

# Voluntary Sector Prevention support offer

Sources of support and advice for people in the community and leaving hospital who are feeling lonely and isolated and need a little help to connect to their local community

## Pathway 0

### No additional formal support

#### Safe to be at home and...

- Fully independent – no additional support required **and...**
- Would benefit from support from voluntary and community sector

### Inclusion Matters

#### Telephone helpline

Single point of access to social inclusion support. Phone: **01872 266383**  
Email: [inclusion@cornwallrcc.org.uk](mailto:inclusion@cornwallrcc.org.uk)  
Monday to Friday 9am to 4.30pm

#### Hospital Discharge Inclusion Officer

Help with social and practical needs after leaving hospital. Phone: **07590 362024**

#### Digital Support

Including online shopping, online groups etc  
Phone **01872 243557** or **01872 243534**  
Email: [digitalinclusion@cornwall.gov.uk](mailto:digitalinclusion@cornwall.gov.uk)

#### Dial Welfare Support

Contact DIAL directly. Phone **01736 759500**  
Email: [advice@dialcornwall.org.uk](mailto:advice@dialcornwall.org.uk)

#### Online information about local services

The Cornwall Link Connects individuals, carers, volunteers and professionals with services and activities in their area.

[www.cornwall-link.co.uk](http://www.cornwall-link.co.uk)

## Pathway 1

### Additional support at home

#### Safe to be at home and...

- Requires assessment and some additional care and support e.g. therapy, nursing, reablement, home care, equipment **and...**
- Would benefit from support from voluntary and community sector

### Volunteer Cornwall

#### Lifeline Support

1st Responder for those who do not have any other suitable person

Referral via **Community Co-ordination Centre (CCC)** or

Phone Volunteer Cornwall on **01872 266988** or email [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk)

#### Three Community Care makers within STEPs

To arrange Volunteer short term Enablement Support

Referral via **CCC** or

Phone Volunteer Cornwall on **01872 266988** or email [requestforhelp@volunteercornwall.org.uk](mailto:requestforhelp@volunteercornwall.org.uk)



Cornwall and the Isles of Scilly  
Health and Care Partnership