



How to Contact Us

Eligibility Criteria:

- 18 years or older
- Registered with a GP within the Cheshire East Area
- Living with frailty or complex needs or are identified as having escalating health or care needs.

To refer somebody that you know or to refer yourself please call 01565 682 315 or email cheshireeast@redcross.org.uk

We refuse to ignore people in crisis.

“I would like to commend the people involved in my recent transport and also your volunteers on front desk duties. Helpfulness and kindness and informative and going that extra mile, second to none. Thank you and your team!”

British Red Cross can also provide support in: Family Reunion, Refugee Support, Mobility Aid Loans, Support following a house fire, flooding or during a major emergency. We are also in a large number of hospitals assisting the NHS to support those that most need it.

Cheshire East Service User. July 2021

Tel: 01565 682315

cheshireeast@redcross.org.uk

**Red Cross Egerton Court Haig Rd
Knutsford WA16 8DX**



Cheshire East Support at Home

Operational Hours:
Monday - Saturday , 9am - 5pm

Cheshire East Support at Home (CESAH) is a FREE service to help prevent hospital admission and people recently discharged from hospital to settle back into their own home. The Red Cross is able to offer up to 2 weeks support.



Photo: © Simon Weiler

Support at Home

Power of Kindness

Cheshire East Support at Home (CESAH) is a service that can provide the following:

- Home Risk Assessment
- Support with shopping
- Collecting prescriptions
- Paying bills
- Help attending key medical appointments
- Advising and updating neighbours or relatives (with permission)
- Signposting and referring to other agencies and charities both national and local

All our staff and volunteers are trained to a high standard and undergo a regular enhanced DBS check

Transport to Medical Appointments

Compassion

Our team of staff and volunteers can help assist you to medical appointments including hospital and GP. British Red Cross use a fleet of cars that are cleaned before and after each person to ensure you are as safe as possible. People like to use this service to avoid using public transport or a taxi.

The team can also assist to signpost you to other services in the area for when our 2 week support ends.

British Red Cross also provide Mobility Aid Loans such as wheelchairs, commodes, kitchen stands. Please contact the number overleaf for more details.



Photo: © Rob Durston/British Red Cross

Transport Home from Hospital

Going to extra mile

Our compassionate team can help to support you being discharged from hospital.

They can:

- Transport home
- Go to the shop on the way home to collect essentials
- Help to settle you back in by making a drink etc
- Updating family, friends and neighbours if needed
- Complete a Home Risk Assessment
- Provide a Safe and Well call the next working day to ensure you have settled back well