



A service supporting Age UK Isle of Wight



Local, caring and responsive home help service operating Islandwide to support adults 18+ to continue living independently in their own homes.

No medication handling or personal care provided.

Table of Contents:

Welcome Message	1
Meet The Team	2
What We Offer	3
Our Support Workers	4
Setting Up Your Service	5
Not-For-Profit Service	6
About Age UK Isle of Wight	7
The Finer Details (Terms and Conditions)	8 - 10
Contact Us	11



Welcome Message

Thank you for considering our Just About You service to support you in your home.

Our unique approach is centered around providing assistance with daily tasks, excluding personal care or medication, enabling you to make meaningful connections with our team while maintaining your independence at home.

As a not-for-profit service, all revenue generated directly contributes to covering the operational expenses of the service.

Any surplus funds generated are allocated similarly to a donation, ensuring that by using our service, you are not only enhancing your independence at home but also actively supporting your local, independent Age UK Isle of Wight. This support enables us to continue providing a range of complimentary services to individuals over the age of 50 on the Isle of Wight.

Kind regards,

*Allison,
Shelley & Shannon*



Meet The Team

To contact any of the team, please call or email:



Allison O'Brien-Furey
Central Services Team Leader
Locality: Islandwide.



Shelley Dickson
Client Care Officer
Locality: Central and West Wight



Shannon Jackson
Client Care Officer
Locality: North-East and South

01983
301470

jay@ageukiw.org.uk

Use this space to write your
Client Care Officer's name
once one is assigned to you:

What We Do



Housework & Gardening

Your support worker can help with or complete tasks such as vacuuming, dusting, mopping floors, changing beds, doing laundry or light gardening.



Outings & Transport

Your support workers can help get you out and about - that can be to an appointment or simply a walk. You can even book us months in advance to fit around regular appointments.



Shopping

Your support worker can take you to a shop of your choice or they can go on your behalf. Support workers can also assist with online shopping and unpacking.



Companionship

We can provide social visits for a friendly chat over tea or take you out to a destination of your choosing. This can also include respite care and sitting service*.



Meal Preparation

Meal preparation can include anything from chopping, peeling and cooking. Your support worker can prepare microwave meals, make a sandwich or grab you a snack.



Admin & Paperwork

Your support worker is able to help with basic admin and paperwork tasks. If you've got letters that need posting or a desk that needs tidying, they can assist you.

*Please note that we cannot undertake any personal care, including assisting with toileting or any help with medication. This is an important factor when considering respite options.



Our Support Workers

We take pride in the care and quality service delivered by our support workers.

In the best interests of our clients, all our support workers complete a DBS check before starting with us, as well as various other checks.

They are supported by a designated co-ordinator who will also check in with you regularly to ensure you are happy with the support being provided.



DBS Checked

All support workers are DBS checked when employed and periodically throughout their employment.



Full-Induction

A full induction is given to all our new support workers to ensure they have all the training they require.



Upskilling

Our support workers all receive training in Safeguarding, Food Hygiene, Health and Safety and Data Protection.



Reference Checked

All our support workers are reference checked.



Easily Identifiable

Support workers wear a uniform and carry an ID badge on a lanyard.



Choosing Our Service

After you make contact with us, or we receive a referral from a third party, we will schedule you in for a meeting in the comfort of your own home. Our Community Care Leader will conduct this. During this meeting, we will collect any details relevant to your service package, including an assessment of your home.

There is a one-time fee for this initial assessment. You will be advised of this prior to arranging.

During the meeting, our Community Care Leader will conduct an assessment to understand your preferences, needs and suitable times for support workers to visit.

This information will be used to co-ordinate a suitable support worker in your area. Your designated Client Care Co-ordinator will contact you after this assessment to agree a mutually convenient time and day for visits.





How We Use Your Money

As a charity run service, we are dedicated to transparency in how we utilise any income we receive. The fees from the Just About You service directly support operational costs, which includes the wages of our support workers.

The Just About You service is Age UK Isle of Wight's only income-generating service that doesn't rely on donations, contracted work or fundraising. While our hourly rate is calculated to cover the operating costs of the service, as a charity we strive to utilise all our resources to ensure we can continue our charitable services on the Island.

Any surplus from your hourly fee is treated as a donation to Age UK Isle of Wight and directly supports our charitable activities. This surplus is not guaranteed and it is only achieved through diligent monitoring and adjustments to our core costs, such as office rental charges, and other associated running expenses. This approach ensures that we can benefit you now and in the future.

This means that you can feel proud that your monthly fees for a support worker are going towards local charitable activity on the Isle of Wight. Every year, Age UK Isle of Wight are supporting thousands of registered clients. We also receive over 15,000 calls per year from Isle of Wight residents. By choosing our service, you're ensuring we are there for people in their time of need.



About Age UK Isle of Wight

Since 1973, we have been supporting older Islanders to embrace later life. Our services cater to the unique needs of older people as they navigate the challenges and opportunities that come with aging.

Age UK Isle of Wight is a local independent charity devoted to offering services to support older individuals on the Island. Our goal is to help those aged 50 and above lead fulfilling lives in their later years. We believe that everyone, regardless of age, deserves a joyful and satisfying life.

Our services include Dementia Care Navigation, Information and Signposting, Digital Support, Hospital Discharge Support, Social Groups and Befriending.

Contact our reception for more information on our services:

Main Information and Signposting number : (01983) 525282



The Finer Details



Terms and Conditions:

Quality Assurance:

- Your designated Client Care Co-ordinator will stay in touch with you during the use of our service. If there are any changes to your needs, feedback you would like to discuss or comments you would like to share with us, your Client Care Co-ordinator will be able to work with you to ensure the service you are getting is suitable.
- You will be contacted every 6-months to check-in as standard, however we will contact you more frequently if appropriate.
- Regular spot check are conducted to ensure quality of service.

Behaviour & Equality:

- In the best interest of support workers and your health, we politely request that smoking doesn't happen during your time with your support worker, unless you are outside and well ventilated. Your support worker is strictly prohibited from smoking during their time with you.
- Drinking alcohol in the presence of your support worker can be uncomfortable if it is not done in a respectful manner. We request you inform your support worker if you have consumed alcohol, or plan to consume alcohol during your visit. Your support worker is strictly prohibited from drinking alcohol during their time with you.
- Our objective is to guarantee equitable and unbiased treatment for all members of our staff, clients, and support workers. In order to achieve this, it is expected that support workers, staff and clients adopt a non-judgemental approach.
- Your support worker reserves the right to refuse to work with clients who don't comply with the above terms. You will be charged for this visit.

Transport:

- For any tasks that require use of support workers' transport will require a car risk assessment. This will be carried out by either your support worker or the Community Care Leader.
- Any tasks or shopping done on your behalf that incur travel expenses, will be billed at a rate of 55p per mile travelled.
- Your support worker cannot drive any car other than their own.



Terms and Conditions Continued

Invoicing and Fees:

- Payment for your service is by Direct Debit only and you will be invoiced monthly in arrears. Direct Debits will be taken on or after the 28th of each month.
- Invoices will be sent by post unless we have made different arrangements. They are sent out during the first week of each month and should arrive shortly thereafter. If you would like to receive paper invoices, there is a small monthly fee to cover printing and postage. Alternatively, you can avoid this fee by choosing free electronic billing, which allows you to receive your invoices by email. You can also designate a trusted person to receive your invoices via email if you do not have internet access.
- The minimum billable period is one hour, with additional time being charged in 5-minute increments.
- If a support worker needs to travel outside their usual area to assist you, you will be billed for one-way mileage to your location.
- Although we aim to minimise parking costs, any applicable charges will be invoiced at the actual cost.
- If your support worker accompanies you to an appointment or an outing that overruns, you must contact the office and inform them prior to appointment commencement so arrangements can be made to extend your support workers time. Any extra time will be reflected on your invoice.
- Your support worker must not possess any knowledge of your bank or post office account information, including your PIN number. Instead, they should be provided with the necessary funds to make purchases on your behalf.
- Any monies given to your support worker to purchase on your behalf, will be documented with a digital receipt.
- Your support worker will present you with a receipt after any purchase on your behalf and request your initials or signature in the digital receipt book.

Appliances, Equipment and Materials:

- You are responsible for providing cleaning products and electrical equipment required for the tasks your support worker is completing.
- All appliances and electrical equipment used by your support worker should be in good working order and safe to use.
- Support workers are strictly prohibited from directly administering any medication to you regardless of the situation.



Terms and Conditions Continued

Cancellation, Changes, and Bank Holidays:

- For any cancellations or rescheduling, please reach out to our office team directly at 01983 301470 instead of your support worker.
- If you cancel your appointment within 48-hours, you will be charged a 100% late cancellation fee. This fee also applies if your regular support worker is unavailable for any reason and we have been able to offer you an alternative support worker. You can choose to accept or decline a change of support worker. If we are unable to provide any coverage, you will not be billed.
- On bank holidays, essential services such as meal preparation or shopping can be provided upon request. Non-essential tasks may be rescheduled if alternative coverage is available, and please be aware that additional charges will apply on bank holidays.
- If you are hospitalised or have a temporary care arrangement for six weeks or longer, your schedule may be adjusted when you return to our services.
- You have the flexibility to cancel the service at any time. However, please do not cancel your direct debit until after your final payment has been processed. We will inform you of the last payment date for your convenience.

Security and Confidentiality:

- All support workers are covered by Age UK Isle of Wight's Public Liability Policy.
- If you provide us with your key safe code, it will only be used in emergency situations or with your consent to access using the key.
- As noted, your support worker will be easily to identify by uniform and ID badge. Support workers are all DBS checked, reference checked and fully inducted.
- By providing us with emergency contact details, you are granting us permission to make contact with them in the event of an emergency.
- We will handle your data in accordance to our Data Protection regulations and will not share it with any third-party for marketing purposes.
- Any violation of confidentiality is treated with utmost gravity, but there may be instances where disclosure is mandated by law.
- All communication should be via the office. Support workers are unable to provide you with their personal contact details or address.



Contact Us

01983 301470

jay@ageukiw.org.uk

Just About You Service

Age UK Isle of Wight
17 St Thomas' Square
Newport
PO30 1SL



Adaptable

We recognise your needs may change from visit to visit, during your scheduled time with your support worker, they can assist you with a range of tasks.



Safety First

We prioritise your safety and security, implementing protocols and procedures to ensure a safe environment at all times and all our support workers are DBS checked.



Comprehensive

We provide a wide range of services to meet all your home help needs.

With your support we do incredible things

Support Beyond a Lifetime:

Your support of our Home Help service not only ensures the continued operation of this service but also helps sustain our broader mission of serving the community. As a charity, we rely on the generosity of individuals like you to make a lasting impact.

Consider leaving a gift in your will to Age UK Isle of Wight. Legacies and gifts in wills play a crucial role in sustaining our work and ensuring that future generations can benefit from our services. By including Age UK Isle of Wight in your estate planning, you can leave a lasting legacy that supports our unrestricted funds, allowing us to adapt and grow to meet the evolving needs of our community.

If you're interested in leaving a lasting legacy, please reach out for a confidential discussion on how to include Age UK Isle of Wight in your estate planning. Together, we can create a brighter future for those who need it most.

In the last
five years

We supported
26,974
individuals on the
Isle of Wight

Records
to date

We have supported
100K+
individuals on the
Isle of Wight

In 2024-
2025

- Our Home Help Service delivered 30,921 hours of support
- Our Information & Support Service responded to 9,159 phone calls
- Our Good Neighbour Scheme provided 8,800 hours of support
- Our Older Persons' Mental Health Service received 1,155 referrals for support

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