

# Hart - Care and Support Contacts

## **Hampshire County Council Adult Services**

Can provide information to everyone about care, support and advice services, whether you are paying for these yourself or receiving financial help from Adult Services.

Can assess whether you are eligible to receive services from the Adult Services department.

If you are a carer (you provide practical and emotional support to someone on regular basis in order to help them live independently) you can also have an assessment to talk about your own needs and things that could make caring easier for you.

Contact Adult Services on Tel: 0300 555 1386 or Out of Hours 0300 555 1373

## **Community Independence Team** (part of Adult Services)

Can provide you and your family with support and advice to promote your independence.

Contact Adult Services on Tel: 0300 555 1386 or Out of Hours 0300 555 1373

## **Occupational Therapy Direct** (part of Adult Services)

Can provide advice and information about equipment or adaptations to help you with everyday activities.

Tel: 0300 555 1378 Textphone: 0300 555 1390 Monday – Thursday 8.30am-5.00pm, Friday 8.30am – 4.30pm

## **Information and advice**

### **Age Concern Hampshire OPAL (Older People's Area Link) service**

Would you like to make new friends? Find out about local groups and activities? Try a new hobby? Know what help and services are available in your area?

A countywide service that can provide details of local information and services by phone. If you need a little more help in working out what you want, there are OPAL volunteers in your area who can visit you at home.

Tel: 0800 328 7154

### **Hart Citizens Advice Bureau**

Provides free, independent, confidential and impartial advice to everyone on a range of issues including benefits, debt and money, family and relationships, housing, work, consumer issues and immigration.

Yateley Office Tel: 01252 878410 Email:

[yateley@hartcab.cabnet.org.uk](mailto:yateley@hartcab.cabnet.org.uk)

Fleet Office Tel: 01252 617922 Email:

[bureau@fleetcab.cabnet.org.uk](mailto:bureau@fleetcab.cabnet.org.uk)

Advice Line 03444 111 444

## **Support for carers**

### **The Princess Royal Trust for Carers in Hampshire**

Do you care for someone? It may be you are caring for someone who needs help due to a health condition, disability or frailty (they may not live with you or require constant care). This service provides help and information and Carer Support Workers who you can telephone in complete confidence.

Tel: 07825 589738 or contact Andover Office Tel: 01264 835246

Email [info@carecentre.com](mailto:info@carecentre.com)

### **Emergency Planning for Carers** (provided by The Princess Royal Trust for Carers in Hampshire)

Are you concerned what will happen to them should an emergency arise? A dedicated team providing FREE support to discuss, develop and implement an emergency plan. Up to 48hrs free care may be available for the person you care for in the event of an emergency. No adult services assessment is needed.  
Tel 0845 604 1577

### **Hart and Rushmoor Young Carers**

Support children and young people who have taken on a caring role for a parent, sibling or other relative who is disabled, or suffering a long-term illness, including mental health problems or drug/alcohol misuse.

Clubs run in Fleet and Farnborough. For further information visit [www.hyca.org.uk/](http://www.hyca.org.uk/) Tel: 01252 815652 or email: [youngcarers@hartvolaction.org.uk](mailto:youngcarers@hartvolaction.org.uk)

## **Your home**

### **HomeWell Hampshire**

Scheme supported by Hart District Council that provides specialist help and advice on home improvements, repairs and adaptations to older, vulnerable and disabled people. They can also help with forms, paperwork and support and tell you about other services in your area.

Tel: 0800 055 6277

### **HomeFixed Hampshire**

Handyperson service supported by Hart District Council for small repairs and jobs around the home (hourly rate varies according to means or age of householder £9.60-£25.20)

Tel: 02380 659 879 Website [www.familymosaichica.co.uk](http://www.familymosaichica.co.uk)

### **Hart District Council Housing Options team**

Can provide you with information, assistance and advice to help you to resolve your housing situation.

Tel: 01252 774420

## **Keeping you safe at home**

### **Lions Message in a Bottle Scheme**

Lions Message in a Bottle is a simple, but effective, way to keep essential personal and medical details where they can be found in an emergency – the fridge. Health centres, doctors' surgeries and chemists will have supplies of bottles and forms.

### **Hampshire Fire & Rescue Service Safe and Well Visits**

A FREE person centred home visit for the most vulnerable in our community, to identify and reduce risk to the occupier or occupiers. The visit will combine a Home Safety Check to reduce fire risk in the home, such as checking and fitting smoke alarms, with health referrals for extra support where appropriate, to improve the occupier's health and wellbeing. If you or the person you have in mind fits one or more of the characteristics below, we would advise that you make a referral:

- is over 60 years of age
- lives alone
- has a physical and/or learning disability
- has any sensory impairment
- is known to be substance or alcohol dependent
- is unable to protect themselves from harm
- is experiencing domestic abuse
- is returning from hospital and there are fire risk concerns identified

Tel: 023 8062 6809 Email: [community.firesafety@hantsfire.gov.uk](mailto:community.firesafety@hantsfire.gov.uk)

## **Keeping you safe at home**

### **The Bobby Scheme**

Provided by The Blue Lamp Trust

Provides a FREE home safety and security survey to assess the work needed to make a person's home safe and secure. Free of charge they can fit door chains, door and window locks, spyholes for doors, smoke detectors.

Tel: 0300 777 0157, Website [www.bluelamptrust.org.uk](http://www.bluelamptrust.org.uk)

### **Trading Standards Quick Response Team**

Can come out to your home if a doorstep caller, offering property repairs, is causing you concern and is still at your home or is due to return e.g. to collect payment; or is offering to take you to the bank to withdraw cash.

Tel: 01962 833666

## **Staying independent at home**

### **Strength and balance classes**

Hampshire's Steady and Strong classes are run by instructors specially qualified to teach exercises proven to reduce the chances of falling. Classes are based around strength and balance exercises. To find exercise classes in your area visit

[www3.hants.gov.uk/betterbalance](http://www3.hants.gov.uk/betterbalance) or contact Hampshire County Council's Falls Prevention Physical Activity Co-ordinator by Email: [wellbeing@hants.gov.uk](mailto:wellbeing@hants.gov.uk) or phone 01962 846605

### **Telecare Hampshire**

Personal alarms service subsidised by Hampshire County Council provided by Argenti Tel: 0345 265 8003 Website [www3.hants.gov.uk/telecare.htm](http://www3.hants.gov.uk/telecare.htm)

### **Meals on Wheels Hampshire**

Lunches and teas delivered via this Hampshire County Council commissioned service every day of the year for the over 55s – service is provided by Apetito

Tel: 01962 779338 Website [www3.hants.gov.uk/meals-on-wheels](http://www3.hants.gov.uk/meals-on-wheels)

### **Domestic help (such as cleaning the house or ironing)**

Find a reliable local company through Hampshire Trading Standards Buy with Confidence scheme

Tel: 03454 04 05 06 for a free directory

### **Gardening**

Age Concern Hampshire maintains a list of gardening schemes and contacts.

## **Staying independent at home**

### **Good Neighbours Groups**

Voluntary groups providing neighbourly help including transport. Some groups provide other help such as shopping or collecting prescriptions. To find out about groups near you and what help they can offer, Tel: 023 9289 9671 or visit

[www.goodneighbours.org.uk](http://www.goodneighbours.org.uk).

### **Home care providers**

Provide a range of services including personal care. For information about services in your area call Adult Services on 0300 555 1386

### **Care homes**

For information about local care homes call Adult Services on 0300 555 1386 to request a copy of 'The Guide to Residential Care'.

### **Bereavement support**

Cruse Bereavement Care promotes the wellbeing of bereaved people, provides free care, information, advice and support. To contact the local branch Tel: 0844 330 3701

### **Support for people living with specific disabilities or conditions**

For information about help and support for specific needs call Adult Services on 0300 555 1386 to request a copy of 'A Guide to Better Care and Support' or visit [connectsupport.hants.gov.uk](http://connectsupport.hants.gov.uk).

<p>Tel: 0800 328 7154 (10am to 3pm Monday to Friday)  Or find a reliable local company through Hampshire Trading Standards Buy with Confidence scheme  Tel: 03454 04 05 06 for a free directory</p> <p><b>Transport</b>  For information about public transport, community transport and Good Neighbours Groups visit <a href="http://www3.hants.gov.uk/communitytransport">www3.hants.gov.uk/communitytransport</a> or telephone the Hampshire County Council Passenger Transport team on 0300 555 1388.</p>	
<p><b><u>Protecting adults from abuse</u></b></p> <p><b>What is abuse?</b>  Abuse can happen anywhere and can be carried out by anyone. Abuse is anything that harms another person and might include:</p> <ul style="list-style-type: none"> <li>• Physical abuse such as being hit or locked in a room</li> <li>• Verbal abuse such as being shouted at or sworn at</li> <li>• Emotional abuse such as being bullied, taunted or humiliated</li> <li>• Sexual abuse such as inappropriate touching or forcing someone to take part in a sexual act against their will</li> <li>• Financial abuse such as taking or withholding money</li> <li>• Neglect such as not getting necessary food, care or medicine</li> <li>• Discrimination such as ill treatment due to age, gender or disability</li> </ul> <p><b>Reporting concerns about a vulnerable adult</b>  Those who are vulnerable and are unable to protect themselves against harm or exploitation, perhaps due to mental ill-health, physical disability, learning disability, age or frailty may be</p>	<p><b><u>Further information</u></b>  Further information about a wide range of care and support for adults can be found in ‘A Guide to Better Care and Support’ - call Adult Services on 0300 555 1386 to request a copy. You can also find information by visiting <a href="http://connectsupport.hants.gov.uk">connectsupport.hants.gov.uk</a></p>

particularly at risk. If you think that a person you know is being abused in any way, don't assume that somebody else is doing something about it....tell someone!

**Telephone:**

999 if anyone is injured

101 straight away to contact the police if you think a criminal offence has been committed

Adult Services on 0300 555 1386 Out of Hours 0300 555 1373