



support service

for older people



Information about the
support service we provide
and what it costs

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- 4 Falls Sie für Teile dieses Dokuments eine Erläuterung oder Übersetzung benötigten oder es in einem anderen Format, z. B. mit größerem Schriftsatz oder auf Audiotassette, wünschen, wenden Sie sich bitte unter 01249 465465 an Westlea.

- 5 જો તમને આ દસ્તાવેજના કોઈ પણ ભાગનો ખુલાસો અથવા તરજૂમો અથવા કોઈ જુદી રચનામાં જેમકે મોટા છાપેલા અક્ષરોમાં અથવા ઓડિઓ ટેપ ઉપર જોઈતો હોય તો, કૃપા કરી 01249 465465 ઉપર તમારી જરૂરિયાતોની ચર્ચા કરવા Westlea નો સંપર્ક સાધો.

- 6 इस दस्तावेज़ का कोई सा भी अंश यदि आपको समझना हो या इसका अनुवाद अपनी भाषा में चाहिये, या किसी अन्य रूप में, जैसे बड़े अक्षरों की छपाई या सुनने वाली कसेट पर चाहिये तो अपनी आवश्यकताओं के बारे में बताने के लिये कृपया वैस्टली से फोन नंबर 01249 465465 पर संपर्क करें।

- 7 Jeśli potrzebuje Pan/Pani wyjaśnienia lub przetłumaczenia dowolnej części niniejszego dokumentu lub otrzymania go w innym formacie – np. w powiększonym druku albo w formie zapisu dźwiękowego, prosimy o skontaktowanie się z Westlea pod numerem: 01249 465465 w celu określenia Pana/Pani potrzeb.

- 8 ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਬਾਰੇ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਇਹਦਾ ਤਰਜਮਾ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਿਵੇਂ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਜਾਂ ਆਡੀਓ ਟੇਪ 'ਤੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਵੈਸਟਲੀਅ ਨੂੰ ਨੰਬਰ 01249 465465 'ਤੇ ਫ਼ੋਨ ਕਰਕੇ ਆਪਣੀਆਂ ਲੋੜਾਂ ਦੱਸੋ।

- 9 Haddii aad jeceshahay in qayb walba ee dokumentigaan lagu sharxo ama lagu turjimo, ama aad ku rabtid hab nooc kale ah sida qoraal far waawayn ama jacal la dhageysto, fadlan la xiriir Westlea lambarka 01249 465465 sida aad ugula hadashid baahidaada.

- 10 اس دستاویز کا کوئی سا بھی حصہ اگر آپ کو اپنی زبان میں سمجھنا ہو یا تحریری ترجمہ درکار ہو، یا کسی دیگر شکل میں چاہئے جیسے بڑے حروف کی چھپائی یا سننے والی کسٹ وغیرہ پر تو اپنی ضرورتوں کے بارے میں بتانے کے لیے برائے مہربانی 'ویسٹ لی' سے فون نمبر 01249 465465 پر رابطہ کیجئے۔

From April 2008, the service we offer to older people – including those living in over-55 accommodation – is provided in the way 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

There are three scheme co-ordinators, who 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 new service in a way that meets our clients' needs we are offering 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. 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 that 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.

Level 1

Weekly cost: £4.31 per person

- 24 hour, 365 days per year emergency 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 emergency 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 emergency 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 emergency 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 regularly.

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, or were a tenant in a sheltered housing scheme or sheltered housing property before 2003, you will not pay for this service.

Clients who require a dispersed alarm and are not on benefits will be required to pay an initial hire charge for provision of the monitoring alarm. Please discuss this and any other questions you have about your support needs with your support worker.

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

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

telephone **07836 600354**

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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