



Mid and South Essex
Integrated Care
System



Mid and South Essex

Information to support health and wellbeing

for residents in
Basildon and Brentwood

This booklet brings together some organisations in the Basildon and Brentwood area. It is designed to support patients, their families and their carers with advice and guidance for health and wellbeing.

As patients wait for surgery or hospital treatment, many face difficulties such as weight gain, loneliness, financial difficulty or poor mental health.

Sometimes surgery cannot go ahead if a patient's fitness decreases considerably or if a long-term condition has not been under control in the months before surgery. This can be devastating for the person concerned and this booklet may support them.

What is Social Prescribing?

Patients visit their GPs for a range of different reasons and sometimes these issues can be caused by non-medical matters such as loneliness, anxiety, unemployment, illness or debt. Your GP or practice nurse may be able to offer advice or medication to manage the physical or mental impact of these concerns but they often cannot always help to deal with the underlying problem.

Social prescribing links patients with appropriate support and guidance. In the same way that a patient with a prescription can get their medication easily from a pharmacist, they will be able to quickly access the services that will help them improve the patient's wellbeing.

Social Prescribers can link people to physical activities which suit their ability, experience and needs. They can also help people with low level mental health support and connect them with activities in the community. If you would like to speak to a social prescriber, please contact your GP surgery where an appointment will be made for you. Social Prescribers also support Children and Young People (CYP) between the ages of 11 and 18. Your GP Surgery can arrange for an appointment to be made if you need support.



Physical Activity Resources

It's important to keep active. Many organisations can help people with poor mobility increase their activity level.

Essex Wellbeing Service supports individuals to find ways of becoming more active which fits in with both their physical ability and their lifestyle. They provide Essex residents (exc. Southend-on-Sea and Thurrock) access to health checks, stop smoking services, weight management courses and emotional health and wellbeing support

Visit: essexwellbeingsservice.co.uk/services and click "Physical Activity"
Call: 0300 303 9988*
Email: provide.essexwellbeing@nhs.net

Active Essex works to support local people to increase their levels of activity, whatever their physical barriers to physical activity might be and can help people take up any sport that might help their own particular needs. As well as providing support to adults, Active Essex believes that every Essex child should have the best start they can to lead a healthy, active, happy, and resilient life.

Positive experiences of being active at an early age are much more likely to mean an active adulthood. We are born to be active, but to continue with this lifelong behaviour, we must make sure that experiences are fun, positive, and safe for children and young people.

Visit: activeessex.org "or" activeessex.org/children-young-people
Call: 0333 013 1620*
Email: administration@activeessex.org

We Are Undefeatable is a campaign led by 15 UK charities that supports people with health conditions be active

Visit: weareundefeatable.co.uk
Email: weareundefeatable@ageuk.org.uk

Basildon, Billericay and Wickford Community Voluntary Services (BBW CVS) and Brentwood Community Voluntary Service can link people to physical activities which suit their ability, experience and needs, including allotment groups

Visit: bbwcvcs.org.uk or brentwoodcvcs.org.uk
Call: 01268 294124 or 01277 715080
Email: admin@bbwcvcs.org.uk or enquiries@brentwoodcvcs.org.uk

Sports for Confidence supports individuals whose health needs can prevent them from participating in sports and physical activity, including people living with a learning disability and/or autism, mental health problems, physical disability, and long-term health conditions. The team of occupational therapists and coaches work across multiple leisure centres in Essex, including Basildon Sporting Village.

Visit: sportsforconfidence.com
Call: 01245 950502
Email: info@sportsforconfidence.com

Essex Pedal Power is a community based cycling project in Basildon that provides free, high quality bikes to residents along with a helmet, pump, lock and lights

Visit: theaws.org
Call: 07749 491638
Email: basildonepp@theaws.org

Activity Centres provide daytime activities and social events that enhance quality of life for residents over 50 and provide opportunities to make new friends, explore your creative side and develop new skills.

Visit: basildon.gov.uk/activitycentres
Laindon: 01268 411753
Pitsea: 01268 205272
George Hurd: 01268 205305

Mental health and Befriending Services

Waiting for surgery can be a testing time for someone's mental wellbeing and it's important to seek information and support at an early stage if you feel your mental health is becoming a problem. A number of local organisations can help.

NHS Talking Therapies if you are experiencing excessive worry, low mood, depression, anxiety and/or lack of motivation, they can support you by providing the tools you need to get your life back on track

Visit: vitahealthgroup.co.uk/nhs-services/nhs-mental-health/basildon-and-brentwood
Call: 01268 977171

Essex Wellbeing Service supports individuals to maintain positive mental health by connecting them with others, helping them develop coping skills and assisting them to get professional help if required

Visit: essexwellbeing.co.uk/services > click "Mental Health" or "Social Isolation"
Call: 0300 303 9988*
Email: provide.essexwellbeing@nhs.net

Basildon Mind is a local mental health charity connected to the national charity Mind, providing support.

Visit: basmind.org
Call: 01268 284130
Email: info@basmind.org

Thurrock and Brentwood Mind is a local mental health charity connected to the national charity Mind, providing support.

Visit: thurrockandbrentwoodmind.org.uk
Call: 01375 391411
Email: reception@tbsmind.org

St Luke's Hospice provides bereavement support services for adults struggling emotionally with the death of a loved one, regardless of how or where they died. This service is called "One Response"

Visit: stlukeshospice.com
Call: 01268 524973

St Francis Hospice - OrangeLine is a confidential helpline for local people. This is a telephone bereavement support service

Call: 01708 758649

Emergency Support Line adults in crisis that need urgent help can seek assistance by calling one of options below:

Call: 111 (option 2)
Call: Samaritans - 116 123

Find Health and Wellbeing Support in your community

Find information about a range of services in your area through Frontline

Visit: essexfrontline.org.uk

Mental Health Support for Young People

Visit: kooth.com
Call: 0203 9849337

Hamelin Trust - Befriending Service

A new befriending service has been launched to support those in Chelmsford and Braintree with a learning disability or autism.

Email: bfriends@hamelintrust.org.uk
Call: 01277 653889

Support for Long Term Conditions

If you have a long-term condition that is not well managed your surgery might have to be delayed until the condition is under control again. This is for your safety. Keep taking any prescribed medicines as directed.

NHS.uk - Health Conditions A-Z for more information on managing individual long-term conditions and details of support groups

Visit: nhs.uk/conditions

Transport services

Help for adults and families with transport difficulties is available from the organisations below.

DigiGo is a shared public transport service which offers on-demand or prebookable travel in parts of Essex. There is no fixed route or timetable, which puts you in control of your journey. Journeys can be booked on-demand or up to 7 days in advance

Book via the TravelEssex app

Visit: travelessex.co.uk/about-demand-responsive-transport/ddrt

Park and Ride stress free, affordable travel with easy to park, toilet facilities and help on hand with buses from Chelmer Valley Sardon and Broomfield Hospital

Visit: essexhighways.org/public-transport/park-and-ride

Basildon Community Transport and Brentwood Community Transport are local based charities based in Basildon and Brentwood covering the areas of Billericay, Basildon and Wickford and Brentwood. They offer various service to the elderly and disabled community such as transport service

Visit: basildoncts.co.uk or brentwoodct.co.uk

Call: 01268 465858 9:30am - 3.30pm or 01277 228080

Call: For Toes Nail Cutting 01268 294334 10am - 2pm

Call: For Wheelchair Hire (appointment Only) 01268 294235 10am - 2pm

Find Transport in your area

Find information about a range of services, including transport in your area through Frontline

Visit: essexfrontline.org.uk

Financial and Housing Support

Citizens Advice can help with benefits, your rights at work, debt and money, housing, navigating the legal system, family law and immigration

Visit: citizensadvice.org.uk

Call: Basildon - 0808 278 7877**

Call: Brentwood - 0344 477 0808*

Call: Billericay - 0808 278 7877**

Essex County Council - Equipment and adaption to the home

Occupational therapists can assess you and your home and provide minor equipment to enable you to live more independently. They can also assess long-term needs for adaptations such as stair lifts or ramps and pass any recommendations to the Local Authority for a relevant grant.

Call: 0345 603 7630

Email: socialcaredirect@essex.gov.uk

Healthcare Travel Costs Scheme

If you're referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another primary care health professional you may be able to claim reasonable travel costs

Visit: nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs
Call: 0300 330 1343* (Mon - Fri 8am - 6pm, Sat 9am - 3pm)

Pension Credit gives you extra money to help with your living costs if you're over state pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges

Visit: gov.uk/pension-credit
Call: 0800 99 1234
SMS: 0800 169 0133

Manage At Home - Your online Medequip retail store

Manage At Home is a specialist UK retailer of mobility aids, mobility products and equipment, expertly made for the elderly and disabled. Our mobility aids are designed to give you more independence in your home, allowing you to manage daily living more easily and to move about more freely and comfortably.

Visit: www.medequip-uk.com/contact/manageathome
Call: 0800 910 1864
Email: info@manageathome.co.uk

The Basildon and Brentwood Alliance

The Basildon and Brentwood Alliance is a partnership of many organisations across health, social care and the voluntary sector working together to ensure the population of Basildon and Brentwood live well.

You can get involved in developing and improving health services by accessing the online community, via Virtual Views, or by joining the Readers' Panel to improve the information we publish so it is more accessible.

Visit: www.midandsouthessex.ics.nhs.uk/your-area/basildon-and-brentwood/alliance/

General Health and Lifestyle Support

It's important to think about your general health before surgery to give yourself the best chance of recovery. The links below could also help you make changes to benefit your long-term health.

Essex Wellbeing Service can support individuals with a number of common issues which contribute towards poor physical and mental health

Visit: essexwellbeingservice.co.uk/services/stop-smoking
Visit: essexwellbeingservice.co.uk/services/alcohol-reduction
Visit: essexwellbeingservice.co.uk/services/weight-management
Visit: essexwellbeingservice.co.uk/services/sleep
Call: 0300 303 9988*
Email: provide.essexwellbeing@nhs.net

National Diabetes Prevention Programme (NDPP)

Type 2 diabetes is preventable. It is often linked to lifestyle choices and can lead to serious medical complications. If you already have a diagnosis of prediabetes, you are eligible for a place on the free NDPP and can contact your GP for a referral. If you do not have a diagnosis, you can still find out if you are eligible for a place on the NDPP

Visit: preventing-diabetes.co.uk and click "Get your risk score"
Call: your GP surgery to request a blood glucose test

ECL's one to one support service Person-centred and focused upon empowering those they work with to have choice, control and to live the life they want.

- Help to make and attend health appointments
- Support with daily tasks, such as assisting with your weekly food shop
- Accessing facilities such as libraries, clubs and shops

Visit: ecl.org/sensory
Call: 03330 133 262*
SMS : 07921 387 754
Email: sightandcommguide@essexcares.org

Support for looking after someone

If you regularly look after someone who needs support because they are elderly or have mental or physical health needs, you are a carer. Carers often support family members or a close friend with practical tasks and companionship. You do not need to be paid to be classed as a carer.

Carer's Assessment If you are a carer, you are entitled to a carer's assessment to access support to help make your own life easier. You can get an assessment by contacting adult social services at Essex County Council.

This service may also help you if you need to take a break from caring because you need surgery or hospital treatment yourself.

Visit: essex.gov.uk/request-carers-assessment
Call: 0345 603 7630*
Email: carers.team@essex.gov.uk

Carers First provides a range of services for unpaid carers including information and guidance, emotional and wellbeing support, practical help and financial assistance either online, by phone or face to face in the local community

Visit: carersfirst.org.uk
Call: 0300 303 1555*
Email: hello@carersfirst.org.uk

Support for Young Carers Young carers are children and young people under 18 years old who provide regular on-going care to another person who is physically or mentally ill, disabled or misuses substances. Young adult carers are aged between 16 and 24 and can also access support from this service. Many young people don't see themselves as carers and may not realise there is practical and emotional support available in Essex

Visit: essex.gov.uk/adult-social-care-and-health/support-carers/young-carers
Email: young.carers@essex.gov.uk

Alzheimer's Society

If you are caring for someone living with dementia, the Alzheimer's Society is there for you. Their dementia advisers will listen and give you support and advice and connect you with someone to help with your needs.

Support Line Opening Hours

Monday - Wednesday 9am - 8pm

Thursday - Friday 9am - 5pm

Saturday - Sunday 10am - 4pm

Call: 0333 150 3456*

Other Support Available

Local parish, town and community support information

Information about support available to you locally, including transport, good neighbourhood schemes and support groups can often be found in the parish and community magazines that drop through your door and on your local parish or town council's website

Libraries

Many services are available to download from the Essex libraries website including eBooks, eAudio books, music, films, newspapers, courses and information on upcoming local events and activities. Access to this information is also available at your local or mobile library. Libraries offer a huge range of sessions and classes for all from rhyme time to reading classes. See the library website in your area to see what's on offer

Visit: libraries.essex.gov.uk
Call: 0345 603 7628*

Parking for Carers for Dementia Patients

Please talk to a member of staff in the ward or department to obtain a Free Parking Permit application form.

Visit: mse.nhs.uk/parking-at-our-hospitals

Flex Youth and Community Group is the only ethnically diverse youth organisation of its kind in the Basildon area, inspiring youth to embrace their identity while unleashing their inner potential.

Visit: flexyouth.com

Call: 07342 469249

Email: info@flexyouth.com

AGE UK are experts in the issues affecting older people whether it's providing information and advice, being a friendly voice on the other end of a phone or helping make sure the choices of older people are heard

Visit: ageuk.org.uk

Call: 0800 678 1602

Adult Community Learning (ACL Essex) is the largest provider of adult education in the county. Their aim is to provide learners with as many ways to flourish as possible, to be there in communities across Essex, to make a difference to residents and to businesses

Visit: aclessex.com

Call: 0345 603 7635*

Waiting times at Basildon Hospital

If you are waiting for surgery at Basildon Hospital and would like to view the waiting times please visit the website below

Visit: myplannedcare.nhs.uk

Daily Bread

Providing food and support for local residents in crisis

Visit: huttonparish.com

Call: 01277 262 864

Digital Switch Over

Are you worried about the digital switch over?

Digital Switch over key messages

Traditional phones lines will be replaced by a digital landline service. This means that calls will be made over a broadband line.

The Switchover will be completed by 2025 for most residents and businesses however, for vulnerable residents, the deadline will be delayed until 2027 to ensure that they will be moved over safely.

What "vulnerable resident" means:

- Over 75
- uses a personal alarm or healthcare device
- does not have broadband at home
- lives in an area with no mobile signal
- has additional needs

If ANY of the above apply, then please contact your telephone provider who will advise on the next steps

Register as vulnerable:

If you or a family member, are vulnerable then please contact your telephone provider to let them know and that you will require additional support. Your provider will then take you through the next steps and provide additional equipment to support if required.

For everyone else:

Nothing will change if you

- do not have a landline
- only use mobile phones in your home
- already use a digital phone line

If you have concerns

Contact your telephone provider.



Visit:

www.essex.gov.uk/news/2024/your-home-phone-ready-go-digital



Basildon Community Transport are always looking for volunteer drivers to get elderly and vulnerable adults back out into the community.

If you could offer one or two days a month, they would love to hear from you. You would need to contact your own insurance company if you wanted to use your own vehicle, and you would be paid a percentage of mileage for each trip you make. Or have a D1E on your driving license to drive our mini buses.

If this is something you are interested in, please contact for more details

**Email: communitytransport@bcts.org.uk
Call: 01268 465858**

*Calls to 03 numbers cost the same price to call as 01 or 02 landline numbers, this includes calls from mobile phones

**Calls to 0800 and 0808 numbers are free from landline and mobile phones

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