

# Living Well: diabetes service

Support for people with  
Type 2 diabetes

Information for patients, families and carers



**Our Living Well diabetes service offers support for people with Type 2 diabetes and aims to help you make informed choices and decisions about your health in order to successfully self-manage your condition.**

The service is run by a team of dedicated volunteers and specialist nurses, helping you to access information, education, health improvement programmes and other useful resources. This leaflet explains some of the ways we may be able to support you and how to contact us.

Because everyone is different, our service is designed to be person-centred, ensuring support is tailored to your individual needs and requirements. If there are changes you'd like to make to your wellbeing and lifestyle, for example, we can assist you with motivation and goal-setting based around what's most important to you.

**How can a service like Living Well help?**

People with long-term conditions who are well-supported to self-manage their own health and wellbeing report a number of positive outcomes, including:

- better symptom management, leading to a reduction in pain, stress, anxiety, depression and tiredness
- greater feelings of independence and wellbeing
- improved coping skills
- improved quality of life
- higher success rate in setting and achieving realistic goals to improve personal wellbeing

With help from specialist volunteers from our patient support hub, our Living Well service offers a wide range of holistic support (where all aspects of psychological, physical and social wellbeing are taken into account). This includes emotional support, befriending calls, and signposting to useful resources in the community, as well as supporting you with your physical health and lifestyle.

**Useful resources**

Our team can signpost you to, and help you access a range of helpful services and resources. We've included some useful links below.

**Diabetes UK**

Diabetes UK is a national charity which offers support and information about living with diabetes. It aims to help prevent Type 2 diabetes, campaign for and support everyone affected by diabetes, and fund research. It offers a range of helpful resources including a helpline and community events.

Find out more at: [www.diabetes.org.uk](http://www.diabetes.org.uk)

**TREND Diabetes**

TREND Diabetes is an award-winning working group of specialist diabetes nurses. TREND nurses work closely with the Live Well service. TREND publish a number of useful resources which you can access directly from their website.

Find out more at: [www.trenddiabetes.online/people-with-diabetes](http://www.trenddiabetes.online/people-with-diabetes)

**Southern Health NHS Foundation Trust**

Our Southern Health colleagues provide support to people who have recently been diagnosed to self-manage in the community, as well as linking with local specialists.

Find out more at: [www.southernhealth.nhs.uk/secds](http://www.southernhealth.nhs.uk/secds)

**Diabetes Research and Wellness Foundation**

Diabetes Research and Wellness Foundation is a national charity which holds various events across the country to support the wellbeing of people with diabetes, as well as help fund vital diabetes research.

Find out more at: [www.drwf.org.uk](http://www.drwf.org.uk)

## Contact us

If you have Type 2 diabetes and would like to talk to one of our Living Well diabetes team about how we can support you, please contact us via the patient support hub:

**0800 484 0135**

**(Monday to Friday, 10am to 4pm)**

A member of the team will take your details and pass them on to us. We will then contact you directly to discuss how we can help you.

You can also contact us direct by email:

**[LiveWell@uhs.nhs.uk](mailto:LiveWell@uhs.nhs.uk)**

Please include your name, telephone number and postcode.

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **[patientsupporthub@uhs.nhs.uk](mailto:patientsupporthub@uhs.nhs.uk)**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **[www.uhs.nhs.uk/additionalsupport](http://www.uhs.nhs.uk/additionalsupport)**

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