



0300 123 4044

Hospital & Community Navigation Service

**A free service available throughout Hertfordshire
to help manage health and well-being**

WE CAN:

- > Support with safe discharge of patients home from hospital
- > Provide wellbeing checks and visit people in their home
- > Help people to arrange home adaptations
- > Help establish communications with Home Care providers
- > Establish links to local community-based support
- > Provide short term support for shopping and with collecting prescriptions
- > Support with follow up health and social care appointments
- > Support with completion of forms and applications
- > Provide emergency food bags and help arrange a free “meals on wheels” trial (through Herts Independent Living Services)
- > Support people to access further support for help with more complex assessments such as benefits checks and financial assessment forms.



How to refer into the service

People can be referred via the following methods:

- > **Community referrals** can be triaged by Herts Help.
- > **Hospital based referrals** can be picked up directly by the teams in each of the acute hospitals, namely Watford General, Lister and Princess Alexandra.

For Community based referrals:

- > Call Herts Help on **0300 123 4044** or
- > Email **hertshelp@nhs.net**

For Hospital Based Referrals in East & North Hertfordshire:

- > Call **01438 285300** or **01992 585955** or
- > Email **eastandnorth@herts.help**

For Hospital Based Referrals in Herts Valleys:

- > Call **01923 436649** or **01992 585972** or
- > Email **wherts-tr.hertshelpidt@nhs.net** or **west@herts.help**

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