

Pilot of the Home Support Service.

34 Referrals were received from various sources such as Age Concern, family, hospitals, social services and Lifeline. The Home Support Supervisors visited each person to assess the support needs of the potential customer.

Each customer had an individually tailored support plan which was developed with the Home Support Officer.

Upon assessment it was identified that some customers would benefit from the Home Support emergency call out service, in response to a lifeline call. In some instances a short visit or a phone call per week was also offered. The remaining customers were identified as having a support need that required more regular visits for a longer length of time.

Feedback from Clients in the Private sector.

All customers would continue with the service whether it is the Home Support Emergency call out service or an agreed support visit.

Customers found the telephone contact less successful, especially if they had a minor sensory impairment, as they cannot always hear correctly over the phone. Following this it was felt that a face to face visit is more conducive to developing a bond of trust with the Home Support Officer. This can be reduced to a telephone call if it meets the needs of the customer.

The pilot has identified the need for clients in the private sector require support in applying for alternative accommodation, more suited to their needs.

We have been able to achieve positive outcomes for all customers and this has included support and flexible visits and support, following hospital discharge and illness.

When asked most stated that they would be willing to pay for the service at around £8.00 per half hour. Those who were not willing to pay were on low incomes and they would be eligible for Supporting People funding.

Comments received from those visited:

Mrs W ~ I will need more support in the future due to deterioration in health, I hope the service does not stop.

Mr M ~ This is an excellent service and really required.

Mrs H ~ I think the service is excellent. I have had so much advice, treated as a person, help when needed, I can't put into words how much peace of mind and emotional help is given by all the Home Support Service. Even

more so on bad days when I feel down, I shall miss very much the feeling someone does care.

Mrs F ~ The Home Support visits to my Mom have been very helpful to mom and myself and as a direct result of this mom's standard of living has improved and I feel more secure knowing that she is visited most days as I live 45 minutes away and cannot get over as often as I would like. Weekend visits would be good as well.