

# Home care service

Personal care for people living independently



# Home care service

## Translations

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Southern Housing Group Service Centre on **0300 303 1772**.

### Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

### Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

### French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

### Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

### Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

### Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.

## *What service do we offer?*

We provide a home care service for people living in the community who need help to continue living independently in their own homes.

We all appreciate help from time to time and our friendly team of care workers and managers are qualified to give you the support you need, sensitively and discretely. Whether they provide your only care or top up the care you already get from family, friends and other agencies, they will always make sure they have your consent first.

Our service can provide you with personal care such as:

- help with washing and dressing
- cooking meals
- care at night
- escorted outings
- a 'sit-in' service if a relative who cares for you needs to go out
- respite care to give a relative who cares for you a longer break
- help with shopping, laundry and housework
- an out-of-hours care service so that you can get help and advice, seven days a week, from a member of our staff.

When you become a service user, we will work out a care plan setting out the care you will receive.

## *Who are we?*

South Wight Housing Association is a not-for-profit housing association. As well as providing services to people living in their own homes, we provide homes for families and accommodation for vulnerable people with support needs.

We are registered with social services as an accredited provider of care and we are regularly inspected both by social services and by the Commission for Social Care Inspection (CSCI), which is the regulatory body for registered care services.

## **Our staff**

Most of our home care staff are permanent employees and all our care staff are police checked for your safety. We provide our staff with a comprehensive programme of training, which we regularly update, and we encourage them to study for an NVQ in care to enhance their skills.

## *Who can benefit from the service?*

Most of our service users are older people, but we do sometimes support families, for example, where someone is disabled.

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## *Who pays?*

If you are on a low income, the cost of this service may be paid for you by social services. But if you have a higher income or savings, you can opt to pay for the service privately. We charge by the hour and give you a bill a month in arrears. Please phone us to find out our current charges.

## *How do I access the service?*

You can apply to us directly by phoning the number on the back page, or you can be referred by your social services care manager. We aim to respond to all referrals within seven working days of receiving all the information we need. We will always notify you of our decision.

### **Our service promises**

- We will tailor your care to meet your individual needs.
- We will preserve your comfort, dignity and independence at all times.
- We will monitor your care in strictest confidence.
- Any concern of yours becomes ours to solve.
- We will provide you with a consistent and reliable service.

## Contact us

Phone us on **01983 522 479**

Email us at  
**[swha.communitysupport@shgroup.org.uk](mailto:swha.communitysupport@shgroup.org.uk)**

Write to us at **South Wight Housing Association,  
The Courtyard, St Cross Business Park, Newport,  
Isle of Wight PO30 5BF**