**Directory of Resources**

* **Adult Dietetics (Including weight management, malnutrition and diabetes services)**

Tel: 0300 124 0355

[adult.dietetics@mpft.nhs.uk](mailto:adult.dietetics@mpft.nhs.uk)

[Dietetics (Adults) :: Midlands Partnership University NHS Foundation Trust](https://www.mpft.nhs.uk/services/dietetics-adults)

* **Adult Social Care – Safeguarding (to raise concerns of self-neglect)**

**Staffordshire County Council** Tel: 0345 604 2719 (available during standard office hours)

Emergency Duty Service Tel: 0345 604 2886

**Stoke-on-Trent City Council** Tel: 0800 561 0015 (available during standard office hours

Emergency Duty Service Tel: 01782 238770

For Professionals wanting to make direct referrals for adult social care, please use the online portal:[**www.stoke.gov.uk/professionals**](https://www.stoke.gov.uk/professionals%20)

* **Advocacy**

Independent advocacy services in Staffordshire and Stoke-on-Trent are provided by ASIST.

Stoke Tel: 01782 845584

Staffordshire Tel: 01785 246709

<https://www.asist.co.uk/>

* **Asylum and Refugee Team – Stoke on Trent**

Ensuring people seeking asylum or refugees have access to GP, dentistry and health services, translation services and integration into local communities.

[Asylum Seeker & Refugee Health Team :: Midlands Partnership University NHS Foundation Trust](https://www.mpft.nhs.uk/services/asylum-seeker-refugee-health-team)

* **Cardiac Nursing (Heart Failure) service**

Tel: [0300 123 0995 (ext 4183 - North Division)](tel:03001230995)

Tel: [01785 221019 (South Division, Stafford)](tel:01785221019)

Tel: [01827 891077 (South Division, South East Staffordshire)](tel:01827891077)

[Cardiac Nursing (Heart Failure) Service :: Midlands Partnership University NHS Foundation Trust](https://www.mpft.nhs.uk/services/cardiac-nursing-heart-failure-service)

* **Carers Services**

**Staffordshire County Council** [**www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Carers/Information-for-carers.aspx**](http://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Carers/Information-for-carers.aspx)

**Stoke-on-Trent** [**www.stoke.gov.uk/helpforcarers**](https://www.stoke.gov.uk/helpforcarers)

* **Children’s Services**

Staffordshire County Council’s Children Advice and Support Service – Tel: [0300 111 8007](tel:03001118007) and select option 1.

Stoke-on-Trent City Council Children’s Advice and Duty Service Tel: 01782 235100

* **Community/District Nursing**

Referrals will be made via the adult’s GP Practice.

Contact details are available via the following link:

https://www.mpft.nhs.uk/services/district-nursing

* **Diabetic Services (MPFT)**

PO Box 7014, 5th Floor Civic Centre, Beecroft Road, Cannock,  
WS12 9GT

Tel: 01889 572 038

E-mail: [mpft.longtermconditions@mpft.nhs.uk](mailto:mpft.longtermconditions@mpft.nhs.uk)

[Diabetes Services (Adults) :: Midlands Partnership University NHS Foundation Trust](https://www.mpft.nhs.uk/services/diabetes-services-adults)

* **Drug and Alcohol Services**

**Staffordshire**

Staffordshire Treatment & Recovery System (known as STARS) – Tel: 0300 124 0356

Newcastle E-mail: [STARSNORTH@MPFT.NHS.UK](mailto:STARSNORTH@MPFT.NHS.UK)

Leek E-mail: [STARSNORTH@MPFT.NHS.UK](mailto:STARSNORTH@MPFT.NHS.UK)

Stafford E-mail: [STARSWEST@MPFT.NHS.UK](mailto:STARSWEST@MPFT.NHS.UK)

Burton E-mail: [STARSEAST@MPFT.NHS.UK](mailto:STARSEAST@MPFT.NHS.UK)

Tamworth E-mail: [STARSEAST@MPFT.NHS.UK](mailto:STARSEAST@MPFT.NHS.UK)

Hub addresses are available via the following link: [Contact us - Staff Stars](https://www.staffstars.org/contact-us/)

**Stoke-on-Trent**

Community Drug and Alcohol Service – Tel: 01782 283113

<https://www.scdas.org.uk/>

* **Environmental Health Services**

Each of the District Councils in Staffordshire and Stoke-on-Trent have an Environmental Health Service. Please refer to the relevant district council website for further information:

Cannock Chase District Council <https://www.cannockchasedc.gov.uk/residents/environmental-health-residents>

East Staffordshire Borough Council <https://www.eaststaffsbc.gov.uk/environmental-health>

Lichfield District Council

<https://www.lichfielddc.gov.uk/environmental-health>

Newcastle-Under-Lyme Borough Council

<https://www.newcastle-staffs.gov.uk/environment>

South Staffordshire District Council <https://www.sstaffs.gov.uk/environment-and-climate>

Stafford Borough Council

<https://www.staffordbc.gov.uk/environmental-and-health-services>

Staffordshire Moorlands District Council

<https://myforms.staffsmoorlands.gov.uk/EHGENERALENQUIRY/launch>

Tamworth Borough Council

<https://www.tamworth.gov.uk/environment>

Stoke-on-Trent City Council

<https://www.stoke.gov.uk/info/20050/problems_in_my_neighbourhood>

* **Foodbanks**

Cannock & District https://cannockdistrict.foodbank.org.uk/locations/

East Staffordshire <https://www.burtones-homeless.co.uk/meals-and-foodbanks/>

Leek & District <https://leekdistrict.foodbank.org.uk/>

Lichfield <https://lichfield.foodbank.org.uk/locations/>

Newcastle-Under-Lyme <https://newcastlestaffs.foodbank.org.uk/locations/>

Stafford <https://www.trusselltrust.org/get-help/find-a-foodbank/stafford/>

<https://www.staffordbc.gov.uk/local-food-banks-information-and-opening-times>

Tamworth <https://tamworth.foodbank.org.uk/locations/>

Stoke-on-Trent <https://stokeontrent.foodbank.org.uk/locations/>

* **General Practitioners**

If the adult’s GP surgery is known, all practice details can be found via the NHS website

<https://www.nhs.uk/service-search/find-a-gp>

* **High Volume Users Team (North Staffordshire)**

The team work holistically with adults who are regularly attending A & E. The goal is to help to reduce the amount of time that individuals need to attend A & E and attempt to get most, if not all, of their needs met within primary services. The team consists of nurses, social workers and support time recovery workers.

Tel: 0300 123 1535

**E-mail:** [**HighVolume.UserTeam@combined.nhs.uk**](mailto:HighVolume.UserTeam@combined.nhs.uk)

* **Hospitals**

**Bradwell Community Hospital, Talke Road, Chesterton, Newcastle Under Lyme**

Tel:[0300 123 0905 (Main Reception)](tel:03001230905)

**County Hospital**

Weston Road, Stafford, ST16 3SA

Tel: 01782 715444 (Switchboard)

To contact individual wards or departments please refer to: **https://www.uhnm.nhs.uk/contact-us/phone-directory/**

**Haywood Community Hospital, High Lane, Burslem Stoke on Trent**

Tel: [0300 303 1268 (Main Reception)](tel:03003031268)

[**Haywood Community Hospital :: Midlands Partnership University NHS Foundation Trust**](https://www.mpft.nhs.uk/services/haywood-community-hospital)

**Leek Moorlands Hospital**

Tel: [0300 123 1894](tel:03001231894)

[**Leek Moorlands Hospital :: Midlands Partnership University NHS Foundation Trust**](https://www.mpft.nhs.uk/services/leek-moorlands-hospital)

**Longton Cottage Hospital**

Tel: [0300 123 0975 (Main Reception)](tel:03001230975)

**Queens Hospital Burton**

Belvedere Road, Burton on Trent, Staffordshire, DE13 0RB

Tel: [01283 566 333](tel:01283566333) (switchboard)

Tel: [01283 511 511](tel:01283511511) ext 5004 or 5006 (Emergency Department Reception)

<https://www.uhdb.nhs.uk/contact-us-queens-hospital-burton>

**Royal Stoke Hospital**

Newcastle Road, Stoke-on-Trent, ST4 6QG

Tel: 01782 715444 (Switchboard)

To contact individual wards or departments please refer to:https://www.uhnm.nhs.uk/contact-us/phone-directory/

**Samuel Johnson Community Hospital**

Trent Valley Road (A5127), Lichfield, WS13 6EF

Tel:[01543 412 900](tel:01543412900) (Switchboard)

<https://www.uhdb.nhs.uk/contact-us-samuel-johnson-community-hospital>

**Sir Robert Peel Community Hospital**

Plantation Lane, Mile Oak, Tamworth, B78 3NG

Tel:  [01283 566 333](tel:01283566333) (Switchboard)

<https://www.uhdb.nhs.uk/contact-us-sir-robert-peel-community-hospital>

* **Hospital - Safeguarding Teams**

**University Hospitals of Derby and Burton NHS Foundation Trust –** this includes Queens Hospital Burton, Samuel Johnson Community Hospital, Sir Robert Peel Community Hospital

[**uhdb.safeguarding@nhs.net**](mailto:uhdb.safeguarding@nhs.net)

**University Hospitals of North Midlands –** this includes the Royal Stoke Hospital and County Hospital

[**Adult.SafeguardingTeam@uhnm.nhs.uk**](mailto:Adult.SafeguardingTeam@uhnm.nhs.uk)

Tel: 01782 675477

* **Housing Providers**

**Staffordshire County Council**

Most housing services are provided by the local district or borough council. The link below will provide details of each of the district and borough councils:

<https://www.staffordshire.gov.uk/Community/Housing.aspx>

All housing authorities in Staffordshire operate a 24/7 service for homelessness, where they can place people in emergency accommodation if there is no alternative available to them.

**Stoke-on-Trent**

For residents of Stoke-on-Trent, the City Council offer Homelessness and Housing services. Their Housing Solutions service can be contacted via:

Telephone: [01782 233696](tel:01782233696)

Email: [housing.adviceservices@stoke.gov.uk](mailto:housing.adviceservices@stoke.gov.uk)

Details of other housing providers within Staffordshire and Stoke-on-Trent include:

* [Aspire Housing](http://www.aspirehousing.co.uk/)
* [EPIC Housing](http://www.epichousing.co.uk/)
* [Riverside](https://www.riverside.org.uk/)
* [Midland Heart](http://www.midlandheart.org.uk/)
* [Staffs Housing](http://www.staffshousing.org.uk/)
* [Clarion Housing](https://www.myclarionhousing.com/)
* [Sanctuary Housing](https://www.sanctuary-housing.co.uk/)
* [Bromford Group](http://www.bromford.co.uk/)
* [Anchor Housing](http://www.anchor.org.uk/)
* [Derwent Living](https://www.derwentliving.com/)
* [Brighter Futures](http://www.brighter-futures.org.uk/)
* [YMCA North Staffordshire](https://ymcans.org.uk/)
* **Mental Health Services**

If the adult’s GP is in:

**South Staffordshire** Tel: 0808 196 3002

**North Staffordshire (includes Stoke-on-Trent)** Tel: 0800 0328 728 (Option 1)

If the adult has an out of area GP, please refer to relevant mental health services in that area (if known) or seek advice from local services.

* **Physical Health Psychology (South Staffordshire)**

The aim of their work is to help people adjust to the difficulties posed by their physical health problems.

Healthcare professionals wishing to refer into the Physical Health Psychology Service should email the following address to obtain a referral form: [physicalhealthpsychologyservice@mpft.nhs.uk](mailto:physicalhealthpsychologyservice@mpft.nhs.uk)

Tel: 01543 576609

* **Podiatry Services**

[Podiatry (Adults) :: Midlands Partnership University NHS Foundation Trust](https://www.mpft.nhs.uk/services/podiatry)

* **Social Prescribers**

Social Prescribers are linked to GP services. Please contact individual GP Surgery’s for details of how to access social prescribers.

* **Staffordshire Fire and Rescue Services**

For Safe and Well advice and guidance from Staffordshire Fire and Rescue Service, call the Contact Centre on Tel: **0800 0241 999**

Partner agencies wanting to request a Home Fire Safety Visit should complete the following document [partner referral form](https://www.staffordshirefire.gov.uk/your-safety/safe-and-well/home-safety-visit-partner-referral-form/).

* **Staffordshire Police**

Call 101 in a non-emergency and 999 in an emergency

* **Tissue Viability Service (MPFT)**

North Service – (Bradwell Hospital)

South Service (Armitage Clinic)

[tvreferrals@mpft.nhs.uk](mailto:tvreferrals@mpft.nhs.uk)

* **West Midlands Ambulance Service**

In an emergency dial 999.

Social Service request for details  
Telephone: 01384 989478  
Email: wmas.safeguarding@wmas.nhs.uk

* **Voluntary organisations**

Reaching North Staffs – Work in Stoke and North Staffordshire to combat isolation, promote connectedness, and improve living conditions and well-being through empowering compassionate relationships.

E-mail: [info@reaching.org.uk](mailto:info@reaching.org.uk)

Website: [Reaching North Staffs](http://www.reaching.org.uk/)

If individuals are aware of any other services/organisations that should be included within this directory, please share the details with the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board via: ssaspb.admin@staffordshire.gov.uk