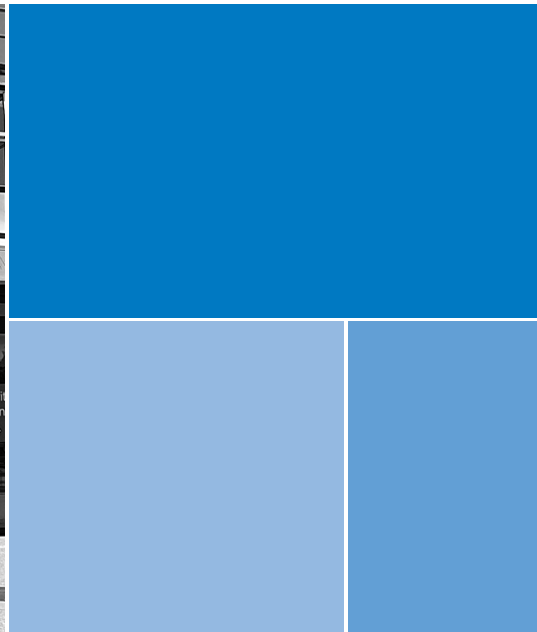




**James Paget  
University Hospitals**  
NHS Foundation Trust

# Local services and resources in the Suffolk area following your discharge from hospital



[Patient Information](#)

## Introduction

This guide is a list of resources for services in your local area that may be able to assist you when you are discharged from hospital.

These resources are **NOT** endorsed or recommended by James Paget University Hospital or its staff. They are an example of services you may benefit from on discharge from hospital.

Similar services are available via:

**Internet search engines** such as Google, Bing or Yahoo

**Telephone** such as Yellow Pages or Thomson Local

**Suffolk Social Services:** 0345 606 6077

- Care provision
- Sensory support
- Major adaptations
- Meals-on-wheels
- Respite and day care services
- Blue disability badge

**Medequip Depot contact details:** 01603 511124

Email: [norfolkcs@medequip-uk.com](mailto:norfolkcs@medequip-uk.com)

For repairs and returns of loaned equipment.

**British Red Cross:** 01493 663626

Medical loans: Short term (up to six months) loan of equipment (commodes, backrests, raised toilet seats, wheelchairs, perching stools, bath boards etc.)

## Advice and Assistance

**Disability Advice North East Suffolk (DANES):** 01502 511333

Benefits information.

**Age UK:** 0800 678 1602

Wide range of support services for older people and their carers.

**Suffolk Sight:** 01473 611011

**East Coast Community Healthcare:**

01493 809977 (Great Yarmouth)

01502 445445 (Lowestoft)

0800 917 1109 (Suffolk Adult Social Care)

- Occupational Therapy and Physiotherapy (Community Therapy)
- Also the number for other community health services, including district nurses and primary care networks

**Suffolk Family Carers:** 01473 835477

## Volunteer Services

**Citizens' Advice Bureau:** 01502 717715

Advice and assistance with benefits and finances etc.

**Alzheimer's and Dementia Care:** 01502 514712

(Suffolk County Council)

Advice and support for carers.

## Meals

**Wiltshire Farm Foods:** 0800 077 3100 (frozen ready meals)

**Oakhouse Foods:** 01379 870117 (frozen ready meals)

**Grandma's Kitchen:** 01502 537733

Delivers hot meals on plates to your door.

## Transport

**Bungay Area Community Transport (BACT):** 01986 896896

**Atlas Taxis:** 01502 500000 (Lowestoft)

**Harbour Cabs:** 01502 507299 (Lowestoft)

Wheelchair accessible taxis.

**Goldline Taxis:** 01502 711611 (Beccles)

## Local Equipment Suppliers

**Beactive Mobility Limited:** 01502 568848

Unit 1

70 Pinewood Avenue

Lowestoft

Suffolk NR33 9AJ

**East Coast Mobility:** 01502 514500

1 Carlton Road

Lowestoft

Suffolk NR33 0RU

**Felgains Care Centre:** 01473 741144

33 Knightsdale Road

Ipswich

Suffolk IP1 4JJ

**Freedom Mobility:** 01502 447177

Unit 2

Harrod Close

Horn Hill

Ipswich

Suffolk NR33 0PX

## **Cleaning Services**

**Mary Moppins:** 01502 502102 or 01493 662388 or 01379 778125

**Carlton Cleaning:** 01502 501976

**Bobby Dazzlers:** 07808 765611 (will also remove furniture)

## **Pendant Alarms**

**East Suffolk Services Ltd:** 01502 501496

**Waveney Norse Home Alarm Service:** 0345 040 2020

## **Walking Aids**

We are unable to re-use walking frames and sticks for other patients. We are therefore not able to collect these from your property if no longer required. If you are able to return them to the James Paget University Hospital then we recycle these as scrap metal.



**Your Feedback** We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

## OUR VALUES

# Proud of the Paget

### **Collaboration**

We work positively with others to achieve shared aims

### **Accountability**

We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

### **Respect**

We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

### **Empowerment**

We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

### **Support**

We are compassionate, listen attentively and are kind to ourselves and each other

**Before leaving please complete a Friends and Family Test feedback card.**

Help us transform NHS services and to support patient choice.



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version of this leaflet, contact PALS 01493 453240**

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© July 2023  
Revised January 2024, September 2024  
James Paget University Hospitals NHS Foundation Trust  
Review Date: September 2027  
NU 79 version 3