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Thanks to the Help When You Need It team I've been able to stay independent without having to rely so much on family and friends. The team are fantastic, they support me with everything from monetary advice to helping with letters. They're always just a phone call away and their support means I can truly relax, and feel content while living at Brunelcare.

”

Jane, Bristol



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

Contact us

Help When You Need It Team

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

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 local authority boundaries, are over the age of 55 years, and in need of support.

It is for people who require support to:

- ✓ Maintain accommodation/tenancy or secure accommodation
- ✓ Manage physical and mental health
- ✓ Reduce social isolation
- ✓ Enhance safety and overall wellbeing

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 and befriending services.

- ✓ Support with aspects of maintaining tenancy
- ✓ 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 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.