

Finding and paying for help at home

Let's Talk – June 2026



Agenda

- What support is available at home
- Finding reliable local help
- Shopping support options
- The Islington Handyperson Scheme
- Benefits that can help with costs
- When to consider a Care Needs Assessment



What Help is Available?

- Help with household tasks such as cleaning, laundry and gardening
- Shopping and meal preparation
- Home adaptations, mobility aids and equipment
- Personal care (washing, dressing and toileting)



Looking for a Cleaner, Gardener, Handyperson?

Good places to start:

- Recommendations from friends, family and neighbours
- Google search (check reviews)
- [Checkatrade](#), [Trust a Trader](#), [Which? Trusted Traders](#)
- Check on [Companies House](#)



Before choosing a provider:

- ✓ Check reviews and references
- ✓ Obtain 2–3 quotes
- ✓ Be wary of payment up front
- ✓ Keep written quotes and agreements
- ✓ Never feel pressured

Shopping Support

Options include:

- Shopping independently
- Online supermarket deliveries
- Telephone ordering services
- Help from family and friends
- Paid shopping support – paid carer or a homecare agency

If technology feels difficult, get local volunteer support!

Telephone ordering services

Sainsbury's: Call 0800 917 8557

Morrisons: Call 0345 611 6111 (select option 3 for the doorstep delivery service)



Setting up an online supermarket shop

See Morrisons, Sainsbury's, Iceland, Tesco

Place an order your phone or computer

Easy to do after your first shop

See the online demo from Vijai, PPCP

Or book help from a volunteer from PPCP

Islington Council Handyperson Scheme

Who's eligible

- Older residents, those with a disability, carers receiving carers allowance
- Council, housing association or private tenant
- Charge: £10 per hour (on low income or means-tested benefits)
- Or £25 per hour
- Current waiting time: ~2 weeks

See the website:

[Islington Council Handyperson scheme](#)

What can they help with:

- ✓ Fitting shelves or curtain rails
- ✓ Changing light bulbs
- ✓ Minor plumbing repairs
- ✓ Minor electrical jobs
- ✓ Security improvements
- ✓ Small household repairs
- ✓ Light gardening

How Can I Afford This Help?

Attendance Allowance

You may qualify if you:

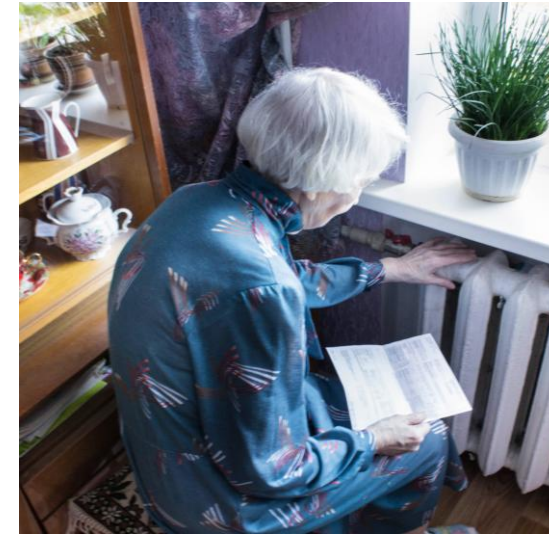
- Are over State Pension age
 - Have a long-term illness or disability
 - Need help or supervision with daily activities
- ✓ Not means-tested and savings do not affect entitlement
- >>Apply via [gov.uk/attendance-allowance/how-to-claim](https://www.gov.uk/attendance-allowance/how-to-claim)

Pension Credit

- ✓ Can increase weekly
 - ✓ Gateway to additional discounts e.g. Council tax discount
- >>Apply via [gov.uk/pension-credit/how-to-claim](https://www.gov.uk/pension-credit/how-to-claim)

Other disability benefits

E.g. PIP, DLA, Universal Credit (Health element), ESA



Age UK Islington can provide guidance on Attendance Allowance application

How to Get a Benefits Check?
Age UK Islington can refer you to:
[Islington Council Income Maximisation team](#)
Or email claimit@islington.gov.uk

Support from Adult Socialcare

Request a **Socialcare Needs Assessment** if you are struggling with:

- Washing, dressing or cooking
- Managing at home

Support may include:

- Homecare visits, personal care support
- Equipment and adaptations

Financial Assessment:

- Looks at income, pension, savings
- Most people will need to pay towards the cost
- Savings or income of more than £23,250 per year will need to pay all the cost

>>See: [Islington Council website 'Social Care Needs Assessments'](#)



Useful Contact Details

Age UK Islington – 020 7281 6018 (Mon to Fri 9am – 5pm)
gethelp@ageukislington.org.uk

Handyperson service

From landline phone: [0800 694 3344](tel:08006943344), then press option 6

From a mobile phone: [020 7527 5400](tel:02075275400), then press option 6

Email: handyperson@islington.gov.uk

Phone lines are open during the following hours:

Tuesday: 2pm-5pm,

Wednesday to Friday: 10am-5pm

Income Maximisation Team – no phone claimit@islington.gov.uk

For Benefits Checks and Specialist Benefits Advice

Islington Adult Social Care – 020 7527 2299 (Mon to Fri 9am – 5pm) to request a Social Care Needs Assessment



Any questions?