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I've had a brilliant service from all the staff that have attended to me. They've done a lot for me and changed my life.

I've had help arranging a house move and sorted out my PIP and other benefits, so i don't have to worry about money any longer.

I could have never done this on my own and I am so grateful for the support I have had.

Steve, Bristol

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How can you access the Service?

Referrals can be made by yourself, a relative or a professional. Please visit our website to complete a referral form at:



SCAN ME OR VISIT:

www.brunelcare.org.uk/care-support/help-when-you-need-it

If you require further information before you complete the form, please contact us by phone or email by using the details on the back of this leaflet.



All Photos: © Centre for Ageing Better



Help When You Need It - Health and Wellbeing Team

Brunelcare Tenants

T: 0117 3215551

E: health.andwellbeing@brunelcare.org.uk

Help When You Need It - Community Team

Non-Brunelcare Tenants

T: 0117 4281274

E: hwynireferrals@brunelcare.org.uk



INVESTORS IN PEOPLE™
We invest in people Standard

Registered as a charity (201555) and
Regulator of Social Housing (LH0269)

Help When You Need It

A Bristol City Council funded service for those aged over 55 years and in need of support.

Help when you need it



Who may use the Service?

Help When You Need It is funded by Bristol City Council and is for older people who live within the Bristol boundaries, are over the age of 55 years, and in need of support (including mental health and substance misuse issues).

It is for people who require support to:

- ✓ Maintain accommodation/tenancy or secure accommodation
- ✓ Self manage physical health and wellbeing
- ✓ Manage mental health and wellbeing
- ✓ Maximise income, reduce debts, or find paid work
- ✓ Prevent loneliness and isolation
- ✓ Stay safe

How we support you

All referrals will be followed up by an assessment visit to determine the type of support you will receive. This will vary based on your individual circumstances and we will identify outcomes and support you to achieve them. It is time limited, but the aim of the service is to provide help when it is needed. If you reach your outcomes but later need further support, you can re-refer.

If you meet the criteria what support can we offer?

- ✓ Support with overall wellbeing including managing physical and mental health
- ✓ Support accessing services to help with mobility and frailty
- ✓ Promotion of self care and support with life skills such as nutrition/dietary advice. **Please note we can not offer personal care or carry out domestic chores.**
- ✓ Support to identify, access and maintain meaningful activities to prevent loneliness and social isolation, such as timely signposting to local community and activity groups, befriending services, and support to keep in contact with family and friends.
- ✓ Support with aspects of maintaining tenancy such as: Effective liaison with RSLs regarding tenancy issues/ queries: Assistance to maintain the safety of the home and report maintenance issues, minor repairs etc. Income maximisation checks, completing benefit forms, budgeting Moving and resettlement activity including support to source furniture, funding, liaising with utility companies, signing on with GPs. etc. Support with maintaining the environment, including referral to Home Improvement Agencies for adaptations and assessments, access to Assistive Technology and Gadgets.
- ✓ Support following immediate discharge from hospital, and support to prevent readmission and liaison with social care and outreach agencies.
- ✓ Support with finances such as welfare benefits advice and signposting to Money Advice Services (such as BCC's Welfare Rights and Money Advice Service – WRAMAS) and Citizens Advice.
- ✓ Support to feel connected, including support to access the internet and other sources of information.
- ✓ Support to access advocacy services.
- ✓ Identification and support for carers to prevent carer breakdown.