SCOTTISH TRAUMA NETWORK

NHS Greater Glasgow and Clyde

Information about the

Major Trauma External Support Services



Major Trauma Coordinators
Queen Elizabeth University Hospital
1345 Govan Road
Glasgow G51 4TF

Following a traumatic event your life, both physically or mentally, can be challenging and overwhelming. This booklet contains a list of services that you can access whilst as an inpatient or after discharge from hospital. These services can help moving forward that little bit easier. Should you need any advice or assistance with accessing any of these services, please ask the staff.

Navigators is a charity based within the Queen Elizabeth University Hospital that can assist people with complicated lifestyles or backgrounds. They can help with drug or alcohol addiction, violence, domestic abuse and poor emotional wellbeing. They are highly skilled and qualified, and some can bring their own life experiences relevant to individual cases.

Contact: This can be done by referral at ward level by One of the Major Trauma Coordinators can refer you, or you can refer yourself via their website 🌐 **www.mav.scot/navigator**

The Defence Medical Welfare Service is a UK based charity that can assist -ex-military personnel and their families.

They offer information and advice and a tailored service to the person and their family. This can be from support with mental health, relationships, substance misuse and wellbeing support to supported referrals for education, training, employment and financial concerns.

Contact: ☎ **0800 999 3697**

✉ **referrals@dmws.org.uk**

🌐 **www.dmws.org**

Day one is a UK based charity that can offer advice and support for patients who have been involved in a Major Trauma incident.

They can provide access to a range of practical and emotional support for patients, families and carers.

Contact: National support telephone line: ☎ **0333 034 2107**

Monday to Friday 9am-5pm,

✉ **support@dayonetrauma.org**

🌐 **www.dayonetrauma.org**

Headway a UK wide organisation that helps patients and families that are affected by brain injury. They can of help, support and services to people and their families following a brain injury.

Contact: Nurse-led helpline telephone: ☎ **0808 800 2244**

🌐 **www.headway.org.uk**

Brainkind is a UK charity that specialises in brain injury. They can provide ongoing rehabilitation and support to ensure life after brain injury can be a life well lived.

Contact: 🌐 **www.brainkind.org**

Active Care are a national provider of complex care. There is an inpatient specialist rehabilitation hospital for brain injuries in Scotland.

Contact: 🌐 **www.activecaregroup.co.uk**

Brake is a charity that offer information, advice and support for families and friends that have been affected by the death of a loved one on Scotland's roads. They also have access to additional help and support for children that have been affected by death on Scotland's roads.

Contact: Helpline ☎ **0808 8000 401**

✉ **helpline@brake.org.uk**

This is a charity that can offer one to one support for people who have had their lives affected by alcohol and drug misuse.

Contact: Helpline ☎ **0808 0101 011**

✉ **helpline@sfad.org.uk**

🌐 **www.sfad.org.uk**

General Enquiries: ☎ **0141 465 7523**

✉ **info@sfad.org.uk**

Drive Ability Scotland

This charity offer assistance with getting back to using a car after injury, whether this is due to restricted mobility, disability or life changing injury. They can assess patients driving, seat and access, driving tuition, off road and driving adaption assessments.

Contact: ☎ **0141 648 8470**

✉ **info@driveabilityscotland.org.uk**

🌐 **www.driveabilityscotland.org.uk**

This charity offers patients and families support of people who have suffered the loss of a limb. They can offer access to activities, services and support to benefit fitness, mental health and personal growth.

Contact: ☎ **0141 258 4858**

🌐 **www.findingyourfeet.net**

Changing Faces is a charity that gives emotional, social and counselling support for people with a visible difference, whether that be a scar, mark or condition on their face or body that has an effect on their mental of emotional wellbeing.

Contact: Support and Information line: ☎ **0300 012 0275**

Monday to Friday 10am - 4pm

✉ **support@changingfaces.org.uk**

🌐 **www.changingfaces.org.uk**

Age Scotland is a charity that is for people over the age of 50 and can offer help and advice with benefits and entitlements, social care, legal issues i.e. power of attorney, housing and many other issues.

Contact: ☎ **0800 1244 222** Monday to Friday 9am - 5pm

🌐 **www.agescotland.org.uk**

Food Train is a Glasgow charity set up to help older people who have difficulty in doing their own grocery shop due to ill health, disability frailty or mobility issues.

The service is run by volunteers who collect and deliver your shopping. You pay for your shopping via Food train plus a small delivery charge.

Contact: ☎ **0141 423 1722**

✉ **glasgow@thefoodtrain.co.uk**

🌐 **www.thefoodtrain.co.uk**

UK wide charity that helps women how have experienced domestic abuse or violence.

Contact: Helpline ☎ **0800 027 1234** or **0131 226 6606**

✉ **info@womensaid.scot**

Web chat available their website: 🌐 **www.womensaid.scot**

AMIS

AMIS is the leading charity for men who have experienced domestic abuse in Scotland.

Contact: ☎ **03300 949 395** Mon-Fri 9am to 4pm

✉ **contact@amis.org.uk**

gcil Glasgow Centre for Inclusive Living

GCIL is a disabled people's organisation run by disabled people. They're aim is to promote independent living by helping disabled people gain the information, skills and support they need to challenge barriers and make informed choices.

Contact: Address: - 117-127 Brook Street, Glasgow G40 3AP

☎ **0141 550 4455**

✉ **gcil@gcil.org.uk**

🌐 **www.gcil.org.uk**

Assessment Services

Assessment services is a case management service that can help and plan for a life living with complex needs. They can offer legal support, access to education and work opportunities, help signpost and identify options and costs for your care needs.

The team is made up of Social Work, Nurses and Occupational Therapists who specialise in brain injury, spinal injury and complex care needs.

Contact: Fen Parry, Lead Care Manager for Scotland

☎ **0131 554 8970**

✉ **fenparry@jspsc.co.uk**

🌐 **www.casemanagement.co.uk**

Money Matters

Money Matters is set up in the main concourse of the QEUH, just next to the escalators. They can help and give advice a variety of financial issues primarily whilst as an inpatient. (May be able to continue to assist on discharge) Offer free financial health check-ups. Financial capability service (one to one sessions). Operate primarily in South of Glasgow.

Contact: Can be made via the Major Trauma Coordinators as an inpatient. If you wish to contact them directly you can telephone:

☎ **0141 452 2387**. Monday to Friday 9am - 5pm.

Young Patients Family Fund

Young patients and family fund can offer financial support to families with a child 18 years old or younger who are in hospital. They can help with financial cost of meals and subsistence, transport, parking, flights and accommodation.

Please note that claims **must** be made within 3 months of discharge from hospital.

Claims can be made from NHS board that your child is attending.

Contact: Barry Hope and Hayley Kirkwood

☎ **0141 452 4974** or **0141 452 4976**

✉ **ggc.youngpatientsfamilyfund@ggc.scot.nhs.uk**