancashire: 01282 677952

Alternatively contact numbers: 0300 303 1234

Email: [homehelp@ageuklancs.org.uk](mailto:homehelp@ageuklancs.org.uk)

## **Burnley Care Navigation / Directory of Services**

### **Service Access Criteria for: -**

## **3. Bereavement Support Service – Burnley**

### **Brief Description**

Each of the Hospices serving Pennine Lancashire provide a bereavement support service. These services provide a confidential, safe space in which to work through grief with a qualified bereavement support coordinator or counsellor. Appointment times and dates are flexible and arranged around a person's 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.

Hospices 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 provides 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

### **Other areas**

Rosendale Hospice offers a bereavement service for adults, children and young people in Rosendale, pre and post bereavement. Sessions can be face to face at the hospice or, where appropriate, via telephone counselling.

The psychological support services are Accredited by the British Association for Counselling & Psychotherapy (BACP) and are staffed by fully qualified and highly experienced counsellors / psychotherapists.

People can self-refer or be referred by their GP or other health or social care provider, or by family / friends.

The service is available Monday to Friday 8.30am to 4.30pm and can be contacted by dialing 01706 253637 or by e-mailing [d.sharonwallace@rosendalehospice.org.uk](mailto:d.sharonwallace@rosendalehospice.org.uk)

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

The service for residents of Hyndburn is provided by East Lancashire Hospice. East Lancashire Hospice is also the main provider for Ribbles Valley and Blackburn with Darwen.

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

**Other areas of hospice support: -**

<b>Support Available</b>	<b>Pendleside Hospice</b>	<b>Rosendale Hospice</b>	<b>East Lancashire Hospice</b>
Day Therapy	√	√	√ Creative and Support Therapy
Hospice at Home	√	√	√ Inc Supportive Care
Medical outpatients	√	√	√
Family support services	√	√	√ Inclusive of Counselling, Bereavement Support & Creative Connections
Befriending	√	√	√
Hospice Community Clinical Nurse Specialist	√		√
Complementary Therapy	√	√	√
Physiotherapy	√		√ Including Tailored Exercise programmes
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	√		√ Outpatient
Occupational therapy and home service	√		

## **Burnley Care Navigation / Directory of Services**

**Service Access Criteria for: -**

### **4. 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](mailto:mail@burnleycab.com)

**Online information from Citizens Advice:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

##### **Pendle**

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

**By email:** [mail@pendlecab.cabnet.org.uk](mailto:mail@pendlecab.cabnet.org.uk)

**Online information from Citizens Advice:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Universal Credit Help to Claim Freephone:** 0800 144 8 444, Monday – Friday 8am – 6pm,  
Online chat <https://www.citizensadvice.org.uk/benefits/universal-credit/>

**Pension Wise Freephone:** 0800 138 3944 <https://www.pensionwise.gov.uk/en/contact>

**Consumer Helpline Freephone:** 08082231133

**Service Access Criteria for: -**

### **5. Community Connectors/Social Prescribing Link Workers (SPLWs) – East Lancashire**

#### **Brief Description**

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

They 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/SPLW. This may be done in the client's own home, at the GP surgery or any other suitable venue that both the Community Connector/SPLW and client 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/SPLW 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/SPLW'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/SPLW service in all localities which is through the e-mail address – [community.connector@nhs.net](mailto:community.connector@nhs.net)

The Community Connectors/SPLWs 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

**Service Access Criteria for: -**

### **6. Dental - Emergency Dental Service and Dental Practice Signposting – Pennine Lancashire**

#### **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 them into an appointment or signpost them 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 NHS patients onto their lists or to other services such as special care when they will be given a direct contact number or appropriate access instructions.

You can access this service by also contacting the Lancashire Dental Helpline on:

**0300 1234 010**

Service Access Criteria for: -

# **7. Diabetes (Type 2)- EMPOWER for people with Type 2 Diabetes – Pennine Lancashire**

### **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 & Blackburn with Darwen can a) attend a local EMPOWER course or b) join a remote session via the internet, 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 and are delivered in a variety of languages.

### **How accessed**

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

**Due to the COVID Pandemic Face 2 Face sessions are currently suspended.**

Online Empower Diabetes education is still very much available at:

<https://www.empowereastlancs.co.uk/> for East Lancs patients  
or  
<https://empowerbwd.co.uk/> for Blackburn with Darwen

Direct links to the booking pages can be found at:

<https://east-lancs.empower-booking.co.uk/> for East Lancs patients  
or  
<https://blackburn-darwen.empower-booking.co.uk/> for Blackburn with Darwen patients

Face to face 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.



Service Access Criteria for: -

### **8. Eyes - Community Urgent Eye Service (CUES) – Pennine Lancashire** (Formerly Minor Eye Conditions Service)

#### **Brief Description**

The Community Urgent Eyecare Service (CUES) provides urgent assessment, treatment, or referral for sudden onset eye problems such as flashes, floaters, vision loss or minor eye injuries.

An appointment will normally be required – whether virtually (telephone or video) or face to face, so please telephone first. Appointments are available during normal working hours and some practices offer appointments in the evenings and at weekends. Not all practices have an optometrist available every day, but if they don't, they will be able to find you an alternative appointment nearby.

It is for people of all ages – adults and children. Children under 16 years must be accompanied at their appointment by an adult.

Please see further information about the service via the link below.

<https://primaryeyecare.co.uk/wp-content/uploads/2020/10/PE-UES-A5-Leaflet-Web.pdf>

#### **Conditions Treated by the Urgent Eyecare Service**

- Red or painful eye or eyelids
- Recently occurring flashes and floaters
- Recent and sudden loss of vision
- Foreign body in the eye

This is an NHS service provided by accredited optometrists (also commonly known as opticians). Please note that this service is not an eye test.

**To make an appointment**, call one of the participating optical practices.

Please select the link below to find a practice in your area.

<https://primaryeyecare.co.uk/find-a-practice/>

You will be asked some questions about your symptoms in order to assess if you need to be seen and how quickly, which will be within 24hrs for urgent cases. You will be contacted by a clinician within a few hours to discuss your symptoms further either via phone or video call.

Please take your glasses and a list of your current medication with you to the appointment. The optometrist may put drops in your eyes to enlarge your pupils in order to get a better view inside your eyes. You should not drive until the effects of these drops have worn off, which may take a few hours.

## **Burnley Care Navigation / Directory of Services**

### **Service Access Criteria for: -**

## **9. Eyes - Low Vision Aids Service – Pennine Lancashire**

### **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).

Pennine Lancashire CCG's commission Primary Eye Care Services 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 everyone 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 patients GP will be kept informed and will give extra support and advice if needed.

If the optometrist 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 must be done with the authorisation of a consultant ophthalmologist in hospital.

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

Low Vision Service Providers 31/10/2021			
SUSAN HILTON OPTICIANS - BRIDGE STREET	45 Bridge Street, Darwen	BB3 2AA	01254 708 877
IDEAL EYECARE	783 Whalley New Rd, Blackburn	BB1 9BE	01254 433720
A J Spurrett	20 Richmond Terrace, Ewood, Blackburn	BB1 7BL	01254 59443
VISION EXPRESS (BLACK-BURN)	237, Blackburn Shopping Centre, Ewood, Blackburn	BB1 7JG	01254 660652
TYRRELLS AND EMBERY	66 Darwen St, Blackburn	BB2 2BL	01254 53554
VISION SERVE - BLACKBURN	Morrison's Supermarket, Railway Road, Blackburn	BB1 5AZ	01254 447 520
PETER WORDEN OPTICIANS (DARWEN)	185 Duckworth Street, Darwen	BB3 1AU	01254 776630
PETER WORDEN OPTICIANS (BLACKBURN)	61-63 James Street, Blackburn	BB1 6BE	01254 59558
MARK JINKINSON OPTOMETRIST	95 Burnley Rd, Padiham, Burnley	BB12 8BL	01282 771600
SPECSAVERS (BURNLEY)	Unit 41, Charter Walk Shopping Centre, 25 The Mall, Burnley	BB11 1BA	01282 450045
BROWN OPTOMETRISTS	35 Railway St, Nelson	BB9 9SG	01282 697511
BOOTS OPTICIANS (ST JAMES STREET BURNLEY)	51 St James's St, Burnley	BB11 1QL	01282 416850
EYE CARE OPTICAL	10 Manchester Road, Nelson	BB9 7EG	01282 615339
BOOTS OPTICIANS (ACCRINGTON)	Unit 14 Arndale Centre, 10 Union St, Accrington	BB5 1PL	01254 232191
HATTONS & WORDEN OPTICIANS	63 Bank Street, Rawtenstall, Rossendale	BB4 7QN	01706 213713
BURGESS & WORDEN OPTICIANS	18 Deardengate, Haslingden, Rossendale	BB4 5QJ	01706 222660
PETER WORDEN OPTICIANS (COLNE)	27 Skipton Road, Colne	BB8 0NQ	01282 863919
J BROWN LTD	58 St James's St, Burnley	BB11 1NH	01282 426068
THE EYESITE LTD	Briercliffe Shopping Centre, Briercliffe Rd, Burnley	BB10 1WB	01282 420555
JAMES BONTOFT OPTOMETRISTS	23-25 Rainhall Rd, Barnoldswick	BB18 5DR	01282 853223

#### **How services are 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](http://www.accringtonblindsociety.org.uk)

## **Burnley Care Navigation / Directory of Services**

**Service Access Criteria for: -**

### **10. Healthier Lifestyles - Up and Active – East Lancashire**

#### **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.

#### **Active Lifestyles Hub (Up & Active)**

12-week structured physical exercise programme. £2 per sessions.

Sessions include:

- Supervised Gym
- Group Activity
- Swim
- Ladies Only Gym

Must attend 8/12 weeks to complete.

Upon completion £30 12-week membership offered in addition to include.

- Gym
- Swim
- Classes \*

Upon completion £28 reduced membership can be offered to include all facilities.

#### **Criteria**

Inactive adults (16yrs+) who live or have a registered GP in Burnley, Pendle, Rossendale, Hyndburn or Ribbles Valley plus one or more Long Term Conditions including mild – moderate mental health conditions.

The programme is not suitable for anyone with unstable/uncontrolled conditions, heart failure uncontrolled severe mental health conditions or uncontrolled blood pressure.

Customers who have accessed the programme previously can access this new programme.

#### **Weight Management**

12-week educational programme. £0 FREE

£30 12-week membership offered in addition to include.

- Gym
- Swim
- Classes \*

Upon completion £28 reduced membership can be offered to include all facilities.

#### **Criteria**

Aged 18 +, BMI must be between 30 – 39.9

#### **Cardiac Rehab**

12 weeks Physical Activity & Educational programme. £30

#### **Criteria**

Must have had a recent or historical heart condition.

Upon completion £28 reduced membership can be offered to include all facilities.

**How accessed**

Sessions are run at various locations across East Lancashire at different times throughout the week. GPs are encouraged to make referrals via the referral form on EMIS in order for our teams to determine suitability for exercise through relevant medical information and expedite a start on the programme. If patients self-refer, their referral may be delayed if we need to gather further medical information to confirm suitability for exercise.

For further information please call on:-

Rosendale – 01706 221524

Pendle – 01282 661226

Burnley – 01282 477134

Hyndburn – 01254 588197

Ribble Valley – 01200 414484

Alternatively, you can email on [info@upandactive.co.uk](mailto:info@upandactive.co.uk)

Service Access Criteria for: -

# **11. Mental Health - Talking Therapies – East Lancashire**

### **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. During an assessment a therapist will speak to a patient about suitability for treatment and what options are available.

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

More information can be found on the Mindsmatter Website (Lancashire patients) :  
[Lancashire and South Cumbria NHS Foundation Trust | Mindsmatter Homepage \(lscft.nhs.uk\)](https://www.lscft.nhs.uk/mindsmatter)

### **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 – e.g., 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 excluding those who are hearing voices – see below
- Hearing voices – e.g., external auditory hallucinations
- Personality disorder – e.g., positive diagnosis of personality disorder

### **How to Access the Service**

The service can be accessed via self-referral into either Lancashire and South Cumbria Foundation Trust or Lancashire Women, as detailed below.

**Lancashire & South Cumbria 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 Women** – patients can either walk in, telephone, or email the service using the details below. The service is available during the following hours: -

Mon-Fri: 9am-5pm (Between the hours of 10am-3pm, our centres are a safe space for women, men are able to access therapy online and at our outreach venues only, between these hours).

Lancashire Women  
21-23 Blackburn Road  
Accrington  
Lancashire  
BB5 1HF

Lancashire Women  
4 Nicholas Street  
Burnley  
Lancashire  
BB11 2EU

Telephone: 0300 330 1354

Email: [TalkToUs@lancashirewomen.org](mailto:TalkToUs@lancashirewomen.org)

Self-Referral Form: <https://lancashirewomen.org/referralform.html>

Service Access Criteria for: -

# **12. Nutrition Support Team – East Lancashire**

### **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 [elht.nutritionprescriptions@nhs.net](mailto:elht.nutritionprescriptions@nhs.net)**

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



### Service Access Criteria for:

## **13. Self-Care with your Community Pharmacy – East Lancashire**

### **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 following are 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.

Examples of 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

Vitamins

Warts and verruca treatments

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

#### **Exclusions / Exemptions to self-care**

The exemptions depend on the individual product or type of medication, but there are also some exemptions for certain groups of people e.g patients being cared for at the end of their life.

There are general exceptions examples of which are listed below. See NHS England guidance for the full list.

- For the treatment of more complex forms of a minor illness (e.g. severe migraine that is unresponsive to OTC medicines).
- For those patients that have symptoms that suggest the condition is not minor (i.e. those with red flag symptoms e.g. indigestion with very bad pain).
- Treatment of complex patients (e.g. immunocompromised).

**Exemption from prescription charges does not warrant an exception to the guidance.**

#### **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 website – ‘live well’ or ‘self-care’: [www.nhs.uk](http://www.nhs.uk)

#### **Opening Hours**

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

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Service Access Criteria for: -

### **14. Stop Smoking Service / Quit Squad – East Lancashire**

#### **Brief Description**

Research shows that you are three 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 nicotine replacement products available to help you stop smoking which increase your chances of quitting. Support is available via telephone. Bookable, face-to-face appointments are recommencing soon.

#### **Digital Support**

My Quit Route is a free to download App to offer 24/7 support and the 'Quit for Us' App is available for digital support during pregnancy.

#### **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](http://www.quitsquad.nhs.uk) or [www.lancashirecare.nhs.uk](http://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).

The 'Quit for Us' App is available for digital support during pregnancy.

### **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 have access to multilingual services, speaking Punjabi, Gujarati 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 without fear or stigma.

### **Specific services within clinics**

Quit Squad have trained advisors who have access to offer multilingual services and BSL interpreters if required – please contact the service to arrange any additional support that may be required.

**Service Access Criteria for: -**

### **15. Substance Misuse - Inspire - Integrated Substance Misuse Service- East Lancashire**

#### **Brief Description**

Inspire 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 Education training package for professionals
- Health promotions and campaigns
- BBV screening and testing
- Naloxone
- Needle Exchange services

#### **Treatment**

- Case coordination
- Safeguarding and risk management
- Specialist treatment packages
- Dedicated criminal justice team
- Foundations of Recovery programme
- Detox and medically assisted recovery
- Psychosocial interventions, ACEs and trauma responsive treatment
- Specialist Alcohol workers
- Family coaching
- Various forms of counselling

#### **Recovery development and support**

- 5 ways to wellbeing activities
- Employment, Training, Education, Volunteering and Enterprise support
- Facilitated access to mutual aid
- Inspire Academy
- Comfort Zone
- Recovery housing
- Abstinence based group work
- Family coaching
- Various forms of counselling

### **Support for everyone**

We help people who are worried about their own or someone else's substance and alcohol use. We'll work with you to develop a plan that works for you, helping you to set goals and work to achieve them.

### **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 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.

### **Referral process**

We do offer open access, 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 from, one of our digital team staff will respond, it is important that you offer as much detail as possible on the referral form. Our website below also provides up to date information on what we deliver out in the community and when you can access.

### **Contact details**

33 Eagle St, Accrington BB5 1LN

Hours: Monday – Friday 9-5 open Thursday until 8 pm

Burnley House, 37-41 Westgate, Burnley BB11 1RY

Hours: Monday – Friday 9-5 open Wednesday until 8 pm

Grassroots Centre, Leeds Road BB9 9XB

Hours: Monday – Friday 9-8 open until 8 Wednesday

**Note:** we do have access to community venues across the 5 districts of East Lancashire so we can meet people out in the community if needed



You can contact us on 01254 495 382 or email [eastlancs.info@cgl.org.uk](mailto:eastlancs.info@cgl.org.uk).

<https://twitter.com/InspireEastLanc>

<https://www.facebook.com/Inspire.East/>

<https://inspirelancs.org.uk/>

## Age UK Integrated Care Referral Form

	<b>Age UK Integrated Care Referral Form</b>	
<b>Criteria for referral:</b>		<b>Tick or quantify as appropriate:</b>
Adult <b>age 50 or over</b> , and		
Resident of: Burnley, Pendle, Rossendale, Hyndburn or Ribblesdale, <b>and</b>		
with high risk (listed over) of unplanned hospital admission (based on clinical judgement), this could include any number of LTCs, unplanned admissions, needing high level intervention or upon discharge (either through Integrated Discharge Service (IDS) or direct from wards) Please note listed over referrals not taken to ICP		<b>Please list Long Term Conditions:</b>
		<b>Number unplanned admissions:</b>
		<b>Please confirm other key high risk indicators.</b>
		<b>Frailty Score?.....</b>

### COVID -19 Questions

Has this client or anyone in their household received a letter from NHS England advising them to shield? YES/NO

Has this client or anyone in their household had Covid-19 or experienced any symptoms within the last 14 days

If so what date did the symptoms end?

We cannot enter the person's home for a period of 14 days after this date.

Please give as much information on this referral that you have on this subject.

<b>Does the client consent to this referral? THIS INCLUDES ADDITION TO THE AGE UK SECURE DATABASE (CHARITY LOG)</b>	YES/NO	<b>Date Referral Made:</b>
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<b>Client Details:</b>			
Full Name:		DOB:	
Full Address:		Key safe:	YES/NO Code:
Tel:		Gender:	
<b>GP Name:</b>		Ethnicity:	
<b>GP Practice:</b>		NHS No:	
<b>Next of Kin or Emergency contact:</b>			
Full Name:		DOB:	
Full Address:		Key Holder:	YES/NO
Relationship:		Tel:	

<b>Reason For Referral: (ie social inclusion, health issues, self-neglect etc)</b>			
<b>Date of most recent hospital admission: (If applicable)</b>		<b>Approx discharge date:</b>	
<b>Mandatory Box</b> <b>Coordinators carry out home visits, please provide detail of any risk they may encounter: (This box must be completed or the referral will not be accepted)</b>			
<b>Is it safe for a staff member to visit alone?    Yes /    No</b> <b>If no, please state why.....</b>			
<b>Is there a risk of infection?    Yes /    No</b>  <b>If yes, please specify.....</b> <b>Please include any additional information relevant to this referral EG: behavioural / mental health issues/pets</b>			
<b>Please indicate any other Agencies working with this client:</b>			

<b>Referrer details:</b>			
<b>Name:</b>		<b>Tel:</b>	
<b>Email:</b>		<b>Team/ Agency</b>	



**PLEASE COMPLETE ALL SECTIONS OF THE FORM AND EMAIL TO**  
[ageukintegrated.carereferrals@nhs.net](mailto:ageukintegrated.carereferrals@nhs.net)

### **Key Risk Indicators**

- Extensive use of GP appointments/time
- Upon discharge (either through Integrated Discharge Service (IDS) or direct from wards)
- Currently on the caseload of Intensive Home Support Service (IHSS)
- Seen by Emergency Department front door team
- Rockwood Clinical Frailty Score of 5 or above
- Admission into Intermediate Care (community hospital, ward 16 at Burnley General Hospital, step up/down beds, and IHSS)
- Referral from Intermediate Care Allocation Team (ICAT)
- Identified by over 75's nurses (East Lancs only)
- Identified through a MDT
- Identified by a GP

### **Referrals not taken by ICP if only issue is the following:-**

- a benefit check or a blue badge application: contact **Age UK Lancashire's Advice line on 0300 303 1234**) or Citizens Advice Bureau or the Department for works and Pensions (DWP)
- Re-housing this would be the Local Council Authority or local Housing agencies, Home-wise or St Vincent's Housing
- Severe mental health issues, or Alcohol/drug dependencies and Hoarding. More appropriate mental health services or specialist Drugs and Alcohol services should be used or Advocacy Focus Services.