



Health Information Guide

Information for LEAH Tutors on Health and Wellbeing in Kingston upon Thames and Richmond upon Thames.

Health is commonly identified by LEAH students as one of the areas they would most like assistance with. The volunteer tutor they are paired with will often be the first point of call for this assistance.

This information booklet provides a general overview of Health and Wellbeing information for volunteers working with Learn English at Home (LEAH) in Kingston and Richmond. Additional

Health and Wellbeing information is available in the LEAH office, along with a wide range of health-related resources.

If you are unsure about anything your student asks you, or if you have any concerns, please contact the LEAH office, where staff will provide you with support, additional information and points of referral which your student may find useful.

Learn English at Home (LEAH), Siddeley House, 50 Canbury Park Road, Kingston-upon-Thames, KT2 6LX.
Tel: 020 8255 6144 / Email: health@leah.org.uk / Website: www.leah.org.uk
Registered Charity Number: 1057008

Primary Health Care Services

Primary health care services include **GPs, NHS walk-in centres, NHS Direct, dentists, opticians and pharmacies**. Everyone living in the UK is eligible for primary care services, providing they are in the UK **lawfully, voluntarily** and plan to remain in the UK for **at least 6 months**. Refugees, asylum seekers and failed asylum seekers **are all eligible** for free primary health care services.

GP Surgeries

GP surgeries can accept or refuse new patients at their discretion, **but they must not discriminate**. If your student is not accepted as a new patient, they should ask the surgery to put the refusal into writing. If they are refused by **three different GP surgeries**, then they should contact **PALS** (see page 3 for details) who will allocate them a local GP.

Dentists

If your student requires a dental check-up or treatment, they should contact a local dentist and ask if they are accepting **new NHS patients**. They do not need to register, but instead are accepted for a course of treatment with a particular dentist. Dental treatment prices fall into three bands: **£16.50, £45.60 or £198**, depending on the treatment provided. Only those who meet the **exemption criteria** (for example: recipients of certain benefits; those on a low income; under 18s; or women who are pregnant or who have given birth within the last year) receive free dental treatment on the NHS.

The local NHS Dental Helpline can provide a list of NHS dentists in the area:

Kingston upon Thames: 0845 070 4240
Richmond upon Thames: 020 8339 7271

Primary Health Care Services

Walk-in Centres and Minor Injury Units

NHS walk-in centres and minor injury units are open to everyone, and patients do not need an appointment. Most are open **365 days a year** and **outside office hours**. They can deal with problems such as **infections, rashes, fractures, stomach upsets, emergency contraception, burns and strains**.

Local walk-in centres include:

**The Practice Heart of Hounslow
NHS Walk-In Centre
92 Bath Road
Hounslow TW3 3LN**

Telephone: 020 8104 0810

**Minor Injuries Unit
Queen Mary's Hospital
Roehampton Lane
London SW15 5PN**

Telephone: 020 8487 6000

**Teddington NHS Walk-In Centre
Teddington Memorial Hospital
Hampton Road
Teddington TW11 0JL**

Telephone: 020 8714 4004

Out of Hours Care

In **Kingston**, out of hours health care is provided by **Kingston Health on Call**. This service is for urgent matters which cannot wait until the surgery re-opens. Calls will be dealt with by whichever doctor is on call at that time.

The telephone number for Kingston Health on Call is generally provided on GP surgery answer phone messages when the surgery is closed.

They can also be called directly on **08456 010909**.

In **Richmond**, out of hours care is provided by **Richmond Out of Hours Service**, which operates during evenings, weekends and bank holidays. It is available for people who have a medical condition which cannot wait until their usual practice is open again.

When calling the Richmond Out of Hours Service, patients will speak to an operator, who will ask for their personal details, the name of their GP and the medical condition they are calling about. The operator will then refer them to the most appropriate Out of Hours service.

The telephone number is **0300 024 0000**.

Further Information

A full list of all local primary health care services can be found on the NHS website: <http://www.nhs.uk/>. On this website, you can enter your student's postcode and find out their closest GP, walk-in centre, NHS dentist, optician and pharmacy.

Secondary Health Care Services

Secondary Care is treatment which is provided **through a hospital or through specialist services**. It can be divided into **Elective Care** and **Emergency Care**. Elective Care is planned specialist medical care, usually following a referral from a Primary Health Care Provider. Emergency Care is immediately necessary treatment to save a life or prevent a condition becoming life-threatening.



LEAH students learning about different health services at a LEAH English for Health course at Surbiton Children's Centre, November 2010

Unlike Primary Care, not everyone who lives in the UK is eligible for free Secondary Care through the NHS. To be eligible, people **must** be:

- **'ordinarily resident'** (they usually live in the UK, apart from temporary or occasional absences);
- an **asylum seeker** or a **refugee**;
- an **EEA resident**;
- a national of a country with a **bilateral health agreement**;
- a student on a visa **longer than 6 months**.

Failed asylum seekers who are still residing in the UK do not count as 'ordinarily resident' and are therefore not eligible for free Secondary Care.

Secondary Health Care Services

The following NHS treatment is **always** free of charge for everyone:

- Treatment for **accidents and emergencies** as an **outpatient** at a hospital's **Accident and Emergency** Department;
- **Compulsory** psychiatric treatment;
- **Family planning** services;
- Treatment for certain **communicable diseases**, such as tuberculosis, cholera, malaria and meningitis. **HIV testing** and **initial counselling** are both free, but any further treatment is chargeable.

Immediately necessary treatment

Immediately necessary treatment to **save a life or prevent a condition from becoming life-threatening** should always be given without delay, regardless of a person's eligibility for free NHS treatment or their ability to pay.

However, these services are **still chargeable** and the local NHS Trust can take reasonable steps to recover the debt from patients who are not eligible for free Secondary Care once treatment has been given.

Maternity Care

Maternity services are seen as **immediately necessary treatment**. This means all pregnant women, regardless of their status are **automatically entitled to access maternity services**, including antenatal care and the delivery of the baby in a hospital. These services **should not be withheld if the patient is unable to pay in advance**. However, they are still chargeable and the local NHS Trust can take reasonable steps to recover the debt once treatment has been given.

Secondary Health Care Services

Find out whether your student knows about the different health services on offer, and when it is appropriate to use them, so you can provide them with more information where necessary.

A recent focus group conducted with LEAH students revealed that many regularly made use of A&E or ambulance services for non-emergencies due to a lack of understanding of how these services should be used and what other services were on offer.

By providing your student with information about the different health services available, you can help address this and ensure that your student accesses the service which best meets their healthcare needs.

Local Hospital Services: A&E

Local hospitals with an Accident and Emergency (A&E) Department are Kingston Hospital, West Middlesex Hospital and Ealing Hospital.

Kingston Hospital
Galsworthy Road
Kingston upon
Thames
KT2 7QB

West Middlesex
University Hospital
Twickenham Road
Isleworth
TW7 6AF

Ealing Hospital
Uxbridge Road
Southall
UB1 3HW

Tel: 020 8546 7711

Tel: 020 8560 2121

Tel: 020 8967
5000

Secondary Health Care Services

999 Calls

Ensure your student knows that in an emergency they should call 999 and request ambulance, police or fire brigade. If they require an interpreter for this call, they should tell the operator which language they speak, and they will be connected to an interpreter as soon as possible.

NHS Direct

NHS Direct can provide advice, information and reassurance for patients in non-emergency medical situations. Patients can request an interpreter for this service by telling the operator which language they speak.

Tel: 0845 46 47

Website:

www.nhsdirect.nhs.uk

PALS (Patient Advice and Liaison Service)

PALS provides patients, carers and their families with advice, information, support and assistance.

PALS can help with: a **problem** with a local NHS service; **accessing** the correct NHS services; **information** about local NHS services; details about how to make a **formal complaint**; as well as taking note of any **comments, concerns or suggestions** about the local NHS.

Kingston PALS:

020 8339 8107 / leigh.broggi@kpct.nhs.uk

Richmond PALS:

020 8973 3111 / pals@rtpct.nhs.uk

Language and Interpreting

For many students, low levels of spoken English and low confidence have a big impact on how they make use of health services.

It is common for students to use family members such as children, husbands and other relatives to interpret in GP appointments and other health situations. This is far from ideal—it breaches doctor-patient confidentiality and may prevent students discussing their problems openly. It is never acceptable for children to interpret for parents, especially if this results in them missing school.

Explain about the interpreting services available so your student can ask to make use of them when visiting the doctor. This service is free and crucially will help ensure that both doctor and patient have a full understanding of what is being discussed.

Some students worry that the interpreter may be a member of their community who they know or who they may see in the street. It is important to stress that interpreters are bound by confidentiality agreements, so would jeopardise their job if they ever shared information about a client they interpreted for.

Language and Interpreting

Kingston Interpreting Service (KIS)

All patients in Kingston who cannot communicate in English with their primary care provider have the right to request an interpreter. Interpreters are free, can be arranged at short notice, and over the phone if necessary.

Only a member of NHS staff can request an interpreter on behalf of a patient, so encourage your student to ask for one when they make an appointment with a primary care provider.

KIS has produced small cards which patients can hand to staff when they want to request an interpreter. These are available in the LEAH office, so please ask if you would like one to give to your student.

Richmond Interpreting Service

(provided by Hounslow Translation and Interpreting Services)

All patients in Richmond who cannot communicate in English are entitled to request an interpreter when they see a GP, dentist, health visitor or community service provider.

Only a member of NHS staff can request an interpreter on behalf of a patient. Students should be encouraged to request an interpreter when they make an appointment.

Telephone interpreters and face-to-face interpreters are both available. Patients can also request an interpreter of a particular gender and this preference will be supported where possible.

Language and Interpreting

Kingston Multilingual Helpline

The Multilingual Helpline is available for non-emergency situations.

Anyone in Kingston who needs assistance can telephone the appropriate number and leave an answer phone message in their own language detailing what they need help with (e.g benefits, housing, schools etc). The answer phone is checked twice daily by interpreters, who will refer the client to the appropriate service.

Korean: 020 8547 6961

Arabic: 020 8547 6962

Farsi: 020 8547 6963

Punjabi: 020 8547 6964

Tamil: 020 8547 6965

Interpreting within other local services

Due to the large **Korean** population in **New Malden**, a volunteer Korean speaker is available on the front desk of the Police Office at the CI Tower every **Tuesday** from **12:30-3pm**. Korean speakers with limited English can report any issues to this trained volunteer in person or by calling **020 8942 6038**.

Mental Health Services

Mental illness, including depression, post-traumatic stress disorder, post-natal depression and other problems, is something which can affect anybody. As a LEAH tutor, you may be one of the first to notice if your student appears to be suffering from a mental illness. Over time, your student may also choose to confide in you. If you are at all concerned about your student, contact the LEAH office in the first instance and we will be happy to help support and guide you.

Services available:

GP: Most mental health problems are easily treatable. Success in treatment often depends on how early problems are diagnosed. If you are worried about your student's mental health, encourage them to speak to their GP, who should be able to talk through problems with them, prescribe medication where necessary, and refer to another specialist such as a counsellor if this is appropriate.

Local Mental Health Services: The organisations listed on the following pages may also be useful to your student. Some can be accessed through self-referrals but others require a GP referral. More comprehensive lists of mental health services in Kingston upon Thames and Richmond upon Thames are available in the LEAH office, so please ask if you'd like further information.



LEAH students taking part in a Relaxation and Positive Thinking Course aimed to improve their mental wellbeing, January 2011

Mental Health Services

National Organisations

Samaritans 24 Hour Helpline

Tel: 0845 790 9090

Confidential, non-judgemental emotional support helpline available 24 hours a day for anyone in the UK. Calls are answered by trained volunteers and are anonymous.

No Panic

Tel: 080 8080 545 (helpline)

A charity working with people suffering from panic attacks, phobias, obsessive compulsive disorders and other anxiety related disorders. English, Urdu, Chinese and Punjabi services available.

Medical Foundation for the Care of Victims of Torture

111 Isledon Road, Islington, London, N7 7JW

Tel: 020 7697 7777

A national organisation working solely with torture survivors. A range of services are offered, including medical consultation, psychological treatment and support and practical help. Interpreters are provided on request. Anyone can refer to them and self referrals are also accepted. All services are free.

If you know of any other mental health services which LEAH students may find helpful, please let us know so we can add them to this list and refer others who may require assistance.

Mental Health Services

Kingston-based Organisations

Kingston Women's Centre

**169 Canbury Park Road,
Kingston,
KT2 6LG**

Tel: 020 8541 1941

A range of support and resources for women, including individual counselling, therapeutic groups and peer support groups. Also provides benefits and housing advice.

Islamic Resource Centre

**59 East Road, Kingston, KT2
6EJ**

Tel: 020 8549 5499

Offers a range of services, including counselling, support and advice, adult learning and life-skills support. Services can be provided in a range of languages.

The Islamic Resource Centre is available to anyone.

MIND in Kingston

**Siddeley House, 50 Canbury Park Road,
Kingston, KT2 6LX**

Tel: 020 8255 3939

Offers a range of services for adults with mental health needs in Kingston, including two drop-in cafes, individual support and a telephone information service. Some services require a GP referral.

Samaritans (Kingston upon Thames)

**12 St Andrews Road,
Surbiton, KT6 4DT**

Tel: 020 8399 6676

Confidential, non-judgemental emotional support. Services available by telephone, email, letter and face-to-face in the branch. This service is free and available to anyone.

Kingston-based Organisations (continued)

Rightsteps

**Acre Road Clinic, 204
Acre Road,
Kingston, KT2 6EX
Tel: 020 8541 1686**

This Kingston-based programme provides information, support and therapies for people experiencing mental or emotional distress such as depression, anxiety or phobias. Individuals must be referred to this service by a GP.

Mental Health Resource Centre for Tamil Speakers

**Milaap Centre, Murray
House, Acre Road,
Kingston, KT2 6EE
Tel: 020 8333 2934**

A drop-in service on Fridays 10am-2pm for Tamil speakers in need of support with mental health psychosocial issues. Call or drop in for more information.

Richmond-based Organisations

Richmond Borough Mind

**Richmond Royal Hospital,
Kew Foot Road, Richmond,
TW9 2TE**

Tel: 020 8772 5687

A wide range of services, including counselling, drop-in centres and a specialised project working with people from BME communities.

Iranian Disability Support Association

**Richmond Royal Hospital,
Kew Foot Road,
Richmond, TW9 2TE**

**Tel: 020 8758 2048 /
07932 819 687**

Provides information, support and advice to disabled Iranians and Persian-speaking people, their carers and families. Includes counselling in Farsi.

Domestic Abuse

Domestic abuse has been defined by the Home Office (2005) as “Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality”.

Domestic Abuse: Some facts and figures

- **One in four women will experience some form of domestic violence over her lifetime (*British Crime Survey*);**
- **An average of 2 women a week are killed by current or former partners in England and Wales (*Home Office 2001*);**
- **30 men per year are killed in cases of domestic violence (*Crime in England and Wales 2004/5*);**
- **In 90% of domestic violence incidents, the children are in the same or the next room (*Hughes 1992*).**
- **In 30-60% of cases, domestic violence starts during pregnancy, and existing violence often escalates during it (*Women and Equality Unity*);**
- **Women are most at risk when they try to leave or have left a relationship (*Domestic Abuse - Awareness Training*).**

As a volunteer tutor, you may be one of the first to notice if your student is a victim of domestic violence, or your student may confide in you. If you have **any concerns at all** about your student’s safety, the safety of children in the household, or your own safety then **please contact the LEAH office as soon as possible in the first instance.**

The organisations listed on the following page are also useful local points of referral for victims of domestic abuse.

Domestic Abuse

Domestic Abuse: Possible Common Indicators

People who are being abused may:

- Seem afraid or anxious to please their partner;
- Talk about their partner's temper, jealousy or possessiveness;
- Have frequent injuries with the excuse of 'accidents';
- Be restricted from seeing family and friends;
- Have very low self-esteem;
- Be depressed, anxious or suicidal.

Forms of Domestic Abuse:

Domestic Abuse can take many forms, including:

- Physical violence;
- Sexual violence;
- Emotional abuse;
- Isolation;
- Humiliation;
- Intimidation;
- Using coercion and threats;
- Economic abuse;
- Blame.

Domestic Abuse

Kingston upon Thames

The One Stop Shop
Monday 9:30-12:30
Kingston Baptist
Church, Union Street,
Kingston

Tel: 020 8247 5165 /
07917271549

A drop-in service offering confidential advice and support to anyone affected by domestic abuse.

Kingston Police
Community Safety Unit

Open 7 days a week
Tel: 020 8247 5165

The department in Kingston Police Station specifically trained to deal with incidents of domestic abuse.

Victim Support Kingston

Tel: 020 8547 3202

Independent domestic violence advocacy service, domestic violence children's worker and trained volunteers. Also provides confidential help and support for victims of other crimes, witnesses, and their families and friends.

Other places for support...

There are monthly drop-in sessions providing general support and advice for the Korean community at **New Malden Methodist Church** on the **High Street**. These are attended by police officers, firefighters and domestic abuse support workers, along with Korean interpreters.

Domestic Abuse

Richmond upon Thames

The One Stop Shop

Thursday 10am-1pm

**St. John the Divine
Church Hall, Kew Road,
Richmond**

Tel: 020 8948 7010

A drop-in service offering confidential advice and support to anyone affected by domestic abuse.

Richmond Police

Community Safety Unit

Open 7 days a week

Tel: 020 8247 5809

The department of Richmond Police Station specifically trained to deal with incidents of domestic abuse.

Richmond Victim Support

Tel: 020 8547 3202

As with Victim Support Kingston. Richmond Victim Support also offer support in the local community. An outreach worker is based in children's centres in Ham, Heathfield and Hampton Hill one day a week. Contact Victim Support or the local children's centre for local days and timings.

Children's Health

The majority of LEAH students have young children, so as a volunteer tutor you may well find that your student has questions about their child's health, or about health services provided for children of different ages. **Please get in touch with the LEAH office** if your student asks you for help or advice with anything you are unsure about.

Health Visitors

Every family with a **child under five** will have a named **health visitor**. They offer support to families from pregnancy and birth through to primary school.

Everyone who has a baby will usually be visited at home by a health visitor around **10 days** after the baby is born. After this, the health visitor will be available to be seen at a Child Health Clinic. Health visitors may make additional home visits to parents who are on their own, or to families who need additional support.

If your student has concerns about their baby, you should encourage them to see their health visitor to discuss the problem. The health visitor can visit them at home, or they can arrange an appointment at a GP's surgery, child health clinic, children's centre or health centre, depending on where the health visitor is based. All families with children under five should have a contact number for their health visitor.

Many LEAH student referrals come from health visitors who feel that a client they are visiting requires help with learning English. Health visitors can also refer clients to other helpful organisations such as **Home-Start** (see the box on Page 22 for more details) or to local groups where they can meet other families.

Children's Health

Immunisations

Routine childhood immunisations help protect children from infectious diseases. It is important that children have immunisations at the **correct age**, otherwise they may be at risk of catching a disease before they have been immunised.

Your student should receive information about **immunisation schedules** from their health visitor. Encourage them to address any questions they have about their child's immunisations to their health visitor or GP. Information can also be found online on the NHS website (www.nhs.uk). The recommended immunisation schedule starts when the baby is **two months old**, as this is when the natural immunity it receives from its mother begins to wear off.

Families who have recently arrived from countries where there is a **high incidence of tuberculosis (TB)** may be offered a **BCG vaccine**, which protects against the disease. It is also offered for all babies born in Inner London boroughs, as incidents of TB are higher there than in the rest of the UK. This vaccination can be given **at any age**. Your student could discuss this vaccine with their GP or health visitor to determine if it is relevant for them or their family.



A LEAH student and her baby on LEAH's Baby Massage and Yoga course, May 2010

Children's Health

Home-Start UK

Home-Start UK is a voluntary organisation working to support families with a child or children under the age of 5. The organisation works by training volunteers (parents themselves) to support families experiencing difficulties in the family's own home.

Volunteers support families with a variety of difficulties, including isolation, depression, multiple births, multiple children under 5 and lone parenthood. Families can self-refer to Home-Start and can call for more information.

Home-Start Kingston

<http://www.home-start-kingston.org.uk/>

Tel: 020 8296 0654

Siddeley House, 50 Canbury Park Road, Kingston, KT2 6LX

Home-Start Richmond

<http://www.homestart-richmond.org.uk/>

Tel: 020 8487 8500

211 Parkway House, Sheen Lane, East Sheen, SW14 8LS

Children's Centres

Sure Start Children's Centres are places where children under five and their families can access a wide range of services and information.

There are Children's Centres throughout Kingston-upon-Thames and Richmond-upon-Thames offering services such as Stay and Play Drop-In sessions, Baby Massage courses, Cook and Eat courses and much more. Some Children's Centres offer services specifically for parents who speak English as an additional language, such as English classes or an ESOL Drop-In.

On the following page is a list of all the Children's Centres in Kingston and Richmond. If your student has children under five, talk to them about their local children's centre and what kinds of services might be on offer. You can also contact LEAH to find out more information about the centres listed.

Children's Centres in Kingston and Richmond

Kingston upon Thames

- **Chessington Children's Centre 020 8408 8927**
Castle Hill Primary School, Buckland Road, Chessington, KT9 1JE
- **West Chessington Children's Centre 020 8397 3265**
Lovelace Primary School, Mansfield Road, Chessington, KT9 2RN
- **Kingston Hill Children's Centre 020 8546 7176**
Alexandra Infant School, Alexandra Road, Kingston, KT2 6SE
- **Kingston Town Children's Centre 020 8481 0640**
King Athelstan Primary School, Villiers Road, Kingston, KT1 3AR
- **North Kingston Children's Centre 020 8547 0187**
Latchmere Primary School, Latchmere Road, Kingston, KT2 5TT
- **New Malden Children's Centre 020 8336 1561**
Burlington Infant and Nursery School, Burlington Road, New Malden, KT3 4LR
- **Old Malden Children's Centre 020 8241 0837**
Malden Manor Primary School, Sheephouse Way, New Malden, KT3 5PF
- **Norbiton Children's Centre 020 8949 6065**
King's Oak Primary School (formerly known as The Mount Primary School), Dickerage Lane, Norbiton, KT3 3RZ

- **Tolworth Children's Centre 020 8399 4131**
Tolworth Infant School, Douglas Road, Surbiton, KT6 7SA
- **Surbiton Children's Centre 020 8547 6242**
Alpha Road, Surbiton, KT5 8RS
- **Surbiton Town Children's Centre 020 8547 6242**
YMCA Surbiton, Victoria Road, Surbiton, KT6 4NG

Richmond upon Thames

- **Ham Children's Centre 020 8734 3400**
Ashburnham Road, Ham, TW10 7NL
- **Heathfield Children's Centre 020 8734 3405**
Powder Mill Lane, Whitton, TW2 6EX
- **North Barnes Children's Centre 020 8831 6298**
Lowther Primary School, Stillingfleet Road, Barnes, SW13 9AE
- **Norman Jackson Children's Centre (in Hampton Hill) 020 8979 0858**
50 Windmill Road, Hampton Hill, TW12 1QU
- **Twickenham Children's Centre 020 8893 9123**
Twickenham Welcare, 26 The Green, Twickenham, TW2 5AB



LEAH students and their children on an ESOL Cook and Eat course run by LEAH and Norbiton Children's Centre, December 2010

Health Awareness

As a volunteer tutor, you can provide your student with information to help them and their family stay healthy. This information can be embedded into your lessons. Leaflets, information packs and other health-related resources are available in the LEAH office. As with everything else covered in this booklet, please contact LEAH if there is anything you are unsure about or would like more information on.

Cancer Screening

Breast Cancer Screening (or mammograms) involve an x-ray of each breast. Women **over 50** are routinely invited for breast screening **every three years**. If your student is over the age of 50, you should encourage her to attend this screening. A Skills for Life booklet about breast screening is available for tutors to borrow from the LEAH office.

Women who are **younger than 50** should be encouraged to regularly check their breasts for lumps or other changes. Information about how to check and what to look for is available from a GP or nurse. Make sure your student knows what to do if she notices a change when checking her breast—she should arrange an appointment with her GP and let them know as soon as she can. The GP will then decide if she needs to be referred for further investigation or treatment.

Health Awareness

Cancer Screening (continued)

Cervical Cancer Screening takes a sample of cells from a woman's cervix to check for abnormalities which, if left untreated, could lead to cancer in the cervix.

Women between the ages of **25-49** are eligible for cervical cancer screening **every three years** and should be routinely invited by their GP. Between the ages of **50—65** women are invited for screening every five years. If your student is invited for cervical cancer screening, encourage her to attend. Try to ensure she understands what the screening will involve. A Skills for Life booklet about cervical screening is available for tutors to borrow from the LEAH office.

Routine **Bowel Cancer Screening** should be offered every two years to **all men and women** between the ages of **60-69**. Information letters are sent to all eligible people, along with a test kit and instructions on how to complete it and return the sample to the laboratory. Once the sample is returned, it will be tested for abnormalities, and the patient informed of the result. If abnormalities are present, they may be asked to complete another screening test or referred for further examination.

Health Awareness

Heart Disease

Coronary heart disease is well known as a disease which affects men, but we often forget that women are affected too - in fact, coronary heart disease is the single most common cause of death for women in the UK. Heart disease can lead to angina, strokes and heart attacks for both men and women.

Some risk factors for heart disease can be addressed to reduce risk. These include:

- **Being overweight;**
- **Being physically inactive;**
- **Smoking;**
- **High blood pressure;**
- **High cholesterol levels;**
- **Diabetes.**

Others are non-modifiable, so unfortunately cannot be changed. These include:

- **Age - heart disease becomes more common with age;**
- **Family history of heart disease ;**
- **Ethnic background - people from South Asian ethnic groups are up to twice as likely to die early from heart disease than the general population.**

If you think your student may be at risk of heart disease, encourage them to speak to a doctor or nurse. You could also help them to start living more healthily by encouraging them to join a local exercise class or gym. LEAH regularly runs short health courses such as Keep Fit for students, so if your student would like to improve their health and practise their English, encourage them to come along!

Health Awareness

High Blood Pressure

High blood pressure is one of the key risk factors of developing heart disease. It is recommended that **everyone over 40** gets their blood pressure checked. High blood pressure can be linked to having a diet high in **salt** and **fat**, drinking a lot of **alcohol**, **smoking**, being **overweight** and not being **physically active**.

High Cholesterol

Cholesterol is a **fatty substance** found in the blood. It is essential to the body but too much can increase the risk of heart disease. Eating foods which are high in **saturated fats** is the main cause of high cholesterol. These include butter, ghee, cheese, biscuits, pastry and meat products.

Diabetes

Type 2 diabetes is when the body cannot produce insulin properly. It is closely linked to **age**, being **overweight**, and being **physically inactive**. Some ethnic groups have much higher rates of diabetes. For example, people of **South Asian** origin are five times more likely to develop Type 2 diabetes, while people of **African-Caribbean** origin are between two and four times more likely to develop Type 2 diabetes than other ethnic groups.

Healthy Living

Opportunities to move towards a more healthy lifestyle are available throughout Kingston and Richmond in the form of **exercise groups, leisure centres, healthy walks and cycle paths**. Help your student to find out what's on offer in their local area and encourage them to make use of local services to improve their own health and quality of life and that of their family and friends.

Health and fitness in Kingston and Richmond

The leisure centres listed below and on the following page may be useful if your student is interested in finding out more about health and fitness activities in their local area. They are all council-run, except Hampton Pool. For further information on any of these service providers or any others, please get in touch with the LEAH office or contact the organisations directly to find out more.

Kingston upon Thames

<p>Kingfisher Leisure Centre Fairfield Road, Kingston Tel: 020 8546 1042 Includes: Swimming pool, gym, exercise classes, children's activities, crèche.</p>	<p>The Hawker Centre Lower Ham Road, Kingston Tel: 020 8296 9747 Includes: Gym, exercise classes, children's activities, crèche.</p>	<p>The Malden Centre Blagdon Road, New Malden Tel: 020 8336 7770 Includes: Swimming pool, exercise classes, gym, children's activities, crèche. Has specific classes and swim times for women only.</p>
<p>Kingsmeadow Fitness and Athletics Kingston Road, Kingston Tel: 020 8547 2198 Includes: Gym, athletics track, children's activities.</p>	<p>Tolworth Recreation Centre Fullers Way, North Tolworth Tel: 020 8391 7910 Includes: Gym, group exercise classes, children's activities, crèche.</p>	

Richmond upon Thames

Hampton Sports and Fitness Centre

Hanworth Road,
Hampton

Tel: 020 8090 0668

Includes: Gym, exercise classes, children's activities,

Teddington Pools and Fitness Centre

Vicarage Road, Teddington

Tel: 020 8977 9911

Includes: Swimming pool, gym, exercise classes, children's activities.

Whitton Sport and Fitness Centre

Percy Road, Whitton

Tel: 020 8898 7795

Includes: Gym, exercise classes, children's activities.

Teddington Sports Centre

Teddington School,
Broom Road, Teddington

Tel: 020 8977 0598

Includes: Exercise classes, children's activities.

Shene Sports and Fitness Centre

Park Avenue, East Sheen

Tel: 020 8878 7578

Includes: Gym, exercise classes, children's activities.

Hampton Pool

High Street, Hampton

Tel: 020 8255 1116

Includes: Swimming pool, gym, exercise classes, children's activities.

Change4Life

Change4Life is a national campaign to encourage people to live more healthily by making simple changes to their diet and lifestyle. It is particularly aimed at families with children, but provides information and support for people in other stages of life as well.

If your student is interested in ways to improve health and wellbeing, visit the Change4Life website (www.nhs.uk/Change4Life). There are lots of simple, colourful resources available free with suggestions for helping adults and children aim towards making small changes which can help improve their health. A selection of these resources are also available in the LEAH office.

Healthy Living



LEAH students taking part in LEAH's Outdoor Keep Fit course in Richmond Park, July 2010



LEAH students and their children learning about dental hygiene at a LEAH Student Drop-In, March 2011

LEAH regularly runs health courses for students and health-focused training and development workshops for volunteer tutors. If you would like to know more about these, or have any suggestions for courses or workshops that either you or your student would like to attend, please contact the LEAH office.



LEAH students learning about the health benefits of Indian Head Massage during LEAH's Indian Head Massage course, March 2011



LEAH Volunteer Tutors taking part in a training workshop on Immigration, March 2011

**Learn English at Home
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health@leah.org.uk

The information contained in this booklet is compiled from a variety of sources and is correct to the best of our knowledge as of April 2011. If there is any information included which you know to be incorrect, please inform us as soon as possible.