

What you can expect from us

- The Red Cross works within the Health and Safety at Work Act, 1974
- We provide a professional service and make sure people are treated well and their rights and dignity are respected
- We work within our policies and procedures to provide a high level of service that meets people's needs
- While you are getting support from us, with your permission we will collect, record and use certain personal information about you. We will not share your details with a third party without your permission.
- The Red Cross does not discriminate on the basis of nationality, race, religious beliefs, class or political opinions. We work with whoever needs support, whatever their background or belief
- Everyone has a right to be free from abuse and harm. If you tell us that you or others are at risk, we will take this seriously

Please speak to us if you would like to know about anything in this leaflet in more depth.

Feedback

We welcome any comments, good or bad. If you have any feedback about the service provided, we would like to hear from you. Call us on 0300 456 1981.

How to contact us

Telephone: 0783 433 5221 Kirsty

Email: KirstyFry@redcross.org.uk

Local office address: British Red Cross
78-80 Walton Road, Woking, GU21 5DW.

Opening times: Monday - Thursday 10am to 2pm

The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220949), Scotland (SC037738) and Isle of Man (0752).

Cover photo: © British Red Cross

This is an Information & Support service, we do not provide personal care or administer medication



Email: production@redcross.org.uk

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Our independent living services

Community Connectors Service

We offer short-term practical and emotional support to help people improve their wellbeing and quality of life and live independently in their community. Our services are tailored to each person's needs and goals.

**The power
of kindness**

What we do

We offer a range of services including support at home, help getting home from hospital, wheelchair loans and help finding other services and support.

How we work

Our staff and volunteers are fully trained. We pride ourselves on being friendly and helpful and we understand people's different physical and emotional needs.

Our services are tailored to each person's needs and we are flexible, reliable and committed to giving you as much choice and control of your support as possible. We will work closely with you, discussing all assessments and plans with you. We will listen carefully to what you tell us is important – now and in the future – and we will record this on your individual support plan.



Photo: © John Eccles (BRCS)

Working with your GP Connecting you back to your

At the British Red Cross we are here to support thousands of adults of all ages who feel they have nowhere to turn.



Photo: © Simon Rawles (BRC)

What can the service do for me?

Whether you are feeling lonely, or are looking to become physically active but need help with motivation, want support to find out how to take part in activities in your community then the British Red Cross can help.

How much will it cost me?

There is no charge for our service. You will receive up to 12 weeks support.

How can I access this service?

This service is working in partnership with your GP. Your Community Connector will be in your surgery on a regular basis.

Please talk to your GP practice to make an appointment.

What happens next?

After you have made contact with us, we will discuss what you like to achieve from the service.

If appropriate we will arrange future visits with one of our trained staff / volunteers.