

Help at Home Information Sheet

Though most of us want to live independently in our own homes for as long as possible, as we get older, we may need a bit of help. This might be with:

- day to day tasks like preparing meals, shopping or cleaning
- personal tasks like having a wash or shower, getting in and out of bed, or getting dressed
- support with caring for someone else

There are services that can help you, or the person you care for, to be independent for as long as possible. They could be provided by voluntary or charitable organisations, independent companies or the local authority, if you are eligible.

This document contains information about some of the services available in Derbyshire. Some are free of charge and others you may need to pay for all or part of the cost (some may be means tested).

Assessing your needs (Free)

Adult Social Care and Health Assessment - If you think you may be eligible for support from Derbyshire County Council Adult Social Care and Health, you can contact Call Derbyshire on **01629 533 190** and tell them what you are struggling with or visit derbyshire.gov.uk/your-assessment for more information.

Welfare Benefits Assessment – You can have a free benefits assessment derbyshire.betteroff.org.uk to make sure you are getting all the financial support to which you are entitled. You can also telephone **01629 531 535**.

Carers Assessment – If you look after a family member or friend, you are now entitled to a Carers Assessment. You can find out more about support for carers on the council's Carers in Derbyshire website at derbyshire.gov.uk/carers. Or to arrange an assessment, please contact Derbyshire Carers Association on **01773 833 833**.

Derbyshire Low Level Support Service (Charged)

Derbyshire Low Level Support empowers adults to maintain their independence and well-being at home, through a collaboration of Citizens Advice Mid Mercia (CAMM), South Derbyshire CVS (SDCVS) and Revival.

This preventative service is dedicated to supporting adults who may not qualify for traditional social care or NHS assistance but whose needs could get worse without action.

More Information can be found at derbyshirelowlevelsupport.com

Or alternatively ring them directly at **01283 817416** or email lowlevelsupport@sd cvs.org.uk

Do you need a bit help of help with domestic tasks or meals? (Charged)

Assistance with some domestic tasks can be bought through independent domiciliary service agencies or through private cleaning and laundry providers. You can find one by using our Trusted Trader website at derbyshire.gov.uk/trusted-trader or see the Derbyshire Care Services Directory at carechoices.co.uk/publication/derbyshire-care-services-directory or alternatively, ring our Brokerage service on **01629 537 763**.

If you need help with shopping or to get to the shops, then the Community Voluntary Service (CVS) and Volunteer Bureau may be able to tell you about services in your local area. Each district

in Derbyshire has a service and can be contacted directly.

- Amber Valley CVS - Telephone: **01773 512 076**
- Derbyshire Dales CVS - Telephone: **01629 812 154**
- Bolsover CVS - Telephone: **01246 605 075**
- The Volunteer Centre – Chesterfield & Northeast Derbyshire - Telephone: **01246 276 777**
- High Peak CVS - Telephone: **01663 735 350**
- Erewash CVS - Telephone: **01159 466 740**
- South Derbyshire CVS - Telephone: **01283 219 761**
- Glossop and District Volunteer Bureau - Telephone: **01457 865 722**
- Buxton Volunteer Centre - Telephone: **01298 23 970**
- Peaks & Dales CVS (Ashbourne) - Telephone: **01335 348 600**

There are companies who provide prepared meals, which they deliver and you only need to re-heat. Again, our Brokerage Service can help you find these on **01629 537 763**. Most supermarkets will deliver shopping if you are able to order on-line.

Small aids and equipment (Charged)

In some cases, Adult Social Care and Health can provide small pieces of equipment to help you live more safely at home. Ring Call Derbyshire on 01629 533 190 to find out more. Our Adult Social Care and Health Brokerage Service will be able to help you find suppliers on 01629 537 763.

Alternatively, there are low cost items such as medication dispensers, extended grabbers and adapted cutlery that can be bought privately. The Living made easy website livingmadeeasy.org.uk can give advice on the right type of equipment for your needs.

Through your GP - If you require equipment because of a physical disability or a health condition then you need to contact your GP surgery. They will assess which piece of equipment is correct for you and if approved, will arrange for it to be supplied. Examples of equipment supplied by health services are walking aids (walking sticks and frames), wheelchairs, pressure relieving equipment and incontinence supplies.

Integrated Community Equipment Services (ICES) - If an assessment shows you to be eligible, the ICES service may be able to loan equipment to you for as long as your needs remain the same. For an assessment of your needs Call Derbyshire on **01629 533 190**.

Reduce the risk of falling and stay safe (Charged)

Live Stronger for Longer – Advice on staying independent and preventing falls can be found on the Age UK website: ageuk.org.uk/derbyandderbyshire. To find your nearest Live Stronger for Longer community class contact Age UK Derby and Derbyshire on **01773 766 922** or see website ageuk.org.uk/derbyandderbyshire/lssf.

Safe & Well Check – You can ask Derbyshire Fire & Rescue to come to your home to check your smoke alarms, identify any hazards and help you make an escape plan. They can also assess your risk of falls and put you in touch with other local organisations.

Buxton office - Telephone: **01298 608 720**

Chesterfield office - Telephone: **01246 223 500**

Or visit the website derbys-fire.gov.uk/safety/at-home/safe-and-well-visits.

Community Alarms or Telecare (Charged)

For both community alarms and telecare, a device called a lifeline unit is used. Many units still connect to a telephone line but newer units connect to your router or via a mobile data connection instead.

If you have a community alarm, you'll be given a pendant or wristband to wear which has a button on it. If you need help, for instance if you have a fall, you can press the button and a call will be put through to a staffed response centre. Staff at the centre will contact you through the speakerphone on the lifeline unit and check if you are okay. If necessary, they will contact a member of your family or the emergency services.

Different types of telecare sensors can be fitted around your home or worn on your person. If the sensors detect a problem, such as smoke in your home or that you've had a fall, they will automatically contact the response centre. Like with community alarms, staff at the response centre will contact you to see if you need help. Telecare sensors can also be set to switch the light on as you get out of bed or detect if gas or water has been left on.

For further information about telecare and community alarms, please contact Call Derbyshire on **01629 533 190**.

Do you want a bit more company? (Free)

Befriending – If you are feeling isolated or a bit lonely it may be possible to use a befriending service. You can find out more on our website at derbyshire.gov.uk/befriending or find a service near you by contacting Brokerage on **01629 537 763**.

Derbyshire Directory – Our on-line Derbyshire Directory lists lots of sports and hobby groups or friendship and carers groups that you could join. Search the directory at derbyshire.gov.uk/derbyshire-directory or contact Brokerage on **01629 537 763**.

Volunteer – If you would like to become a volunteer your local Community Voluntary Service (CVS) may be able to help you find opportunities (contact details on page 2). Perhaps you've always been an avid reader and could pass on your skills to someone who is struggling or drive someone else to the shops. There are lots of volunteering opportunities that will get you meeting and chatting to people.

Volunteer passport – Gives you the skills you need for volunteering. See the Derbyshire County Council website at derbyshire.gov.uk/passport or call **01629 539 499**.

50+ Forums – We facilitate independently run groups for the over 50's throughout the county. See the council's website at derbyshire.gov.uk/community/50-plus-forum.

If you have an interest in your community, would like to influence services, have access to information, all whilst meeting other people, then joining a 50+ Forum could be for you.

Age UK Derby and Derbyshire offer a range of activities and services where older people can meet and socialise with other people. They also provide an information and advice hotline to older people and their carers - Tel: **01773 766 922**. Or see the website: ageuk.org.uk/derbyandderbyshire.

Do you need a bit of help with home maintenance or gardening? (Charged)

Our Trusted Trader register derbyshire.gov.uk/trusted-trader can help you find honest, reliable traders such as plumbers, decorators, and gardeners. The Derbyshire Directory derbyshire.gov.uk/derbyshire-directory lists local non-profit community groups, charities and voluntary organisations.

Do you need help to get out and about? (Charged)

Derbyshire Connect derbyshire.gov.uk/active-travel offers a transport service that enables people who would normally struggle to use public transport to do their shopping and access essential services. If you're interested in this service, please contact your local booking office:

Telephone: **01335 300 670** if you live in High Peak, Derbyshire Dales or South Derbyshire.

Telephone: **01773 746 652** if you live in Bolsover, Chesterfield, North East Derbyshire, Amber Valley or Erewash.

Do you like to read and can't get to the library or for a magazine? (Free)

If you can't get out, did you know that you can have books, audio books or CDs delivered to your home by the Home Library Service? You can also access eBooks, eAudio Books and eMagazines throughout Library Service visit our website at derbyshire.gov.uk/libraries. The web site also contains the routes for the Mobile Library Service.

First Contact Signposting Scheme (Free)

Complete the simple First Contact checklist to receive information and support from a range of different organisations from our Welfare Rights Service to warm homes advice. Complete the form online at derbyshire.gov.uk/first-contact.