

Other Red Cross services which may be of help to you:

Dial-a-wheelchair service

A home delivery and collection service of wheelchairs for those recovering from illness, coming home from hospital or just to enjoy a day out with the family. This service is available in Leicester, Rutland and Northamptonshire

How you can help

Volunteering for the British Red Cross is a great way to learn new skills and make a difference to people's lives.

As a First Call volunteer, you will have the rewarding experience of helping people who need a little extra support at home to maintain their independence.

If you would like to become a volunteer or find out more about what is involved, please contact:

British Red Cross

Red Cross House
Hatton Close
Moulton Park
Northampton
NN3 6SU

Tel: 0345 054 7171

We welcome people from all backgrounds and sections of the community.

First Call



Photo: Anthony Upton

Helping people to regain independence at home by providing practical and emotional support whilst maintaining their dignity

The British Red Cross first call service aims to provide short-term practical and emotional support at home for up to 8 weeks helping people regain their independence.

We offer:

- > Support with post hospital discharge
- > Assist people to live more independently in their own home
- > Companionship and social visits by our staff and volunteers or telephone support if visits are not required
- > Practical help including light housework, assistance with meals/drinks, shopping and collecting prescriptions
- > Assistance with filling in forms

The service is invaluable in assisting people to build their self-confidence and their ability to cope.

During the 8 weeks we will provide additional advice and support by signposting to other organisations if required

Where our support is not suitable we will endeavour to enable a smooth process of referral to other services as appropriate

Our service is delivered by fully trained staff and volunteers who will listen in a confidential and non-judgemental way

Who can benefit from this service?

Our service is available to any adult.

Referrals can be accepted from:

- > individuals
- > family members
- > friends and neighbours
- > adult social care, hospitals and other health care and voluntary sector professionals

If you are making a referral on behalf of someone else please ensure that you have their permission to do so.

To make a referral please contact us on:

Tel: 0345 054 7171

Fax: 01476 572699

[Email
firstcallnorthants@redcross.org.uk](mailto:firstcallnorthants@redcross.org.uk)

This service is funded by donations received.



photo by Roy Ealdon