

Older people

Helping
you to live
independently



Who is the service for?

Hammersmith & Fulham adult social care services have a number of different teams providing services for people who need support to live at home.

This may be because of physical disability or frailty, mental health issues, difficulties with sight or hearing or a learning disability.



Who can use the service?

Anyone who lives in Hammersmith & Fulham can contact H&F Advice - options for housing and care and ask for a service. We can also be contacted by friends, family, your GP or anyone else who knows your situation.

Carers may also find it helpful to contact:

H&F Carers Helpline
145 King Street
Hammersmith
London W6 9XY

Tel: 020 8753 4616 or Freephone 0800 996 1754
Fax: 020 8753 5800

Before setting up any services we carry out an assessment of need. View our leaflets, Adult social care services - meeting your needs and Fair access to care services (FACS), which you can find on the internet.

The assessment is to make sure we provide the right support to the people who need it most.

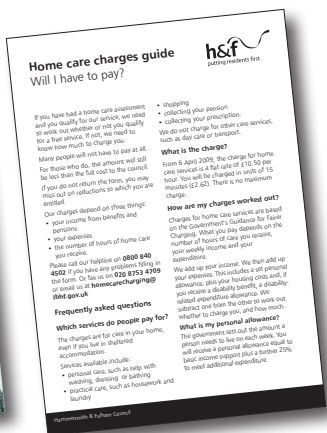


What help is available?

Examples of some of the services we may provide following your assessment are:

- home care - assistance with everyday personal care tasks such as washing, dressing, help getting up or going to bed and help with activities such as shopping or collecting your pension. We can also arrange for you to receive meals on wheels if you have no other way of getting a hot meal as well as special equipment or adaptations to your home.
- information on the services and support groups to help you get out and about and meet other people.
- special equipment or adaptations to your house. We can also help you develop the practical skills and confidence you need to cope at home.
- adults, and not just children, can be vulnerable to abuse and exploitation by others. If you feel unsafe, or are being treated badly in any way view 'safeguarding adults' on our website www.lbhf.gov.uk
- access to daytime groups including those offering entertainment, exercise and activities to develop skills or help with memory.

- support for carers. As a carer you can ask for an assessment in your own right, even if the person you care for does not wish to be assessed.
- help with the move to sheltered, extra care sheltered accommodation and nursing care homes for those who are assessed as needing more care or support.
- support to help you live at home independently.



Where this is no longer possible, we will work with you, your family or carers, to find alternatives.

We will arrange regular review meetings to ensure that the support provided is still required and that your needs continue to be met.

Extra-care housing for older people

Extra-care housing supports older people's choice to live independently providing them with their own flat, together with the security of help at hand when they need it. This has been commissioned by Hammersmith & Fulham and is managed by the Notting Hill Housing Trust. The scheme is for older people who can no longer manage to live in their present accommodation with out a high level of support. For more information telephone the extra-care service manager on 020 8563 9626.

Are there charges for services?

- Some services are free and there are charges for others. When we carry out your assessment, we will give you an information leaflet called "Fair charging", explaining our charges.
- What you pay also depends on your individual circumstances. Someone from the financial assessment team will visit you at home to help you fill in the forms we need to work out what you should pay.

Day opportunity centre for older people

Imperial Wharf Resource Centre

Imperial Wharf Resource Centre provides a day care service for older people living in the community. The centre is open seven days a week from 8.30am to 4.15pm.

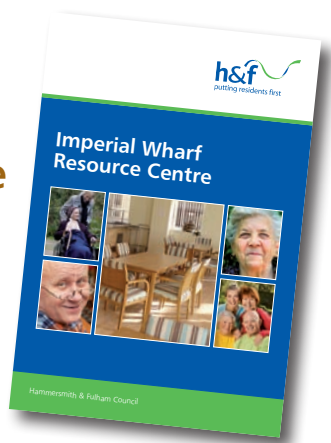
We offer a range of therapeutic activities including arts, crafts, quizzes and cookery.

Our activity programme includes outings to places of interest and visiting entertainers.

Lunch and refreshments are provided at the centre for a charge. Transport to and from the centre is available and all our minibuses are wheelchair accessible.

Our aim is to provide a safe environment that meets the physical, social emotional and cultural needs of individual clients.

Ask H&F Advice for a leaflet on the day opportunity centre for older people or search for 'day centres' on www.lbhf.gov.uk



2010-11

Tick below if you would like a copy of this leaflet:

- in large print
- in braille
- on audio tape
- interpreted into your own language.

Name:

.....

Address:

.....

.....

Tel:

Postcode:

Return this section to:

H&F Advice
Ground floor
145-155 King Street
Hammersmith
London W6 9XY

**Alternatively telephone
0845 313 3935**

We will



- Take your details as soon as you contact us
- Interview you as soon after that as possible
- Listen to what you tell us
- Respect your confidentiality
- Respond fairly and efficiently to your enquiries
- Make an appointment for you
- Indicate when your case will be resolve
- Answer the phone within five rings
- Reply to letters within ten working days
- Advise you about other services and agencies which may be able to assist, if we cannot help you

www.lbhf.gov.uk

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