

SUPPORTING PEOPLE

HELP BEING PROVIDED

Daily personal contact with residents to ensure their wellbeing, understanding their needs and supporting all their enquiries. This includes:

1. Providing 24 h immediate help in emergency
2. Help in setting up and maintaining the flats (for new clients)
 - explaining conditions and rules, nurse call system, fire alarm, checking all fittings and appliances
 - help regarding change of address (Pension Serv. Council or other)
3. Help maintaining the security and safety of the flats (when required)
 - checking windows, doors, locks
 - checking appliances
4. Help maintaining the interior of the flats
 - minor repairs like changing bulbs, fuses, unblocking sinks, replacing washers
5. Help with managing finances and benefit claims
 - filling forms for Housing Benefit Attend. Allowance, Pension Credit. Etc
6. Help with documentation due to a language barrier or other issues
 - responding to official letters and other correspondence regarding health issues or benefits
7. Dealing with telephone enquiries related to health issues or benefit enquiries
8. Dealing with Social Services
9. Contacting the Wandsworth Council regarding Housing Benefit enquiries
10. Assisting during home visits social workers or other social personnel
11. Dealing with all matters regarding health problems
 - contacting doctors, surgeries, arranging appointments, visits, home visits, hospital appointments, hospital transport, district nurses
 - assisting during home visits if necessary

12. Nights on call

- providing help in an emergency during the night.

13. Emotional support

14. Organising social activities

- meetings with residents, Christmas Eve, day trips, etc.