



Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences

Spotlight on Action on the British Legion Independent Living and Handy Van Service

The Royal British Legion's Independent Living Service covers England, Wales and Northern Ireland. We offer beneficiaries a high quality, friendly and professional service to live safe and well at home.

The Independent Living Service comprises of two services; the Independent Living Advice Service and the Legion Handy Van Service.

We offer support face to face, over the phone and by email to help beneficiaries work towards goals that are important to them.

This means we could help with:

- Specialist Information and Advice-About Independent Living Options
- Aids and Adaptations
- Assistance with Disabled Facilities Grants and Challenges
- Small maintenance jobs
- Home safety checks
- Winter warmth checks
- Help and support to navigate social services
- Help and support to challenge decisions
- Help to address isolation and loneliness
- Information on local services
- Setting up your own social groups
- Help to understand your rights and speak up

Who can use this Service?

A beneficiary is anybody who has served, is currently serving in the armed forces or are a dependent, spouse or partner of someone who is serving or has served.

The insight Healthwatch West Sussex hear from each person is collated and anonymised and forms part of the evidence that Healthwatch gather to identify common themes around what works and what could be improved for local people.

This insight is used to influence services development and can feed into:

- West Sussex Health and Wellbeing Board
- HASC - Health and Adult Social Care Select Committee
- WSCC Joint Strategic Needs Assessment
- Safeguarding Adult Board
- Sussex Health and Care Partnership workstreams (the NHS Integrated Care System for Sussex).

Healthwatch West Sussex also share reports with the Care Quality Commission (who are responsible for the registration and inspection of services which deliver regulated activities) and to Healthwatch England to form part of the national picture used to influence national developments, such as the NHS70 10 year forward plan.

To learn more about the work of the British Legion call our friendly contact centre on:
Telephone: 0808 802 8080- Open 8am-8pm- 7 days a week

Or visit one of our pop in centres:
<http://www.britishlegion.org.uk/get-support/the-legion-near-you/>



Not only do we collect the experiences of local people, but we can also provide free information and guidance just call: **0300 012 0122**.

Email helpdesk@healthwatchwestsussex.co.uk,

Website www.healthwatchwestsussex.co.uk.

healthwatch
West Sussex

You can also follow our social media channels:

Facebook [@healthwatchwestsussex](https://www.facebook.com/healthwatchwestsussex)

Twitter [@healthwatchws](https://twitter.com/healthwatchws)

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Co-ordinator, email: cheryl.berry@healthwatchwestsussex.co.uk