



support service

for older people



Information about the
support service we provide
and what it costs

The service we offer to older people – including those living in over-55 accommodation – is described in this leaflet.

The service is delivered by:

- support workers, who give individual help to each customer; and
- scheme coordinators, who look after the over-55 accommodation buildings and arrange events.

Support workers

You will have a support worker. Their role is to help you to carry on living in your own home, be as independent as possible and be able to be part of the community.

Each year, your support workers will sit down with you to write a support plan. This will help them to find out if you are having any particular difficulties and decide how they can best help you with them. Some of the things that they can help you with are:

- managing your money, including applying for benefits or allowances claims and filling in the forms you need to send off;
- talking to other organisations, such as social services or occupational health on your behalf;
- working out if there are other organisations that could give you extra help and helping ➤

you get adaptations for your home if you have a disability;

- personal safety and security;
- health and well being;
- making life easier for you on a day to day basis;
- domestic and life skills; and
- social skills and taking part in activities.

Your support worker will also regularly test the alarm in your home.

Scheme co-ordinators

Our scheme co-ordinators work across all of our over-55 accommodation schemes. They:

- organise events and activities at the scheme;
- look after the buildings, including day to day maintenance and testing emergency equipment in the shared areas of the scheme;
- work with other organisations to develop new services for customers; and
- will encourage you to live as independently as possible and to get involved in social activities both at the scheme and in the community.

Some of the activities and services that they organise are:

- regular house meetings to give you a chance to have your say and make suggestions about how we can improve





things;

- visits from other organisations such as the police (for example to give advice about avoiding crime) or health workers (for example foot clinics); and
- social events such as coffee mornings, day trips, bingo, yoga, exercise classes, computer classes and much more.

Levels of service

We know that not everyone needs the same level of help and support. So that we can deliver our service in a way that meets your needs, we offer four different levels of service from our support workers. These are explained on the next page.

The support worker service is available whether you live in one of our over-55 schemes or not. Support can also be provided to other vulnerable people in the community, based on individual need. Please contact us to see whether you are eligible.

We want to help people to stay in their own homes where they can. If you need more or less support at different times, you can change the level of service you get.

We come to visit you between Monday and Friday. If you need help at any other time, we will provide our monitoring alarm system. This is a 24-hour service and we will respond

to calls as necessary no matter which level of service you have chosen.

Your support worker will work with you to decide which level of support you need to start with. This level of support will remain in place for a minimum of three months. If your support needs change during this time, we will change the service you receive immediately to meet your needs. However, any change to the charges will not be made until the end of this three month period. This means that you will not have to pay us any extra money until the end of the three months if you have extra services, but we will not refund any money if you decrease the service you receive.

Levels of Service

The information below explains the levels of service our support workers will provide. (Costs shown are valid to March 2011 and are reviewed every year.)

Level 1

Weekly cost: £4.31 per person

- 24 hour, 365 days per year alarm cover, with our current provider
- One needs assessment per year of approximately 1.5 hours
- One support plan review per year (carried out during needs assessment visit) ➤

- One equipment test per month carried out by your support worker in your home

Level 2

Weekly cost: £8.98 per person

- 24 hour, 365 days per year alarm cover, with our current provider
- One needs assessment per year of approximately 1.5 hours
- Three additional contact calls per month by telephone
- One equipment test per month carried out by your support worker in your home.
- Two support plan reviews of approximately 30 minutes per year (included in monthly visit)
- One visit per month of approximately 30 minutes (12 support visits per year)

Level 3

Weekly cost: £19.25 per person

- 24 hour, 365 days per year alarm cover, with our current provider
- One needs assessment per year of approximately 1.5 hours
- One equipment test per month carried out by support worker in your home.
- Four support plan reviews yearly (included in your weekly visits)
- One visit per week of approximately 30 minutes (52 support visits per year)

Level 4

Weekly cost: £49.08 per person

- 24 hour, 365 days per year alarm cover, with our current provider
- One needs assessment per year of approximately 1.5 hours
- One equipment test per month carried out by your support worker in your home.
- Four support plans reviews (included in your weekly visit)
- Three visits per week of approximately 30 minutes per visit (156 support visits per year)

Glossary

support plan This is a plan that you and your support worker will write together to decide what you need support with, who will provide this support and when it will be provided.

needs assessment Your support worker will complete a needs assessment with you when meeting you for the first time; they will look at any difficulties you are having and how we can support and help you to stay independent. This will be reviewed in line with the level of support you receive.

support needs These are the things that you have asked us to help you with. This could be things like claiming benefits, managing money, arranging for care services, meals on wheels or adaptations.



Other information

If you are entitled to housing benefit you will not pay for the tiered-level support service. However, all clients who live in the community and receive housing benefit (or council tax benefit), and receive the alarm service, will pay an additional weekly charge of £3 + VAT. This charge will cover the cost of the alarm monitoring equipment, smoke alarm, pendant and installation. (Clients who are registered disabled will be exempt from VAT.) An initial 3-month payment in advance is required prior to installation of the equipment; payment after this will then be due every 3 months.

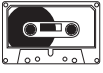
If you have any further questions, or are interested in receiving this support service please contact

**Angela Hulston, Support Coordinator
(Older Persons Services)**

telephone **01249 466291**

email **angela.hulston@westlea.co.uk**

or call Westlea Housing's switchboard on 01249 465465 and ask for the 'Support Service for Older People' team.



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If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.

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