

# Support services provided

We provide support services to enable our residents to live comfortably and independently in their own homes. This is over and above our role as a housing provider. We aim to support the health and wellbeing of our residents whilst respecting their individuality and independence. However, the Trust is not a care provider and our staff cannot offer any form of personal care.

## **When you move in, and throughout your time at the Trust we will:**

- help you to access benefits and set up Council Tax accounts and utilities
- help you to organise your affairs, for example setting up lasting powers of attorney
- provide a handyman service for small jobs around the flat such as putting up a shelf or changing bulbs. This service is free to our residents for minor jobs in addition to our repairs service as your housing provider
- provide free wifi access and IT support service
- make available free use of photocopier and shredder in the office
- have a programme of outings and social events that are subsidised
- arrange other services such as hairdresser on site
- provide access to the garden squares paid for by the Trust – Ladbroke Square and Hanover Square

- make available annual holiday grant to those receiving housing benefit.

## **In an emergency or if you are ill:**

- during office hours, staff can provide help, advice and reassurance or summon other assistance if needed
- the Community Alarm Service is available 24 hours a day, 7 days a week and can mobilize help to deal with emergencies
- we can provide a “good neighbour” service if you are ill, for example picking up prescriptions or basic groceries if you cannot go out, or taking out rubbish, on an emergency/short term/occasional basis only
- if you are taken into hospital, we will secure your flat and make sure any perishables are dealt with. We can visit during longer stays if you do not have family nearby, and if needed we will liaise with your care team to ensure everything is in place for a successful discharge.

## **When you need some more support to maintain independent living:**

- we can provide a subsidised basic cleaning service for those who are genuinely struggling to maintain a hygienic standard of housekeeping because of immobility or impairment. This can be provided either on an interim basis whilst a care package is being put in place, or longer term if there are no other care needs
- arranging assessment and providing aids and adaptations such as walk-in shower, grab rails or technology to help in the home

- daily (weekdays), weekly or monthly welfare visits can be agreed with you, to make sure you are well and check what other support you need
- practical help such as reading mail and helping with form filling
- help and advice to arrange on-line shopping or meal deliveries
- referral to other health and social services
- support to maintain contact with family, friends and social networks
- advice and assistance to help establish safety routines and keep your flat safe, warm and comfortable
- help to arrange transport and escort you to healthcare appointments if you would like support
- help to access additional benefits such as Attendance Allowance.

## Care packages:

The Sheppard Trust is not a care provider and our staff cannot offer any form of personal care. However, if you need care, we can support you so that you can remain in your home here as long as possible. We can:

- liaise on your behalf (and with your permission) with health and social services agencies, and your family, to ensure you get expert advice and the help you need to maintain a safe and independent life at home, and if eventually this is no longer possible, to transfer to a safe environment

- monitor care packages to ensure they are being delivered and you are getting the right help at the right time
- help with assessments for funding.

Some residents prefer to make these arrangements themselves or through family – this is fine of course but we ask you to work with us and let us know so that in the event of a problem we are aware of what is already in place.

If you would like help or to discuss any aspect of our support service speak to the Resident Support Co-ordinator or ask any of the other staff members.

### **We cannot:**

- give injections or administer ear or eye drops; these are jobs for community nurses who are trained to carry them out
- look after residents' money or valuables.