



**Frimley Health**  
NHS Foundation Trust

# Information and Advice for Everyday Living

Information for patients, relatives and carers



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Working together

Facing the future



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## Financial Support

### Financial Help and Benefits:

Help Available	What can it help with?	Who is it for?	How to access
<b>NHS Low Income Scheme</b>	Travel to NHS appointments, prescriptions and dental treatment	People on low income, people on benefits and students	<a href="https://www.nhsbsa.nhs.uk/nhs-low-income-scheme">https://www.nhsbsa.nhs.uk/nhs-low-income-scheme</a>
<b>Benefits Calculator</b>	Check what benefits you are entitled to	Anyone unsure what help they can get	<a href="https://www.entitledto.co.uk/">https://www.entitledto.co.uk/</a> <a href="https://benefits-calculator.turn2us.org.uk/">https://benefits-calculator.turn2us.org.uk/</a> <a href="https://policyinpractice.co.uk/better-off-calculator/">https://policyinpractice.co.uk/better-off-calculator/</a>
<b>Universal credit</b>	Help with living costs, rent, childcare	People on a low income/out of work	<a href="https://www.gov.uk/universal-credit">https://www.gov.uk/universal-credit</a>
<b>Child Benefit/Child Tax Credit</b>	Financial support to help with costs of raising children	Parents/carers of children	<a href="https://www.gov.uk/child-benefit">https://www.gov.uk/child-benefit</a>
<b>Disability Living Allowance (DLA)</b>	Help with costs of caring for a child with a disability/long term health condition	Children under 16 with additional care or mobility needs	<a href="https://www.gov.uk/disability-living-allowance-children">https://www.gov.uk/disability-living-allowance-children</a> Form - <a href="https://assets.publishing.service.gov.uk/media/67a0f71cc58a6a5aa9217653/dla-for-children-claim-form.pdf">https://assets.publishing.service.gov.uk/media/67a0f71cc58a6a5aa9217653/dla-for-children-claim-form.pdf</a> Help with form - <a href="https://assets.publishing.service.gov.uk/media/6735e4bb54652d03d5161148/notes-on-how-to-fill-in-the-dla-claim-form-for-children.pdf">https://assets.publishing.service.gov.uk/media/6735e4bb54652d03d5161148/notes-on-how-to-fill-in-the-dla-claim-form-for-children.pdf</a>
<b>Personal Independence Payment (PIP)</b>	Help with costs due to disability/long term health conditions	Young people aged 16+ and adults	<a href="https://www.gov.uk/pip">https://www.gov.uk/pip</a>

**Loans and Grants:**

Type of Support	What it offers	Important to know	How to apply
<b>Budgeting Loans</b>	Interest free loan	For people receiving universal credit. Must be paid back within 2 years	<a href="https://www.gov.uk/budgeting-help-benefits/how-to-apply">https://www.gov.uk/budgeting-help-benefits/how-to-apply</a>
<b>Credit Unions/Fair for you</b>	Affordable, flexible loans and credit	Designed for people on low income	<a href="https://www.findyourcreditunion.co.uk/">https://www.findyourcreditunion.co.uk/</a> <a href="https://www.fairforyou.co.uk/">https://www.fairforyou.co.uk/</a>
<b>Greggs Hardship Fund</b>	Food, clothing, appliances and energy vouchers	As this is a grant, it does not need to be paid back	<a href="https://www.greggsfoundation.org.uk/grants/hardship-funding">https://www.greggsfoundation.org.uk/grants/hardship-funding</a>
<b>Independent Food Aid Network</b>	White goods, essential household items + more	Find local help in your area	<a href="https://www.foodaidnetwork.org.uk/">https://www.foodaidnetwork.org.uk/</a>
<b>Buttle UK</b>	Up to £2400 for children affected by crisis	For children and young people	<a href="https://buttleuk.org/">https://buttleuk.org/</a>

**Household, Utility, Bills and Council Support:**

Support	What it can help with	Where to apply
<b>Household Support Fund</b>	Food, energy, bills and essential items	Slough - <a href="https://www.slough.gov.uk/benefits-support/household-support-fund/2">https://www.slough.gov.uk/benefits-support/household-support-fund/2</a> Windsor - <a href="https://rbwmtogether.rbwm.gov.uk/household-support-fund">https://rbwmtogether.rbwm.gov.uk/household-support-fund</a>

		<p>Buckinghamshire - <a href="https://www.buckinghamshire.gov.uk/cost-of-living/household-support-fund/">https://www.buckinghamshire.gov.uk/cost-of-living/household-support-fund/</a></p> <p>Surrey - <a href="https://surreycoalition.org.uk/household-support-fund-for-parents-carers/">https://surreycoalition.org.uk/household-support-fund-for-parents-carers/</a> and/or <a href="https://www.surreyheath.gov.uk/community/care-and-support/cost-living-support-here-you/money-worries-help-and-advice/household-support-fund">https://www.surreyheath.gov.uk/community/care-and-support/cost-living-support-here-you/money-worries-help-and-advice/household-support-fund</a></p> <p>Hampshire - <a href="https://www.hants.gov.uk/communitygrants">https://www.hants.gov.uk/communitygrants</a></p> <p>Bracknell - <a href="https://www.bracknell-forest.gov.uk/benefits-and-support/household-support-fund">https://www.bracknell-forest.gov.uk/benefits-and-support/household-support-fund</a></p>
<b>Council Tax Reduction</b>	Reducing your council tax payments	<a href="https://www.gov.uk/apply-council-tax-reduction">https://www.gov.uk/apply-council-tax-reduction</a>
<b>Energy Bills</b>	Support from your energy supplier	Contact your provider directly
<b>Water Bills</b>	Reduced water bills through social tariffs	<a href="https://www.thameswater.co.uk/help/account-and-billing/financial-support">https://www.thameswater.co.uk/help/account-and-billing/financial-support</a>
<b>British Gas</b>	Grants for energy costs	<a href="https://britishgasenergytrust.org.uk/grants-available/">https://britishgasenergytrust.org.uk/grants-available/</a>
<b>Mortgage/rent Support</b>	Help if you are struggling with mortgage/rent payments	<a href="https://www.gov.uk/government/publications/mortgage-charter/mortgage-charter">https://www.gov.uk/government/publications/mortgage-charter/mortgage-charter</a> <a href="https://adviceforrenters.org/">https://adviceforrenters.org/</a>

**Essentials, Advice and Connectivity:**

<b>Need help with...</b>	<b>Support available</b>	<b>How to access</b>
<b>Advice and Guidance</b>	Free, confidential advice for debt, housing, benefits	<a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>
<b>Furniture &amp; Electrical Items</b>	Low-cost reused goods	<a href="https://reuse-network.org.uk/">https://reuse-network.org.uk/</a>
<b>Technology</b>	Free, radios, TVs and tablets	<a href="https://wavelength.org.uk/">https://wavelength.org.uk/</a>

<b>Broadband &amp; Phone Bills</b>	Cheaper social tariffs	<a href="https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs">https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs</a>
<b>Finances, essentials and enjoying life more</b>	WHAM Project referral scheme	<a href="https://www.cse.org.uk/referral">https://www.cse.org.uk/referral</a> Call the Home Energy Team on 0800 082 2234

## Support to attend your clinic appointments

Is anything making it difficult for you or your child to attend clinic appointments? Here are some ways we can help, and please speak to your care team if you face other barriers

### Travel

***Did you know that you might be able to claim help with your travel costs through the Healthcare Travel Costs Scheme?***

Follow this link to access more information: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/>

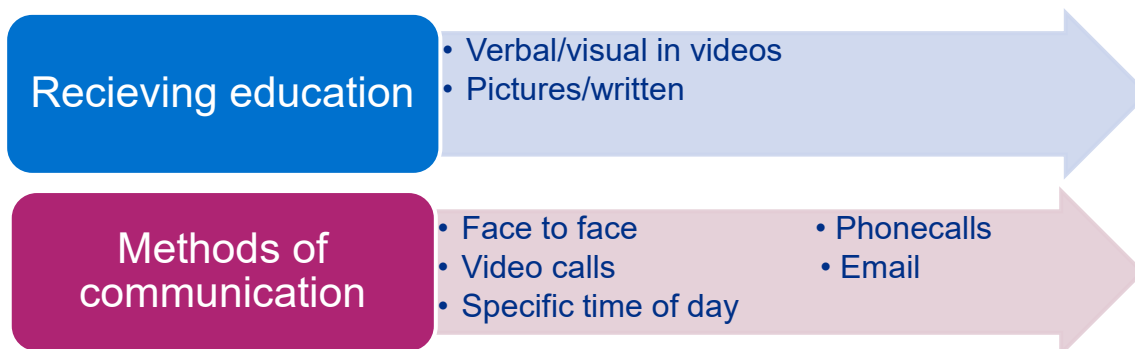
Documents required:

- Proof of being in receipt of benefits
- Travel receipt
- Proof of clinic appointment
- Directions to the cash office

### Communication and Education Preferences

***To help you get the most from your appointments, we'd like to understand your preferred ways of learning and communicating.***

Please let us know what you and your child's preferences are for:



**It may be helpful to write down questions and bring them to clinic with you.**

Diabetes UK together Type 1 offer one-to-one support, groups and outings with other people with T1D.

## Support in accessing food

### Access to Free School Meals

- Apply for Free School Meals <https://www.gov.uk/apply-free-school-meals>
- Speak to your school-can they provide a lunch box if your child will miss their free meal due to the attendance of a clinic appointment.
- Children who are eligible for free school meals will also be eligible for Holiday Activities and Food Programme <https://www.gov.uk/government/publications/holiday-activities-and-food-programme> and Household Support Fund <https://www.gov.uk/cost-living-help-local-council> (If you receive benefits, they will not be affected if you get a payment from a Household Support Fund scheme.)
- Save Good Food From Going To Waste - Too good to go allow users to buy food from local restaurants etc. at discounted prices <https://www.toogoodtogo.com/>
- Olio is similar to 'Too good to go'. Olio - Your Local Sharing App <https://olioapp.com/en/>

### Food Banks:

- Trussel Trust: <https://www.trusseltrust.org/get-help/find-a-foodbank/> Or Search 'Food banks' in your local area

Slough	Multiple locations across Slough – requires referral <a href="https://slough.foodbank.org.uk/locations/">https://slough.foodbank.org.uk/locations/</a>
High Wycombe	Wycombe Food Hub - Discount food for everyone & free options (community fridge) for those struggling Once Can Trust – requires referral <a href="https://onecantrust.org.uk/">https://onecantrust.org.uk/</a>
Hampshire	Hampshire community pantries - <a href="https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/connectforcommunities/supportforfamilies/communitypantries-overview">https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/connectforcommunities/supportforfamilies/communitypantries-overview</a>
Bracknell	Bracknell Foodbank- <a href="https://bracknell.foodbank.org.uk/">https://bracknell.foodbank.org.uk/</a> Crowthorne Foodbank- <a href="https://crowthorne.foodbank.org.uk/">https://crowthorne.foodbank.org.uk/</a> Share- <a href="https://sharewokingham.co.uk/">https://sharewokingham.co.uk/</a>
Surrey	Surrey Food Support- <a href="https://www.surreyheath.gov.uk/community/care-and-support/cost-living-support-here-you/food-support">https://www.surreyheath.gov.uk/community/care-and-support/cost-living-support-here-you/food-support</a> Surrey Food Bank- <a href="https://surreyfoodbank.org/">https://surreyfoodbank.org/</a>

## Healthy eating on a budget

Budget meal plan | Diabetes UK  
<https://www.diabetes.org.uk/guide-to-diabetes/enjoy-food/eating-with-diabetes/meal-plans/budget>



Cooking on a budget | Diabetes UK  
<https://www.diabetes.org.uk/guide-to-diabetes/enjoy-food/cooking-for-people-with-diabetes/cooking-on-a-budget>

Eat well for less | Diabetes UK  
<https://www.diabetes.org.uk/guide-to-diabetes/enjoy-food/food-shopping-for-diabetes/shopping-on-a-budget/healthy-balanced-budget>



Top ways to cut your food costs | Diabetes UK  
<https://www.diabetes.org.uk/guide-to-diabetes/enjoy-food/food-shopping-for-diabetes/shopping-on-a-budget/top-ways-to-cut-your-food-costs>

Shopping on a budget | Diabetes UK  
<https://www.diabetes.org.uk/guide-to-diabetes/enjoy-food/food-shopping-for-diabetes/shopping-on-a-budget>

## Accessible Diabetes Education

### Support for families with language barriers



The following websites provide resources in different languages:

- Frimley Healthier together website offers resources in different languages and will read the text for you: <https://frimley-healthiertogether.nhs.uk/parentscarers/diabetes>
- Diabetes information in different languages | Diabetes UK-Diabetes UK : Audio, Braille, Easy Read, Bengali, British Sign Language, French, Gujarati, Hindi, Large Print, Punjabi, Romanian, Chinese, Somali, Tamil, Urdu, Welsh <https://www.diabetes.org.uk/about-diabetes/information-in-different-languages>
- Multicultural resources, Diabetes Australia Dari, Farsi, Greek, Italian, Khmer, Korean, Macedonian, Nepali, Spanish, Sinhalese, Tamil, Thai, Tongan, Turkish, Vietnamese <https://www.diabetesaustralia.com.au/resources/multicultural/>
- DigiBete has information on diabetes essentials in basic sign language, Bengali, Chinese, Polish, Somali, Tamil, French, Spanish, Punjabi, Ukrainian, Urdu (including information on technology) Use of language line (or equivalent) for translators in appointments <https://www.digibete.org/>

### Support for families with limited numeracy/literacy skills

There are many education videos available online:

Frimley Health Trust training videos on carbohydrate counting and insulin pumps	<a href="https://frimley-healthiertogether.nhs.uk/parentscarers/diabetes">https://frimley-healthiertogether.nhs.uk/parentscarers/diabetes</a>
Sheffield Hospital: Carbohydrate counting using handy measures, Carbs and Cals, food labels	<a href="https://www.youtube.com/watch?v=qDwLSFG38Ms">https://www.youtube.com/watch?v=qDwLSFG38Ms</a>
Know Diabetes – videos on all aspects of type 1 and type 2 diabetes	<a href="http://www.knowdiabetes.org.uk">www.knowdiabetes.org.uk</a>
Digibete carbohydrate counting videos	<a href="https://www.digibete.org/carbohydrate-counting/">https://www.digibete.org/carbohydrate-counting/</a>
Southern Health Trust Type 1 diabetes videos	<a href="https://www.southernhealth.nhs.uk/our-services/a-z-list-of-services/wnhcds/type-1-videos">https://www.southernhealth.nhs.uk/our-services/a-z-list-of-services/wnhcds/type-1-videos</a>

**You can always use the app below to support you if you cannot read:**

- Speechify (free) can turn text (e.g. turn text in letters or documents/patient information leaflets into speech) AI Voice Generator, Text To Speech <https://speechify.com/>

**Visual impairments:**

- Would you benefit from a smart watch to read out your glucose readings?
- Do you require a meter with large font? The GlucoFix Tech GK meter is helpful.

## Cultural Support

### We aim to:

Respect cultural differences and build trust.

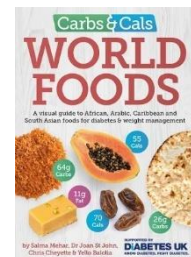
Allocate more time for appointments if any barriers have been identified. This may involve the support of play specialists if available.

Engage with parents, relatives, family/community leaders and any other people involved in your child or young person's life.

Use easy to understand language and pictures to support education.

### Resources:

- Carbs and Cals app (premium access) or Carbs and Cals World foods book to support carb counting with different foods.
- South Asian Foods - DigiBete <https://www.digibete.org/south-asian-foods/>
- Cultural Celebrations - DigiBete <https://www.digibete.org/cultural-celebrations/>
- Diabetes UK – Enjoy Food – African-Caribbean diet, South Asian Diet (Bengali, Urdu, Gujarati) Healthier Eating: African, Caribbean and South Asian cuisines (Download - Diabetes UK Shop <https://shop.diabetes.org.uk/products/healthier-eating-african-caribbean-and-south-asian-cuisines>)
- Carbohydrate counting Somalian Diet [https://higherlogicdownload.s3.amazonaws.com/THEACADEMY/bc90d439-1a0b-4d10-8426-0d0ccc40f516/UploadedImages/DCE/Documents/Somali\\_carbohydrate\\_counting\\_guide.pdf](https://higherlogicdownload.s3.amazonaws.com/THEACADEMY/bc90d439-1a0b-4d10-8426-0d0ccc40f516/UploadedImages/DCE/Documents/Somali_carbohydrate_counting_guide.pdf)
- Consider fasting during Ramadan and impact on Diabetes management <https://www.diabetes.org.uk/guide-to-diabetes/managing-your-diabetes/ramadan#:~:text=It%27s%20a%20good%20idea%20to,less%20physically%20active%20than%20normal.>



## Access to Technology

We will consider language barriers - options include carrying out pump starts in groups all speaking the same language, use of interpreters, direct patients to industry resources in their own language.

### Buying a phone on a smaller budget

- The google pixel 3 is compatible with Libre, Dexcom, Omnipod 5, CamAPS, Tandem T Slim & Medtronic 780G
- A refurbished device can be purchased for approximately £75

### Are you unable to fund the cost of a new phone?

- SCD Supporting Children with Diabetes can provide a smart phone to patients
- Families that are not on benefits can also be eligible for this, speak to your team who will need to provide a brief summary of why your child requires a phone and is unable to access one

### The good things foundation

- They aim to reduce digital poverty by providing mobile phone devices, education and data, laptop, mobiles and tablets
- O2 Windsor, Maidenhead and, Slough – free databank in store you can get a free O2 SIM card with mobile data for people who are struggling with data poverty.
- Free digital skills training – o2 Windsor, Marlow library, High Wycombe library

## Support for children living with Neurodivergence

Stress can Impact on diabetes and stress can be more intense for children living with autism or ADHD.

- We provide clinic staff names and photos in the waiting room.
- We have created a clinic journey for you to familiarise yourselves.
- We keep small talk to a minimum as we are aware.
- It can be quite challenging for the child or young person.
- We minimize the amount of people in the room to be considerate of noise/other sensory stimuli.

### **We try to avoid the need to wait in busy waiting rooms by:**

- Offering alternative waiting area.
- Offering 1st appointment of the day.
- Offer to wait in the car and call you when we are ready.
- Signpost to support services (e.g. National Autistic Society, Autism Oxford)

### **We aim to:**

- Ask concrete, closed questions.
- Share information in a short and concise manner.
- Ask one question at a time.
- Have familiar faces in clinic appointments.

### **Adapt any transitions (to new pump, or to transition clinic):**

- Clear and early discussions about transitions
- Explain the rationale behind it.
- Longer times to transition to something new.
- Familiarise patient with new environment or device.
- Make a concrete plan with the young person.

## Special Considerations for Insulin Pump Education

### Sensory Sensitivity

We are aware that:

- Children, young people and their families require all details relating to HCL management.
- Some children and young people might be hypersensitive to certain clothing or feeling of 'something extra' attached to their body. When they wear something that is uncomfortable – this can result in overstimulation which can lead to significant distress and meltdowns.
- Children and young people may find the noise of the alarms difficult to tolerate.

We may suggest that we:

- Conduct insulin pump information session in a quiet/comfortable setting (home or a quiet, comfortable clinic room), to look at different styles, hold them in your hands and feel them against the skin or attach them to waistband as a trial.
- Carry out the pump start with just you and your family, instead of in a group setting.

## General Support & Advice

The Wham Project <https://www.whamproject.co.uk>

They offer national resources to support families with money, essentials and enjoy life.

### Increase income:

- National debtline-offer free and independent debt advice over the phone and online: 0800 808 4000 [www.nationaldebtline.org](http://www.nationaldebtline.org)
- Step Change Debt Charity-Free debt advice [www.stepchange.org](http://www.stepchange.org)
- Benefit calculator [www.entitled.co.uk](http://www.entitled.co.uk)
- Citizen's advice-benefit advice, legal advice & more [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Turn2us-Help to access welfare benefits, charitable grants and other financial help [www.turn2us.org.uk](http://www.turn2us.org.uk)

### Access Essentials:

- Refuge-for women and children against domestic violence: 0808 2000 247 [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)
- Shelter-Advice, support, legal services for people struggling with bad housing/homelessness [www.shelter.org.uk](http://www.shelter.org.uk)
- Healthcare Travel Costs Scheme (HTCS) - speak to the hospital team.
- The Trussell Trust-Foodbank - search your area [www.trusselltrust.org.uk](http://www.trusselltrust.org.uk)
- Healthy Start-help to buy healthy food, free fruit, veg, milk & vitamins. [www.helathystart.nhs.uk](http://www.helathystart.nhs.uk) 0345 607 6823





### Support Wellbeing:

- Family Lives-support any aspect of parenting/family life [www.familylives.org.uk](http://www.familylives.org.uk) 0808 800 2222
- Happy Maps-Resources recommended by parents & professionals to support child and mental health & behaviour [www.happymaps.co.uk](http://www.happymaps.co.uk)
- MIND-Mental health support [www.mind.org.uk](http://www.mind.org.uk) 0300 123 3393
- Kooth-Safe and anonymous online support and counselling for young people [www.kooth.com](http://www.kooth.com)
- The Mix-Advice & support from mental health to money, homelessness, work, break ups & drugs. [www.themix.org.uk](http://www.themix.org.uk)
- Home start-Helping families through challenging times [www.home-start.org.uk](http://www.home-start.org.uk)

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For a translation of this leaflet or to access this information in another format including:

Large Print				
	Easy read	Translated	Audio	Braille

Please contact the Patient Advice and Liaison Service (PALS) on:

**Frimley Park Hospital**

**Telephone:** 0300 613 6530

**Email:** [fhft.palsfrimleypark@nhs.net](mailto:fhft.palsfrimleypark@nhs.net)

**Wexham Park and Heatherwood Hospitals**

**Telephone:** 0300 615 3365

**Email:** [fhft.palswexhampark@nhs.net](mailto:fhft.palswexhampark@nhs.net)

<b>Frimley Park Hospital</b> Portsmouth Road Frimley Surrey GU16 7UJ	<b>Heatherwood Hospital</b> Brook Avenue Ascot Berkshire SL5 7GB	<b>Wexham Park Hospital</b> Wexham Street Slough Berkshire SL2 4HL
<b>Switchboard:</b> 0300 614 5000		<b>Website:</b> <a href="http://www.fhft.nhs.uk">www.fhft.nhs.uk</a>

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<b>Author</b>	Carolyn Hill & Lauren Pope	<b>Department</b>	Paediatrics		
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