

# SUPPORT SERVICE



## Our approach to providing short-term support

We provide short term support and advice to help residents manage their homes or sort out a serious problem, perhaps due to financial difficulties, physical or mental health needs or a disability. Our support workers are available to support these residents or put them in touch with agencies that can help.

If you, a loved one or someone that you provide care for would benefit from support from a support worker, then please contact us.

## What we mean by support worker

The service is designed to help you to manage on your own, so usually the caseworker will work with you for no more than 12 weeks.

Our support workers help tenants who need extra support to sort out a serious problem. It is available to anyone who needs support and assistance in managing their home and life.

## What you can expect from our service

The support worker can assist you in a number of ways:

- ▶ **feeling isolated** – we link you into about local services and activities to connect you with groups who can help;
- ▶ **staying healthy** – we can link you into local services to meet your needs e.g. alcohol, drug, or mental health services, the support worker can put you in touch with specialist agencies who will be able to assist you;



- **adaptations** - help to arrange assessments and adaptations for your home;
- **contacting people on your behalf** – we can help you write letters and make phone calls, for example to chase up your energy company, find out about a repair, or contact other organisations;
- **managing money**: we can help you deal with rent arrears or debt, sorting out bills and claiming benefits. We can put you in touch with independent, free advice from the Citizen's Advice Bureau;
- **items for your home** – if you are finding it hard to provide essential items for your home, like a fridge, furniture or floor coverings, we have links with several charities who could help. We can also put you in touch with organisations if you need a link alarm for emergencies or aids to help you manage better in your home such as grab rails or a hearing loop system. We can sometimes also help to find funding for educational items such as books or computers; and
- **anti-social behaviour (ASB)** – if you are involved with anti-social behaviour and are vulnerable, we can help to support you while we investigate your complaint.

## What will happen after I contact you?

Many people are referred by their resident services or income officer but residents are welcome to contact the support workers directly.

When our support worker knows that you need help, they will visit you at home to find out what you need. They will then put you in touch with the right local agencies and help you make the most of the services on offer.

If you need regular support to stay independent, especially if you are frail or older, have a learning disability, or suffer from mental health issues, they will refer you to our floating support service or another similar service in your area.

## Making sure we are succeeding

We make sure that we are providing a high quality service by asking for feedback on your satisfaction with the service that you receive.

## How to contact us about your support service

If you would like to find out more about this service, please contact our support workers at [shelteredsupport@octavia.org.uk](mailto:shelteredsupport@octavia.org.uk) or on the number at the bottom of this factsheet.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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