



## What other Red Cross services could I use?

The Red Cross offers a range of independent living services to help people when they face a crisis in their daily lives.

### British Red Cross support line

Our national helpline is available 10am-6pm, seven days a week. Call free and confidentially on **0808 196 3651**

### Mobility aids

We hire out wheelchairs and other independent living aids to people with a disability, illness, or injury please call **0300 456 1914**, or visit our website **[redcross.org.uk/wheelchairs](http://redcross.org.uk/wheelchairs)**

## Concerns and complaints

We hope you will be happy with the service you receive, however if you wish to make any complaints or comments, please contact us:

British Red Cross  
Bradbury Park House  
3 Park Plaza  
Battlefield Enterprise Park  
Shrewsbury  
SY1 3AF

Monday – Friday 9-5pm

### British Red Cross Shropshire

**Telephone: 01743 457810**

**Email:**

**[SupportShrop@redcross.org.uk](mailto:SupportShrop@redcross.org.uk)**  
**[www.redcross.org.uk](http://www.redcross.org.uk)**



## Could you use a little extra help?

Support at Home Service Shropshire

## How can the British Red Cross help you?

Our service will provide you with friendly and professional support to help you remain independent in the comfort of your own home

Our friendly staff and volunteers provide companionship and support to enable you to undertake everyday tasks and rebuild your confidence

### **We can help you settle back home if you have been in hospital, including:**

- Making sure the house is warm, cleaning the fridge and making a hot drink
- Assisting with shopping, and collecting prescriptions
- Door-to-door transport for essential health care journeys
- Installing a pendant alarm to call for help in an emergency
- Fitting a key safe to support discharge from hospital
- Weekly check and chat calls
- Short-term hire of a wheelchair and toilet aids
- Support for carers
- Signposting - If we can't help you with something we will try and find another organisation who can



Photo: © Amara Eno/British Red Cross

## **The British Red Cross offers short-term practical and emotional support at home to help you regain your independence**

### **Who can use this service?**

This is a free, short term, (up to 6 weeks), service and is available to any adult in the Shropshire council area, who needs a bit of support following an illness or injury

### **How can I access this service?**

If you have recently been in hospital you can call us on 01743 457810 or we accept referrals from health and social care professionals, e.g. you can contact your GP surgery to make a referral.



Photo: © British Red Cross/Stock

**"Volunteering has given me a sense of purpose and fulfillment that I've never experienced before, no act of kindness, no matter how small, is ever wasted"**

### **What skills and training do Red Cross volunteers have?**

All our volunteers take part in a comprehensive training programme and undergo personal interviews and DBS (disclosure and barring service) checks

### **Could I volunteer for this service?**

Volunteering for the Red Cross is a great way to learn new skills and make a difference to people's lives. If you are interested in volunteering please visit [redcross.org.uk/volunteer](https://www.redcross.org.uk/volunteer)