

# Public Health **Directory of Services for Leicestershire**



# Welcome to the Public Health Directory of Services for Leicestershire

The County Council has responsibilities for public health services as set out in the Health and Social Care Act 2012 and a duty to improve public health. We do this by either commissioning (buying) services from other organisations or providing those services ourselves.

Our service provision covers a wide range of areas. It covers services that support people to make healthier living easier, such as our smoking cessation and weight management services, to services supporting people to cope with the harm caused by public health issues like drug and alcohol or gambling dependency and sexually transmitted infections.

We have a strong belief in helping support communities to develop their own solutions to poor health so we deliver a number of services that work directly in our communities that can be found in the directory.

Public health doesn't just work with individuals so there are also services that support schools and workplaces to make those settings, amongst others, healthier.

I hope this directory provides an easy source of information on our services.



A handwritten signature in black ink, appearing to read 'Mike Sandys'.

**Mike Sandys**  
Director of Public Health



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# Information, Advice and Guidance Services

## First Contact Plus

### What does the service offer?

The service aims to improve health and wellbeing locally by providing access for Leicestershire residents aged 16+ to assessment, advice, information, and appropriate support through a single point of contact.



### First Contact Plus will:

- co-ordinate a range of preventative interventions
- be a single point of access for both the public and professionals
- deliver a client centred and holistic approach based on need, through triage

The service will also provide a comprehensive source of information on a range of health and wellbeing topics including:

- Smoking cessation
- Substance use (alcohol & drugs)
- Healthy weight
- Healthy eating
- Physical activity
- Sexual health
- Healthy housing
- Living independently
- Families & relationships
- Money matters, debt & benefits
- Feeling safe
- Work, learning & volunteering
- Falls

### How to access or refer to the service

Visit the First Contact Plus website to make an online referral and for further information which can be found in the Partner Resource Area. Self-referrals can also be made via the 'make a referral' button on the website.

### Who can access or refer to the service

Any Leicestershire residents aged 16+

#### Contact Details:

Tel: **0116 305 4286**

Email: **firstcontact@leics.gov.uk**

Website: **www.firstcontactplus.org.uk**

## Warm Homes Service

### What does the service offer?

The Warm Homes Service aims to alleviate fuel poverty and to help local households stay healthy and maintain affordable warmth.

Warm Homes Support Officers can give advice on:

- Improving energy efficiency in the home
- Signpost/refer to grants available for energy efficiency measures
- Heating and Hot water controls
- Debt management
- Energy bill discounts
- Behaviour change
- Draught proofing
- Dealing with damp
- And much more ...



The service also facilitates funding for energy efficiency measures and delivers projects in collaboration with District Council partners as part of the Green Living Leicestershire partnership.

The service operates throughout the year providing residents with advice via telephone.

A comprehensive Warm Homes advice booklet is available online covering a range of topics. Sign up to the Warm Homes newsletter to receive occasional updates of new schemes or initiatives that support energy efficiency improvements and affordable warmth at home.

For more information and a range of resources visit:

[www.leicestershire.gov.uk/home-energy-grants](http://www.leicestershire.gov.uk/home-energy-grants)

[www.firstcontactplus.org.uk/our-services/your-home/](http://www.firstcontactplus.org.uk/our-services/your-home/)



### Who is eligible for the service

If you are a resident of Leicestershire and are over the age of 18 you are eligible for advice from the Warm Homes Service.

### How to access or refer to this service

Individuals or professionals can make a referral via:

- Online form at [www.leicestershire.gov.uk/home-energy-grants](http://www.leicestershire.gov.uk/home-energy-grants). See the “Our Warm Homes service and local support” section.
- First Contact Plus, [www.firstcontactplus.org.uk](http://www.firstcontactplus.org.uk) “make a referral” button at the top of the page.

Or via the contact details below

#### Contact Details:

Tel: **0116 305 2524**

Email: [warmhomesinfo@leics.gov.uk](mailto:warmhomesinfo@leics.gov.uk)

Website: [www.leicestershire.gov.uk/home-energy-grants](http://www.leicestershire.gov.uk/home-energy-grants)

# Community Delivery

## Local Area Co-ordination

Local Area Coordination uses a strength based and person-centred approach to support people and their families to have a good quality of life.

It is a preventative approach which helps individuals to:

- improve their health and wellbeing
- stay safe, well and happy
- improve their quality of life
- develop confidence and independence
- make links within the local community
- reduce social isolation
- access opportunities for further support, friendship and social interaction



Local Area Coordination also uses an asset-based approach to community development. This involves identifying the assets, strengths, and skills that already exist within an area, including the personal skills, qualities and expertise which individuals, families and communities themselves can offer. It also includes identifying and utilising other community assets, such as local services, groups, community buildings, places of worship and businesses.

### What does a Local Area Coordinator do?

- Spends time to understand a person's strengths and aspirations
- Works in partnership to develop effective networks of community based support for local people
- Normally works in community based outreach settings
- Identifies community assets and resources which individuals can access
- Links individuals to sources of informal support
- Supports individuals to access other relevant services where required
- Help support the creation of local community groups
- Uses an enablement approach to prevention to help people to be and maintain their independence and be as in control of their own lives as much as possible.

Individuals can introduce themselves directly to their Local Area Coordinator. Any professional, friend, family member can introduce a person with their consent to do so.

### Local Area Co-ordination Areas

We cover a large number of areas across Leicestershire, please access our website or this direct link [www.leicestershire.gov.uk/sites/default/files/2023-09/LAC-contact-details.pdf](http://www.leicestershire.gov.uk/sites/default/files/2023-09/LAC-contact-details.pdf) to find out more details and contact details.

### How to access or refer to the service

#### Contact Details:

Tel: **07526 928 565** Email: [Kerry.smith2@leics.gov.uk](mailto:Kerry.smith2@leics.gov.uk)

Website: [www.leicestershire.gov.uk/local-area-co-ordinators](http://www.leicestershire.gov.uk/local-area-co-ordinators)

## **Voluntary Action LeicesterShire (VAL)**

### **Countywide Infrastructure Support for VCSE Sector Organisations**



#### **What does the service offer**

Voluntary Action LeicesterShire (VAL) provides information, support, advice, guidance and training to VCSE sector organisations on a wide range of areas including organisational governance and funding (income generation), along with coordinating community volunteering in Leicestershire.

#### **Who is eligible for the service**

- Any existing or aspiring (still to be established) VCSE organisations in Leicestershire can request support from VAL.
- Any existing or aspiring (still to be established) Volunteer Involving Organisations (VIO's) in Leicestershire can request support from VAL with their volunteer recruitment.
- Any resident of Leicestershire can request support from VAL to assist them with identifying suitable volunteering opportunities.

#### **How to access or refer to the service**

The services can be accessed directly by VCSE organisations and people who are interested in volunteering, as well as organisations who are looking for volunteers.

##### **Contact details:**

Tel number: **0116 257 5050**

Website: **[www.valonline.org.uk/sector-support](http://www.valonline.org.uk/sector-support)**

Email: **[helpline@valonline.org.uk](mailto:helpline@valonline.org.uk)**

## **CASE (Co-operative and Social Enterprise Development) Agency**



### **Social Enterprise Support Service (Countywide)**

#### **What does the service offer**

CASE provides advice, support and guidance to people currently running, or interested in establishing, a social enterprise, community interest company or co-operative.

#### **Who is eligible for the service**

Any individuals from existing or aspiring (still to be established) social enterprises in Leicestershire can request support from CASE.

#### **How to access or refer to the service?**

The services can be accessed directly by people involved in social enterprise provision.

##### **Contact details:**

Tel number: **0116 222 5010**

Website: **www.case.coop**

Email: **enquiries@case.coop**

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## **RCC (Rural Community Council)**

### **Community Buildings Support Service (Countywide)**



#### **What does the service offer**

RCC provides support, advice and guidance to organisations running community buildings in Leicestershire, including community centres, village halls and church rooms. The advice provided primarily focusses on building improvements and assisting with the implementation of measures which increase the efficiency of the running of such buildings.

#### **Who is eligible for the service**

Organisations who run community buildings in Leicestershire can request support from the RCC.

#### **How to access or refer to the service**

The services can be accessed by organisations running community buildings directly.

##### **Contact details**

Tel number: **0800 772 0045** Email: **info@ruralcc.org.uk**

Website: **www.ruralcc.org.uk/about**

# Citizens Advice Leicestershire

## Advice Services (Countywide) & Charnwood Borough



### What does the service offer

People in need of advice can access a wide range of services from Citizens Advice Leicestershire. Support is available for a range of issues including welfare and benefits advice services; debt; helping people to manage their household budgets accordingly; and general advice around managing your finances more effectively. Other areas of advice and support include housing and homelessness, employment, energy/utilities, food and fuel poverty, consumer issues and family/relationship issues.



### Who is eligible for the service

Any resident of Leicestershire can access these services

### How to access or refer to the service

The services can be accessed directly or by referral.

#### Contact details:

Tel number: **0808 278 7854** (Countywide except Charnwood Borough)

Tel number: **01509 649 605** (Charnwood Borough Only)

Website: [www.citizensadviceleicestershire.org/leicestershire](http://www.citizensadviceleicestershire.org/leicestershire)

Website: [www.charnwoodcab.org.uk/about-us](http://www.charnwoodcab.org.uk/about-us)

## Worklink

### Furniture & White Goods Services (Countywide)

#### What does the service offer?

Worklink provides furniture and white goods free of charge to eligible people/households around the County, who are experiencing financial hardship and crisis. This includes those who are in the process of being re-housed following a period of homelessness.

#### Who is eligible for the service?

Any residents of Leicestershire who are experiencing financial hardship and crisis and have recently been re-housed following a period of homelessness can be referred to receive essential furniture and white goods. A set of eligibility criteria does however apply.

#### How to access or refer to the service?

The services can be accessed by referral only. This can be via a third-party professional, preferably someone working alongside the resident and who is aware of their situation, such as a Housing Officer.

#### Contact details:

Tel number: **01455 636 506**

Website: [www.worklinkproject.org](http://www.worklinkproject.org)

## Charity Link

### Furniture & White Goods (Countywide)

#### What does the service offer?

Charity Link provides furniture and white goods free of charge to eligible people/households around the County, who are experiencing financial hardship and crisis. This includes those who are in the process of being re-housed following a period of homelessness.

#### Who is eligible for the service?

Any residents of Leicestershire who are experiencing financial hardship and crisis and have recently been re-housed following a period of homelessness can be referred to receive essential furniture and white goods. A set of eligibility criteria does however apply.

#### How to access or refer to the service?

The services can be accessed by referral only. This can be via a third-party professional, preferably someone working alongside the resident and who is aware of their situation, such as a Housing Officer.

#### Contact details:

Tel number: **0116 222 2200** Email: [info@charity-link.org](mailto:info@charity-link.org)

Website: [www.charity-link.org](http://www.charity-link.org)

## The Bridge East Midlands

### Food & Fuel Vouchers (Countywide)

#### What does the service offer?

The Bridge (East Midlands) can provide food and fuel vouchers to people experiencing financial hardship and crisis.

#### Who is eligible for the service?

Residents of Leicestershire who are experiencing financial hardship and crisis can access these services.

#### How to access or refer to the service?

The services can be accessed directly or by referral.

##### Contact details:

Tel number: **0800 038 5964 / 01509 260 500**

Email: [hello@thebridge-eastmidlands.org.uk](mailto:hello@thebridge-eastmidlands.org.uk)

Website: [www.thebridge-eastmidlands.org.uk](http://www.thebridge-eastmidlands.org.uk)

## Healthwatch

### Voluntary Action Leicestershire - Healthwatch Leicester and Leicestershire

#### What does the service offer

Healthwatch Leicester and Leicestershire operates as the 'local voice' advocating on behalf of users of health and social care services across Leicester and Leicestershire. Healthwatch is a statutory service which operates independently and impartially to engage with the public and obtain feedback, which is then shared with public sector agencies in order to improve local health and care services.

#### Who is eligible for the service

Any residents of Leicestershire and Leicester City can provide feedback on health and social care services.

#### How to access or refer to the service

The services can be accessed directly.

##### Contact details:

Tel number: **0116 257 4999**

Email: [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

Website: [www.healthwatchll.com](http://www.healthwatchll.com)

## **Support for Town and Parish Councils**

### **Leicestershire & Rutland Association of Local Councils (LRALC) - Countywide**

#### **What does the service offer**

The service provides representation, training and advice for parish and town councils in Leicestershire. LRALC provides its town and parish council members with a range of support including operational information and the facilitation of communication at all levels of the parish network - district, county, regional and national.

#### **Who is eligible for the service**

Any Parish or Town Council in Leicestershire.

#### **How to access or refer to the service**

The services can be accessed directly by town and parish councils in Leicestershire.

##### **Contact details:**

Tel number: 0116 235 3800

Email: [admin@leicestershireandrutlandalc.gov.uk](mailto:admin@leicestershireandrutlandalc.gov.uk)

Website: [www.leicestershireandrutlandalc.gov.uk](http://www.leicestershireandrutlandalc.gov.uk)

# Children's Health and Wellbeing Services

## Healthy Together Programme Public Health Nursing 0-11

### What does the service offer?

- Confidential advice, care and support to all families with babies and young children up to 11 years old
- Mandated health assessments for 0-5 and baseline health assessments for targeted interventions for 5-11 year olds
- Advice and support on child, parenting and adult matters (via telephone, advice clinics, text service health for kids and health for under 5s)
- Central point of contact for services available to parents and their families
- Monitoring and promotion of the physical and emotional health of mothers, babies and their families.

This includes giving advice and support on:

- General health
- Nutrition
- Behavioural difficulties
- Child development, including specialist developmental needs
- Postnatal depression and emotional wellbeing
- Domestic violence
- Social issues e.g. housing and finance
- Infant feeding promotion and management
  - including specialist breastfeeding advice and
- Child protection/safeguarding to ensure the safety and wellbeing of all children.

This includes joint working with families and other agencies and professionals e.g. midwives, children's centres, GPs and social workers, etc.

### Breastfeeding networks across the county

Infant feeding support is provided by Leicestershire Partnership Trust across the 7 districts and boroughs in Leicestershire. Peer supporters provide valuable experience to help overcome challenges and to meet individual feeding goals. Positive outcomes are achieved when peer supporters are involved, this includes continuation on breastfeeding which provides protection against allergies, sickness and obesity. It protects against diseases like diabetes and cancer.

### Infant feeding Support Across Leicestershire – Peer Support Network

There are peer support groups across Leicestershire run by Leicestershire Partnership Trust (LPT) with the support of breastfeeding peer supporters, who are local women that breastfed their own children and who are volunteering to help support other women in their breastfeeding journey, with the support of health professionals from LPT's infant feeding service.

Infant Feeding Support Group	Area
Bosom Babies	Blaby
Charnwood Bras	Loughborough
Magic Milk	Ashby and Coalville
Mamas and Milk Matters	Market Harborough
Melton Breast Friends	Melton Mowbray
Upfront	Hinckley

The support groups each provide advice and support on a variety of breastfeeding issues such as:

- Advice on latching
- Teaching mums on different positions to feed
- Safe space for mums to talk about their concerns
- Winding advice
- Ways to help mums feel comfortable when feeding
- And much more....

A list of the peer supporter groups can be found on the Health For Under 5s website All About Breastfeeding

Each of the breastfeeding groups can also be found on Facebook

The Health For Under 5s website also has a range of helpful breastfeeding articles, including on following topics:

- All about breastfeeding
- Overcoming common challenges with breastfeeding
- How to help your baby latch on for breastfeeding
- A step by step guide to breastfeeding
- Mixed feeding

Public Health Nurses provide support and help at the following levels:

### **Community level**

### **Universal support for families at key stages:**

- 28 to 36 weeks pregnant (targeted support for adults with identified vulnerabilities)
- 10 to 14 days old
- 6 to 8 weeks old
- 3 to 4 months old (digital contact)
- 1 year old
- 2 1/2 years old
- NCMP

## Primary School Contacts

- School health entrance (Reception age)
- Year 6 health and wellbeing

Universal antenatal four-week education programme is a digital offer (Bumps to Babies) in partnership with midwives and Children and Families Wellbeing centres.

Universal plus offers extra support when families need it.

Universal Partnership Plus offers support over a period of time with working together with other agencies.

## How to access or refer to the service

- The service can be accessed via the family's:
- GP
- Early Help and Wellbeing Service
- Any other healthcare professional involved in the family's care
- Direct contact and/or self-referral
- Schools
- Single point of access via Healthy Together Helpline 0300 300 3001

### Contact details

Louise Martin, Family Service Manager (County 0-5 and Infant Feeding), [louise.martin40@nhs.net](mailto:louise.martin40@nhs.net)

Deepa Kholia-Mehta, Family Service Manager (County 0-5 and school nursing) [deepa.kholia-mehta1@nhs.net](mailto:deepa.kholia-mehta1@nhs.net)

Sam Newby, Family Service Manager (Healthy Together Helpline) [samantha.newby@nhs.net](mailto:samantha.newby@nhs.net)

Claire Hubbard for Breastfeeding support groups, [claire.hubbard3@nhs.net](mailto:claire.hubbard3@nhs.net)

## Teen Health 11-19 Service

### Public Health and Children & Family Wellbeing Service

#### What does the service offer

- preventive early intervention public health programmes for young people of secondary school age (up to 25 years for young people with SEND)
- based within schools and the community, the programme supports children and young people to grow up to be healthy, stay safe and be able to achieve their potential
- provides a central, accessible point of contact for children, young people and their families
- offers year-round public health provision (not only during school term time)
- promotion and support of children and young people's physical, emotional and social needs
- online digital resource and support
- universal contact at secondary
- The service operates Monday to Friday between 9am and 5pm, excluding bank holidays

## How to access or refer to the service

The service can be accessed via online referral through the Early help Front Door at [teenhealth@leics.gov.uk](mailto:teenhealth@leics.gov.uk) by:

- Teacher or school staff
- Direct contact and/or self-referral by child, young person, or parent/carer
- Any other professional involved in the family's care
- Consent of the young person/family is required for the service to be involved prior to any referral.

## Supporting Young Parents

### Teen Baby Action Group and Baby Box Programme

This is a co-ordinated approach to supporting young parents in the county.

Groups of professionals from CFWS, Health and Education come together every 6-8 weeks to discuss young parents and create bespoke packages of support that aim to help and support young parents and carers on their parenting journey.

All pregnant young mothers from 24 weeks gestation are offered a baby box to encourage participation and sharing of key information. The Baby Box contain a whole range of baby-related gifts, including a Moses basket mattress, blanket, muslin cloth and material for bath time as well as information about local

support services. The boxes are delivered in-person and this is used as an opportunity to engage young people with local services.

After the initial contact, staff maintain a relationship with the teenager and carry out a follow-up call after birth. This provides a second opportunity to support the new young mum into other support services. Approximately 100 boxes are handed out each year. The evaluation of the project suggests the boxes ease concerns parents to be might have, as well as making them more aware of what support was available

### Contact details

Joanne White

Team and Partnerships Manager, Teen Health 11-19 Service  
Leicestershire County Council, Leicester Road, Glenfield, Leicester LE3 8RD

**0116 305 8727**

**[Joanne.White@leics.gov.uk](mailto:Joanne.White@leics.gov.uk)**

**For more information on the Teen Health service:**

**[www.leicestershire.gov.uk/education-and-children/schools-colleges-and-academies/teen-health-11-19](http://www.leicestershire.gov.uk/education-and-children/schools-colleges-and-academies/teen-health-11-19)**

**For information on teenage health:**

**[www.healthforteens.co.uk](http://www.healthforteens.co.uk)**

## Healthy Tots

Healthy Tots is a health promotion programme offered to early years settings in Leicestershire, supporting settings to enhance and showcase their activities and effort in providing a healthy environment for their children and staff.



### Focussing on four core health themes:

- Healthy Eating
- Physical activity
- Emotional health and wellbeing
- Oral health

### Benefits of becoming a Healthy Tots setting include:

- Ongoing support and information to ensure you are up to date with health and wellbeing in the Early Years!
- Free training sessions and courses to improve the skills within your team across a variety of health topics, advice and guidance
- Resources on physical activity, emotional health and wellbeing, oral health, and healthy eating
- Healthy Tots recognition for your commitment to developing knowledge, skills and practice in relation to health and wellbeing in your setting
- Healthy Tots resources to support information and guidance for parents and families
- Access to the Healthy Tots website, newsletters and local events
- Links to partners and services that can support setting delivery and community engagement

### Who can access or refer to this service

Any early years providing within Leicestershire

### How to access or refer to the service

You can access the service by emailing or sending message through the contact us section on website

#### Contact Details:

Email: [Healthytots@leics.gov.uk](mailto:Healthytots@leics.gov.uk)

Website: [www.leicestershirehealthytots.org.uk](http://www.leicestershirehealthytots.org.uk)

## Healthy Schools

Healthy Schools is an offer for all schools across Leicestershire and Rutland. using a whole school approach, where schools review, monitor and improve their health and wellbeing offer against a set of criteria..

There are a number of themes that schools are expected to showcase their commitment to supporting the health and wellbeing needs of the school community, these include

- School Staff Wellbeing & CPD



- Drug, Alcohol and Tobacco Education (DATE)
- Food in Schools
- PSHE & R(S)E
- Emotional Health & Wellbeing
- Physical Activity

The Healthy Schools Award is currently under review, therefore we are not taking on new schools at present, however the resource hub on our website can still be accessed below for information and support around the areas above and there are also various training opportunities available.

### **How to access or refer to the service**

You can access the service by emailing or sending message through the contact us section on website

### **Who is eligible for this service**

Any primary and secondary schools in Leicestershire

### **Training**

As part of the Leicestershire Healthy Schools programme, there is a range of training available for schools to access and support them. For more information visit:

#### **Contact Details:**

Email: [HealthySchools@leics.gov.uk](mailto:HealthySchools@leics.gov.uk)

Website: [www.leicestershirehealthyschools.org.uk](http://www.leicestershirehealthyschools.org.uk)

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## **Oral Health Promotion**

### **What does the service offer?**

Evidence based oral health information, advice and initiatives to promote good oral health and reduce health inequalities.



- Supervised tooth brushing training for staff in early years settings
- Oral health training
- Oral health resource library
- Promoting national oral health campaigns

### **Who is eligible?**

The service provides support to health professionals and the wider public health workforce throughout LLR.

### **How to access or refer to the service**

#### **Contact Details:**

Tel: **0116 305 0705**

Email: [publichealthoh@leics.gov.uk](mailto:publichealthoh@leics.gov.uk)

## HEHA Children's Weight Management Service

### What does the service offer?

Healthy Eating Healthy Activity (HEHA) is a healthy lifestyle programme for overweight children and their families. Using a 'whole family approach' the service offers a 'Nutritionist' led programme to children aged 4-17 years with a BMI above 91st – 98th centile.



### How to access or refer to the service

The service can be accessed by users directly or through a referral.

### Who is eligible?

For children aged 4-17 years

#### Contact Details:

Weight Management:

**0116 305 0730** or visit

**WeightManagement@leics.gov.uk**

# Healthy Lifestyle / Health Improvement Services

## Weight Management Service

Leicestershire Weight Management Service offers several programmes to assist adults and children to reach and maintain a healthy weight. Leicestershire County Council (LCC) support people in a variety of settings to reach a wider audience.

### Adult Weight Management Service



#### What does the service offer?

A digital weight management service for clients with a BMI over 25 (23 if from a BAME background). The level and type of support offered is dependent on eligibility criteria following an initial assessment.

#### Who is eligible for the service

For clients with a BMI over 25 (23 if from a BAME background). The level and type of support offered is dependent on eligibility criteria following an initial assessment.

#### How to access or refer to the service

The service can be accessed by users directly or through a referral.

##### Contact Details:

Please contact Weight Management:

Call **0116 305 0730** or

visit [www.leicestershirewms.co.uk](http://www.leicestershirewms.co.uk) to self-refer

## Pregnancy Service



#### What does the service offer?

- Tailored support for women before, during and post pregnancy.
- A Nutritionist led programme, offering personalised nutrition advice to help make healthier food and activity choices to improve overall health throughout pregnancy and beyond.

#### How to access or refer to the service

The service can be accessed through a midwife referral.

#### Who is eligible for the service

For clients with a BMI of 25 and above, midwife referral only.

## Men's Weight Management



### What does the service offer?

- A Nutritionist led Weight Management service which helps men to regain control of their health through getting fitter and losing weight
- Helping to develop confidence to make healthier decisions with long-term benefits.
- The programme is delivered locally in partnership with Active Together in group sessions and focuses on healthy eating, meal preparation & planning, and physical activity.

### Who is eligible for the service

For males with a BMI over 25 (23 if from a BAME background)

### How to access or refer to the service

The service can be accessed by users directly or through a referral.

#### Contact Details:

Please contact Weight Management:

Call 0116 305 0730 or

visit [www.leicestershirewms.co.uk](http://www.leicestershirewms.co.uk) to self-refer

## Healthy4Me Programme



### What does the service offer?

A weight management service for adults with learning disabilities with a BMI over 25. to encourage making healthy changes to diet and lifestyle.

### How to access or refer to the service

The service can be accessed by users directly or through a referral.

### Who is eligible?

For adults with learning disabilities with a BMI over 25

#### Contact Details:

Weight Management:

0116 305 0730 or visit

[www.leicestershirewms.co.uk](http://www.leicestershirewms.co.uk) to self-refer

Services may contact the Weight Management Service directly to discuss arranging a course:

[WeightManagement@leics.gov.uk](mailto:WeightManagement@leics.gov.uk)

## QuitReady Leicestershire

### Free Stop Smoking Support in Leicestershire & Rutland

We offer a free, confidential stop smoking service to anyone who lives or works in Leicestershire and Rutland. Our expert team provides 12 weeks of personalised behavioural support, including Nicotine Replacement Therapy (NRT) and e-cigarettes, to help smokers quit for good. We provide enhanced, person-centred support to vulnerable communities who face greater challenges in quitting smoking. These groups include; pregnant smokers and their families, young people, routine and manual workers and individuals with mental health conditions.



### Pregnant smokers

Smoking during pregnancy increases the risk of miscarriage, premature birth, low birth weight, stillbirth, and sudden infant death syndrome (SIDS). Carbon monoxide from cigarettes reduces oxygen supply to the baby, leading to long-term developmental issues. We offer comprehensive support to help expectant mothers quit smoking, ensuring the best possible outcomes for both mother and child.

#### How we support pregnant smokers

- We offer a personalised support for pregnant women and their families with a focus on creating a smokefree home environment.
- Nicotine Replacement Therapy (NRT) and e-cigarettes (if chosen by the individual) as safe alternatives to smoking.
- Carbon monoxide testing to monitor exposure to the harmful toxins from smoking.
- Education on the harms of smoking during pregnancy.
- Collaboration with midwives and maternity services to provide seamless care.
- Very Brief Advice (VBA) training for midwives and healthcare professionals, empowering them to engage effectively with pregnant smokers and provide vital information and support.

### Young People

Cigarette smoking during childhood and adolescence causes significant health problems among young people including respiratory illnesses and potential effects on lung growth and function. Both smoking and vaping can lead to Nicotine dependency and can affect brain development in young people. Stopping smoking at a young age has lots of benefits right away, and it can help you avoid smoking-related diseases later in life.

#### How we support young people

- Our service offers free local support to smokers aged 12-17 years through individual, face to face or telephone consultations.
- Printed and digital resources for educational settings to help raise awareness about the harms of smoking and vaping
- Guidance and support to help education settings implement and maintain effective smokefree policies.
- Education on the harms of smoking and vaping for students through classroom activities and assemblies.
- VBA training to equip education staff with tools to help young people avoid smoking and vaping.

### Smokefree Homes and Cars

Secondhand smoke exposure increases the risk of asthma, chest infections, and sudden infant death syndrome (SIDS) in children, as well as heart disease and lung cancer in adults. Smoking in a car creates a highly concentrated toxic environment, even with the windows open.

## How we promote smokefree homes and cars

- Encourage individuals to sign a pledge to keep homes and cars smokefree.
- Resources and support to help families stay smokefree.
- Education on the harms of secondhand smoke and its impact on children.
- VBA training to help healthcare professionals advocate for smokefree homes.

## Workplace Support

Our service also supports businesses and organisations in Leicestershire and Rutland by offering workplace smoking cessation programs to create healthier work environments.

## How we help workplaces

- Free stop smoking behavioural support and 12 weeks of treatment aids for employees
- Tailored support for businesses to encourage smokefree workplaces.
- Education on the impact of smoking in the workplace and its effects on health.
- Promotional events to support national campaigns to encourage staff to quit smoking and to raise the awareness of smokefree lifestyle.
- VBA training for workplace managers and HR staff to help employees quit smoking.

## The Harms of Smoking for Mental Health

Smoking rates are significantly higher among people with mental health conditions, and many believe that smoking helps with stress and anxiety. However, research shows that quitting smoking can actually reduce stress, anxiety, and depression, leading to better overall mental wellbeing. Smoking also increases the risk of serious health conditions, including heart disease, stroke, and respiratory illnesses, which can further impact mental health and quality of life.

We recognise the additional challenges that individuals with mental health conditions may face when quitting and our service offers:

- Tailored, person-centred support to meet individual needs, ensuring a flexible and compassionate approach.
- 12 weeks of stop smoking treatment, including behavioural support and medication options such as Nicotine Replacement Therapy (NRT) and e-cigarettes.
- Collaboration with mental health services to provide integrated care and a seamless quitting journey.
- Raising awareness of the mental health benefits of quitting, including improved mood, reduced anxiety, and better overall emotional wellbeing.
- Very Brief Advice (VBA) training for mental health professionals, equipping them with the skills to confidently support patients in quitting smoking.

## How to access or refer to the service

Service users can contact the service directly.

### Contact Details:

Tel: 0345 646 6666

Email: [Quitready@leics.gov.uk](mailto:Quitready@leics.gov.uk)

Website: [www.quitready.co.uk](http://www.quitready.co.uk)

Young people: [www.quitready.co.uk/young-persons-service/](http://www.quitready.co.uk/young-persons-service/)

## Physical Activity Public Offer - Let's Get Moving

Active Together and local partners are here to help residents of Leicestershire to get moving a little more in their own way.

For those that would like support to become more active:



### Specialist Physical Activity Programmes

- Active Referral
- Steady Steps (Falls Prevention)
- Escape Pain
- Cardio-Pulmonary Rehabilitation
- Steady Steps +

### What does the service offer

Tailored advice and guidance provided by highly qualified and experienced exercise professionals, to help people living with long term health conditions to move more.

How to access or refer to the service

Most people can self-refer by contacting their local physical activity service

**[www.active-together.org/yourlocalteam](http://www.active-together.org/yourlocalteam)**

People wishing to access a Specialist Physical Activity Programme should be:

- Currently inactive (typically doing less than 30 minutes of physical activity each week)
- 16+
- Living with one or more stable and controlled long term health conditions
- Compliant with medication

Some schemes under this umbrella may subject to further eligibility criteria that will be discussed once the person contacts their local physical activity team.

#### Contact Details:

Email: [a.harris@active-together.org](mailto:a.harris@active-together.org)

Website: [www.active-together.org/letsgetmoving](http://www.active-together.org/letsgetmoving)

Tel: **01509 467 483**

## Universal Physical Activity Programmes

- Walk Together
- Run Together
- Local physical activity offer: community classes, leisure centre activities, active at home and much more...

## Eligibility / Access to Service

Available to residents of Leicestershire (Leicester & Rutland) via Self-referral / Signposting. Due to the wide range of physical activity programmes available and variation of some of this in each area, local physical activity service will support individuals to find an appropriate activity.

## Wider physical activity support and resources

- Active Menopause
- Active Pregnancy / Active Mums Club
- Get Active Search Finder
- Active Apps
- Parks & Open Spaces
- Let's Get Moving Champions
- Active by Age
- Campaigns: This Girl Can, We Are Undefeatable
- Leisure Facilities
- Events
- And much more...

## Eligibility / Access to Service:

Self help resources for residents living in and professionals working in Leicestershire (Leicester & Rutland).

For those that just want further information and inspiration:

**| [www.active-together.org/letsgetmoving](http://www.active-together.org/letsgetmoving)**

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## Partner Offer

Active Together and local partners aim to help organisations and individuals support more people to be active and move more.

**| [www.active-together.org/partners](http://www.active-together.org/partners)**

<ul style="list-style-type: none"> <li>• Physical Activity Training</li> <li>• Physical Activity Guidelines</li> <li>• Let's Get Moving Supporters Hub</li> <li>• Funding &amp; Advice</li> <li>• Health Hub</li> <li>• Guidance Documents: Active Medicine, Active</li> </ul>	<ul style="list-style-type: none"> <li>Tots,</li> <li>Active Schools, Business of Sport</li> <li>• Insight Hub</li> <li>• Jobs finder</li> <li>• And much more...</li> </ul>
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For further information on the Public or Partner offer contact:

**Email: [info@active-together.org](mailto:info@active-together.org)**

**Website: [www.active-together.org](http://www.active-together.org)**

**Phone: 01509 467 500**

## Active Mum's Club

Leicestershire's one stop shop for physical activity for pre and post-natal women offers a broad range of physical activity opportunities, advice and social communities for women to be involved with during the perinatal phase of their life.

Open to work with new partners to add value to existing programmes.

### Eligibility / How to access or refer to the service

The Active Mums Club is available for all pregnant and post natal women in Leicestershire who are looking to remain active or get active during this point in their life, in a safe and informed way.

The open website is for residents and professionals to obtain the latest and safest advice, and by joining the club, members will receive a monthly newsletter highlighting the latest opportunities available in their communities.

#### Contact Details:

Email: [l.plummer@active-together.org](mailto:l.plummer@active-together.org)

Website: [activemumsclub.org](http://activemumsclub.org)

## Active Referral

### What does the service offer?

A tailored physical activity programme for inactive participants with stable and controlled medical conditions. Programmes typically take place in a leisure centre under the guidance of a exercise referral instructor.

### How to access or refer to the service

Inclusion and exclusion criteria are applicable, and participants require a referral from a Healthcare Professional. Currently referrals can be made either via prism or Active Referral editable pdf.

### Who is eligible?

- Currently inactive (typically doing less than 30 minutes of physical activity each week)
- 16+
- Living with one or more stable and controlled long term health conditions
- Compliant with medication
- Some schemes under this umbrella may subject to further eligibility criteria that will be discussed once the person contacts their local physical activity team

#### Contact Details:

Email: [a.harris@active-together.org](mailto:a.harris@active-together.org)

Website: [www.active-together.org/activereferral](http://www.active-together.org/activereferral)

Tel: **01509 467 483**

## Steady Steps

### What does the service offer?

A community falls programme for those aged over 65, who are unsteady on their feet (have previously fallen 3 or less times in 12 months or are worried about falling are worried about falling) and would like to improve their balance. The 24-week exercise programme comprises of tailored seated and standing exercises including balance & endurance, dynamic balance, floor exercises (if appropriate), strength exercises using bands/balls/light weights and techniques for getting down and up from the floor.

### How to access or refer to the service

Inclusion and exclusion criteria are applicable with participants able to self-refer. There is a list of courses available, and participants should contact the relevant district / borough coordinator.

#### Contact Details:

Email: [l.baginskis@active-together.org](mailto:l.baginskis@active-together.org)

Website: [www.active-together.org/steadysteps](http://www.active-together.org/steadysteps)

Tel: **01509 467 472**

## Substance use

### Turning Point Leicestershire & Rutland

Turning Point Leicestershire & Rutland is the integrated substance use service in Leicestershire and Rutland Counties, including delivering treatment in HMP Leicester.



### Who is eligible for this service

Turning Point deliver the Integrated Substance Use Treatment and Recovery Service. They work with anyone who is affected by drugs or alcohol regardless of age.

The offer includes:

- Alcohol awareness training
- Treatment and recovery support for adults - a variety of treatment options are available to meet individual need.
- Young People's Service - The Young People's team works with all under 18s and those aged up to 25 where required. They can help an individual to find out the facts about drugs and alcohol and make changes where needed. They also support young people affected by someone else's substance use.
- Support for vulnerable groups - This includes victims of domestic abuse, criminal justice cohort and sex workers.
- Dual diagnosis support - Support for individuals who have both substance use and mental health issues. This service is funded by the Integrated Care Board (ICB).
- Family and friends support - Support for family and friends affected by someone else's drug or alcohol use even if the individual with a drug or alcohol problem isn't accessing treatment.
- Inpatient and community detox services - following an initial assessment, access to inpatient or community detox is available for individuals needing clinical support to help reduce/stop their drinking or drug use. In addition to clinical support, recovery is supported through group work and peer support.
- Residential rehabilitation services - Rehabilitation services offer individuals therapeutic support in an abstinent living environment. This provides individuals with an opportunity to rebuild their lives and to move towards achieving their goals and ambitions while remaining substance-free.
- Recovery support – Supporting individuals to improve their health and wellbeing and to reach their full potential.

### How to access or refer to the service

#### Contact details

Further information, including how to refer is available via  
[www.turning-point.co.uk/services/leicestershire](http://www.turning-point.co.uk/services/leicestershire)  
or by calling **0330 303 6000**

## Sexual Health

There are a range of services across Leicestershire to support individuals to maintain good sexual health.

### Condoms, Contraception, & Emergency Contraception

- The Leicestershire and Rutland Sexual Health Hub provides free and easy access to condoms and lube in a wide range of venues, including via teen health officers, youth teams and some pharmacies. You can find out your closest venue by calling 0300 247 0068, or order online for free home delivery at <https://sh24.org.uk/leicestershire-rutland>
- The sexual health hub at <https://sh24.org.uk/leicestershire-rutland> provides information, advice, and provision of a range of free contraceptive options. You can also discuss with the local sexual health service, and some GPs.
- For individuals aged 24 and under, some pharmacies across Leicestershire and Rutland will provide the morning-after-pill free of charge. Alternatively, individuals can access emergency contraception in person or online via the sexual health hub (online orders for over 16's only) or from their GP

### Sexually Transmitted Infection (STI) Screening and Treatment Services

- Getting tested for sexually transmitted infections (STIs) such as Chlamydia, Gonorrhoea, HIV and Syphilis. is free, easy, and confidential. You can do this in person or online via the sexual health hub (online for over 16's only)
- Treatment will be provided by the sexual health hub.

### The Leicestershire and Rutland Sexual Health Hub

As well as contraception and STI testing and treatment, the sexual health service offers:

- Face to face, telephone, video, and online services
- Free Pregnancy Testing
- Testing, information and advice on HIV, PrEP (Pre-Exposure Prophylaxis) and PEP (Post Exposure Prophylaxis) information, advice, and assessment for individuals who think they have been exposed to HIV.
- Information, advice, and provision of a range of free contraceptive options including condoms.
- Psychosexual Counselling: A service for those aged 16+ referred via their GP for the management of difficulties such as lack/loss of libido and sexual performance.
- Emergency Contraception.
- Referral and support to access termination of pregnancy services.
- Information and support to access Juniper Lodge which is a free and discreet service to anyone aged 18 years and over that has been subject to a sexual assault

## The Leicestershire and Rutland Sexual Health Hub



### Who is eligible for this service

All ages

### How to access or refer to the services

#### Contact details

To arrange an appointment please call on **0300 247 0068** or email via [HCRG.LRSexualhealthhub@nhs.net](mailto:HCRG.LRSexualhealthhub@nhs.net)

## Leicestershire and Rutland Online Sexual Health



### Who is eligible for this service

16+ for the services only, all ages can access information

### How to access or refer to the service

#### Contact details

Access online sexual health services, including STI testing delivered through the post with results sent to you direct from [www.sh24.org.uk](http://www.sh24.org.uk)

## JUNIPER LODGE Sexual Assault referral Centre (SARC)



### Who is eligible for this service

Juniper Lodge provides a free and discreet service to anyone aged 18 years and over, male or female that has been subject to a sexual assault.

#### Contact details

How to access or refer to the service  
[www.juniperlodge.org.uk](http://www.juniperlodge.org.uk)  
0116 273 3330

## NHS Health Checks

The Healthcare Public Health team are responsible for commissioning NHS Health Checks for eligible people living in Leicestershire and Rutland. The NHS Health Check programme aims to improve the health and wellbeing of adults aged 40-74 years through the promotion of early awareness, assessment, and management of the major risk factors for CVD (cardiovascular disease) – risk factors that are associated with premature death, disability, and health inequalities. The check is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia and is carried out every 5 years.

### Who is eligible for an NHS Health Check?

The NHS Health Check is for people aged 40 to 74 who do not have any of the following pre-existing conditions:

- heart disease
- chronic kidney disease
- diabetes
- high blood pressure (hypertension)
- atrial fibrillation
- transient ischaemic attack
- inherited high cholesterol (familial hypercholesterolemia)
- heart failure
- peripheral arterial disease
- stroke
- currently being prescribed statins to lower cholesterol
- previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years

### How to get an NHS Health Check?

If you're aged 40 to 74 and do not have a pre-existing health condition, you should be invited to an NHS Health Check by your GP once every five years.

For further information on NHS Health Checks, use the following link:

[www.nhs.uk/conditions/nhs-health-check/](http://www.nhs.uk/conditions/nhs-health-check/)

## Healthy Workplaces

### What does the service offer?

The Healthy Workplaces Leicestershire and Rutland programme helps organisations of all sizes across the county to become healthier places to work. The aim in working directly with organisations is to support them in achieving:

- Tackling long term sickness absence
- Improve productivity
- Build resilience and a wellbeing culture
- Improve employee retention

This aligns with Public health's objective to reach wider audiences within Leicestershire and Rutland with the focus on preventative actions around health and wellbeing.



### Products

The Healthy Workplaces program offers a range of free and chargeable products to support organisations to embed health and wellbeing. This includes the opportunity for an anonymous health needs assessment staff survey which will identify your area's of strength and opportunities where you may wish to improve. Our expert officers will then support you on your journey to implement a clear plan, as part of the accreditation process. Below is a list of all services we provide:

#### Free:

- Workplace Health Needs Assessment
- Healthy Workplaces Leicestershire Accreditation

#### Chargeable:

• Mental Health First Aid Training	• Mental Health Refresher training
• Healthy Conversation Skills for Managers Training	• Mental Health Awareness
• Health MOTs	• Mental Health First Aid training
• Healthy Workplace Champions Training	

### Who is eligible for this service

Any workplace across LLR

### How to access or refer to the service

You can access the service by emailing or sending through the contact us section on website

#### Contact details

Tel: **0116 305 7641**

Email: **healthyworkplaces@leics.gov.uk**

Website: **www.healthyworkplaceslr.co.uk**

# Mental Health Services

## Start a Conversation (SAC)

### What does the service offer?

SAC is a mental health and suicide prevention awareness campaign for Leicester, Leicestershire & Rutland. It provides an online hub of information, services, advice, and training with an aim to raise awareness of mental health and suicide locally whilst reducing stigma and normalising conversations. For more information about the campaign and how to pledge or become a champion please visit:

**START A CONVERSATION**

### How to access or refer to the service

You can access the service by emailing or sending message through the contact us section on website

### Who is eligible for this service

Any workplace across LLR

#### Contact details

Tel: 0116 305 7641

Email: [startaconversation@leics.gov.uk](mailto:startaconversation@leics.gov.uk)

Website: [www.startaconversation.co.uk](http://www.startaconversation.co.uk)

# Mental Health Friendly Places

### What does the programme offer

A Mental Health Friendly Place is a public-facing organisation or community touch point in Leicester, Leicestershire or Rutland that has received training, resources and support to confidently navigate conversations around low-level mental health and wellbeing.

In completing the free training and becoming a Mental Health Friendly Place, each organisation will be able to recognise signs and symptoms of poor mental health, ask appropriate questions, listen effectively and signpost to local mental health and wellbeing services. This means customers, members or visitors can feel comfortable and supported to talk about whatever is on their mind, and find out where to access further support if necessary.

Mental Health Friendly Places understands that by simply creating a safe environment to talk, we can support people in their day-to-day life by giving them an opportunity to open up whilst they're out and about, ultimately helping to prevent people from reaching a point of crisis.

### Want to know more?

If you work or volunteer at an organisation that engages with the public (this doesn't have to be a fixed place!) and are interested in becoming a Mental Health Friendly Place, please download and [read the information pack](#) by clicking the link to learn more about the programme and training offer.

## How to register to be a Mental Health Friendly Place

If you would like to become a Mental Health Friendly Place, please register with Start a Conversation and then complete our registration survey. A member of the team will review this and will be in touch via email.

**Follow the link below to start your registration.**

[www.startaconversation.co.uk/register](http://www.startaconversation.co.uk/register)

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## Mental Health Friendly Clubs

### What does the programme offer?

Mental Health Friendly Clubs Programme aims to support sporting clubs to provide a safe and inclusive environment for adults experiencing mental health problems or challenges. As part of the programme we are offering clubs free mental health and suicide prevention training, enabling them to support their communities by using the power of sport to unite and help individuals on their journey to improved mental health.

### Want to know more?

If you work or volunteer at a club that engages with the public (this doesn't have to be a fixed place!) and are interested in becoming a Mental Health Friendly Club, please download the information pack, by clicking the link below learn more about the programme and training offer.

[www.startaconversation.co.uk/uploads/mhfc-information-pack.pdf?v=1745922168](http://www.startaconversation.co.uk/uploads/mhfc-information-pack.pdf?v=1745922168)

How to register to be a Mental Health Friendly Club

If you would like to become a Mental Health Friendly Club, please register with Start a Conversation and then complete our registration survey. A member of the team will review this and will be in touch via email.

**Follow the link below to start your registration.**

[www.startaconversation.co.uk/register](http://www.startaconversation.co.uk/register)

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## The Tomorrow Project

This is a confidential suicide bereavement service set up to support individuals and communities affected by suicide. The service offers 1:1 support for children and adults living in Leicester, Leicestershire & Rutland. The service accepts both professional referrals and self-referrals.

### Who is eligible for this service

This service will support everyone who might be struggling following a suicide, of any age and with any relationship to the person they lost, including friends and colleagues, first responders, health professionals, acquaintances or passers-by – everyone and anyone can be affected.

### How to access or refer to the service

Online referral via <https://harmless.org.uk/bereavement-form-leicestershire/>

Text: 07594 008 356 Email: [info@tomorrowproject.org.uk](mailto:info@tomorrowproject.org.uk)

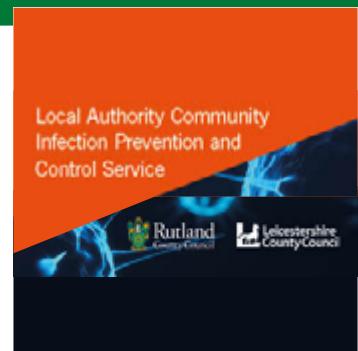
# Health Protection Services

## Community Infection Prevention and Control Service (CIPCS)

### Aim of the Service

To reduce infection in the community by supporting care providers across Leicestershire and Rutland to make improvements in Infection Prevention and Control (IPC) practice via:

- Proactive IPC support for care homes; yearly IPC visit to care homes; ad hoc visits to providers where there are IPC concerns
- Infection outbreak management - provision of expert IPC advice and support during an infection outbreak; attendance at UKHSA Outbreak Control meetings
- Undertake Post Infection Reviews where these occur in local authority contracted services
- Contribute to the local surveillance of current and emergent infectious diseases e.g., Influenza; MRSA; Multi-drug resistant organisms
- Work with stakeholders to support the delivery of training and education to care homes
- Undertake audit e.g., catheter management, IPC policies
- Support the Local Authority Health Protection Team where IPC advice is needed for non-care home outbreaks e.g., schools, hostels, supported living



### Partnership Working

The team works in partnership with health and social care colleagues across the system including: -

- Liaison with partner IPC teams such as UHL, Integrated Care Board, LPT, EMAS, DHU, and Leicester City Local Authority IPC Service
- Weekly liaison meetings with UK Health Security Agency (UKHSA)
- Information Sharing meetings with Care Quality Commission, NHS, Leicestershire Police, County, Rutland, and City local authorities to discuss how providers of concern can be supported to make improvements
- Joint inspections of providers with Local Authority Quality and Contracts officers

### Who is eligible?

The service provides specialist IPC advice to Adult Social care providers, care staff, service users and Local Authority staff in Leicestershire County & Rutland.

### How to access the service

#### Contact Details:

Service Contact Details: **Monday- Friday 9-5pm (excluding Bank Holidays)**

Email: [infection@leics.gov.uk](mailto:infection@leics.gov.uk)

Tel: [0116 305 5121](tel:01163055121)

