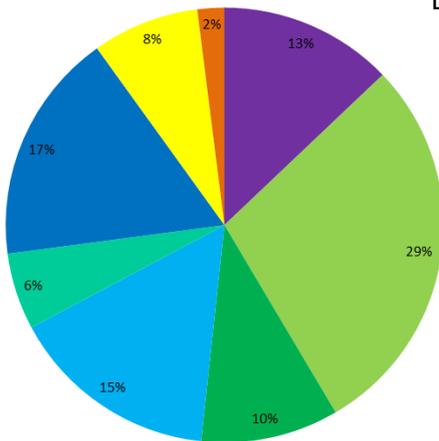


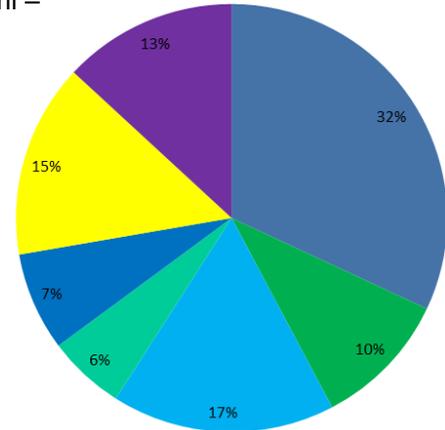
The First Contact Plus scheme offers access to a range of low level preventative services through a single point of contact. The aim of the service is to ensure that people can access information, advice and support across eight overarching themes; health improvement; falls; feeling safe; living independently; money, debt and benefits; work, learning and volunteering; families and relationships and the home. The model is based around early identification of needs enabling residents of Leicestershire 16 years or over to receive brief opportunistic interventions, support for self-help or an onward referral to a service provider.

Activity

Data for Quarters 1 & 2 (1st April – 30th September 2018)



Number of Inbound Referrals received (3365 Referrals)



Number of Outbound Referrals made to Agencies (3685 Referrals)

Incidences of Information and Advice given: **2323**

- | | | | |
|---|---|---|---|
| ■ Blaby | ■ Charnwood | ■ Harborough | ■ Hinckley |
| ■ Melton | ■ North West Leicestershire | ■ Oadby & Wigston | ■ Out of County |

Warmhomes

Energy prices are rising with many energy suppliers having increased prices for the second time this year. Front line staff are urged to refer residents for free impartial advice to prepare for this coming winter.

Living in a cold home can adversely affect your health and wellbeing. To tackle this issue First Contact Plus operates a Warm Homes service which is available to anyone living in Leicestershire.

Residents can benefit from free, impartial advice by telephone as well as a visit from the Warm Homes Officer who can assist with:

- getting a better energy deal for gas and electricity
- understanding boiler and heating controls
- making sense of energy bills and bill discounts
- debt relief support
- energy efficiency and grants



We want everyone to be able to live in a warm and healthy home and often simple checks or changes can save households hundreds of pounds a year and put people back in control of their heating costs.

Residents can contact the service by calling **0116 305 4286** or by visiting www.firstcontactplus.org.uk

Case Study

A 78 year old lady with kidney disease and diabetes was referred by the Practice Nurse at her GP surgery for a lifeline alarm.

The lady declined the lifeline at the first call but we contacted her again after 8 weeks for a follow up.

At this call she informed us that she had been diagnosed with lung cancer so we referred to the Department of Work and Pensions for Attendance Allowance, which she was successfully awarded at the higher rate of £85.60.

In addition we referred her to the lightbulb service which resulted in a stair rail being fitted and other adaptations and advice offered to her.

She was very satisfied with our service and particularly with the advice and help from the Department of Work & Pensions Visiting Officer who completed the benefit claim forms.

Two Brand New Sections on the First Contact Plus Website



Dementia Support

We are pleased to inform you that we have created two new sections on the First Contact Plus website. They are 'Dementia Support' and 'Coping with Cancer' and can be found under the Families and Relationships Section of the website. Within these sections you will find useful resources and information on partner organisations that can help and support Leicestershire Residents that you come into contact with. In turn hopefully this information and support will make a positive difference to both theirs and their family and friends wellbeing.



Coping with Cancer

Red Cross Services available in Leicestershire



The First Call support at Home in Leicester is still going from strength to strength, over the last 12 months, they have assisted hundreds of vulnerable people suffering from a personal crisis, to live independently in their homes by providing them with confidence building and emotional support.

They have also helped people with practical tasks such as joining music groups, access funding to buy a mobility scooter, confirming hospital appointments, arranging cleaners, and even getting a new passport. The service has been invaluable to tackle isolation and loneliness in the county. So, if you know someone who you think might benefit from the support of the Red Cross, please get in touch on the email and phone number below. The service is available for up to 8 weeks, for anyone over the age of 18, living in Leicestershire. Some restrictions apply, so please contact us for more information.

First Call Support at Home

Telephone: 0345 054 7171

Email: firstcallleics@redcross.org.uk

Electronic Referrals

The quickest and most effective way to refer to First Contact Plus, as well as, to continue to check on the progress of your referrals, is to refer via our electronic pathway.

To do this please, go to <http://www.firstcontactplus.org.uk/> and click on the Partner Login banner. If you would like to be set up with a new account please contact our Administration Team on 0116 305 4286.

