**Confidentiality**

We will not share any information that you give us without discussing this with you first and getting your consent. The only exception to this is if we consider that your life or the wellbeing of someone else could be at risk

**Compliments, Comments and Complaints**

We welcome feedback about our services. In respect to Domiciliary care please contact [Customer.Relations@centralbedfordshire.gov.uk](mailto:Customer.Relations@centralbedfordshire.gov.uk) or 0300 300 8300 and ask for to be transferred to customer relations.

Or write to: Customer Relations Team

Priory House, Monks walk, Chicksands, Shefford

Bedfordshire

SG17 5TQ

In respect to Therapy please contact the Patient Advice and Liaison Service on Freephone 0800 7834839 or email: [elft.palsandcomplaints@nhs.net](mailto:elft.palsandcomplaints@nhs.net)

If you are not happy with the therapy service, please ask to speak to the Service Manager to try and resolve this, or Contact PALs team

If you wish to make a complaint in respect to therapy, you can call Freephone 0800 085 8354 or email: [elft.complaints@nhs.net](mailto:elft.complaints@nhs.net)

or write to:

FREEPOST RTXT-HJLG-XEBE Complaints Department,

The Green,

1 Roger Dowley Court.

Russia Lane,

London E2 9NJ

Bedfordshire adult and children's community health services are provided in partnership by East London NHS Foundation Trust (ELFT) and Cambridgeshire Community Services (CCS) NHS Trust.

**Contacts**

**Hospital Discharge Team**

Central Bedfordshire Council

Adult Social Care

Priory House, Monks walk, Chicksands.

Shefford Bedfordshire, SG17 5TQ

**0300 300 8300**

The core hours of the service are:

08:45 to 17:20, Monday to Thursday

08:45 to 16:20, Friday to Sunday

*Please note that this service is not an emergency service*

BCHS Therapy Teams – East London Foundation Trust

Single Point of Contact

0345 602 4064

Primary Care at Home North Team

Twinwoods, Milton Road

Clapham, Bedford, MK41 6AT

Primary Care at Home Mid Team

Shefford Health Centre,

Robert Lucus Drive, Hitchin Road,

Shefford, SG17 5FS

Primary Care at Home South Team

Queensborough House,

Friars Walk, Dunstable, LU6 3JA

Logo, company name

Description automatically generated

Diagram

Description automatically generated

**Home Recovery Service**

**Domiciliary Care Service**

Bedfordshire Community Health Services (BCHS) Primary Care at Home Team and Central Bedfordshire Council (CBC) are working with care provider services to support you with your care needs.

You will receive your day-to-day support by the care provider Mega Care whilst remaining under the care of BCHS and CBC. This interim service will be provided for **UP TO** 4 Weeks.

Whilst you are receiving this interim service your long-term care needs will be assessed and if appropriate a long-term package of care will be sourced.

Please contact Mega Care with any day-to-day issues.

**Mega Care**

**Office: 01234 353 157**

**Out-of-hours: 07756 546 022**

If you wish to make a complaint, please contact via

**Tel:** 01234 353 157

**Email:** [concerns@megaresources.co.uk](mailto:concerns@megaresources.co.uk)

**Write:** Mega Care  
 Suite E&F  
 20 Grove Place  
 Bedford  
 MK40 3JJ

**Ongoing Support**

There are daily meetings between BCHS, CBC and Mega Care where your care needs are discussed.

If you are assessed, as requiring a long-term domiciliary package of care your allocated Social Worker will discuss paying for long term care with you.

If you require Long Term care, you will be referred for a financial assessment and you may be required to self-fund a package of care. Until you are fully assessed, and your long-term care needs are identified you will not be charged.

Financial assessments will be undertaken by CBC Customer Finances Team. Once a financial assessment has been completed and your needs are identified as long term, it will be determined if you will either be, paying for your care in full or making a client contribution.

Your allocated Social Worker can support with any queries relating to paying for care.

**Equipment Provision**

Your equipment needs will be assessed during your initial assessment and reviewed once issued.

**Please note:**

This equipment will be issued on a free, short-term loan from our equipment company: Millbrook Healthcare.

Should you wish to return any equipment, please call Millbrook on: **03330 038074**

This collection will then be arranged at a time that is convenient for yourself.

**Primary Care at Home and**

**Further Information**

Primary Care at Home Caseholder:

Contact Number:

**0345 602 4064**

**Central Bedfordshire Council**

You will receive an initial assessment by Primary care at Home and a Care Act Assessment by CBC.

*Please note these are not an emergency service.*

Home Recovery Service: **Information leaflet**

Your Adult Social Care Worker is:

Contact Number: **0300 300 8300**

Service core hours: service:

08:45 to 17:20, Monday to Thursday

08:45 to 16:20, Friday to Sunday

Your Primary Care at Home Case holder is:

Contact Number: 0345 602 4064

Service core hours: 08:00 to 21:00, 7 days a week.