

Personal Assistants

SUPPORT FOR INDEPENDENT LIVING



For more information please contact us:

Age UK Leicester Shire & Rutland

Lansdowne House, 113 Princess Road East, Leicester. LE1 7LA

Home Care Team

0116 299 2266

homehelp@ageukleics.org.uk

www.ageukleicshomecare.co.uk

Find us on social media:



Age UK Leicester Shire & Rutland



@ageukleics

Our Personal Assistant service is tailored to you - giving you flexible support to make things that little bit easier.

What does the service offer?

Our Personal Assistants (P.A.'s) provide a complete home support service. From domestic cleaning and household management to shopping and trips out, no task is too big or too small if it makes your life easier. We can answer the phone, provide support with paying bills, help you with correspondence, pension collection, accompany you to medical appointments or support you to continue enjoying your hobbies. If you need it, we can even help you with personal care such as bathing, getting into and out of bed or with medication prompting.

How flexible is the P.A. Service?

All our staff have the skills, personal qualities and the time and ability to respond to your needs flexibly, thoughtfully and with empathy. The service has been designed to allow you to ask for the help you need when you need it.

Your P.A. can be flexible with:

- **The timing of visits** - you decide when you need help and whether you need a regular visit, ad-hoc support or a mix of both. If you'd like a regular visit, you determine whether it's once a week, several times a week or perhaps monthly.
- **The duration of visits** - how long you need will depend on what you want your P.A. to do, so the length of their visit is in your hands. You may find that you need more or less support some weeks than others, but can call on us for as little as an hour a week up to 8 hours a day.
- **The support they provide** - how your P.A. supports you can vary from visit to visit. You decide what tasks or activities you need help with each time - and every visit can support you with a different task if that is what you need.

The role of a P.A. is truly flexible. If you are unsure of your exact needs then we can provide advice on how one of our P.A.'s can support you.

Why use an Age UK P.A?

Traditionally, P.A.'s are employed by you, the client, but this introduces extra responsibilities that you may not wish to take on, such as advertising for and interviewing candidates, managing payroll, sick leave, pension enrolment and insurance. Using Age UK takes this stress away. With us you will have a reference and DBS checked P.A. who has undergone full training. You'll also have the option for us to arrange for someone else to visit you if your P.A. is on holiday or unwell.

Who can use the service?

The service is available to adults of all ages across Leicester, Leicestershire & Rutland. You might want a P.A. purely as a helping hand or you may have a specific physical or mental health issue which makes the extra support a lifeline for your independence.

How do I arrange for a P.A.?

Organising a P.A. could not be simpler. If you feel you would benefit from the support of a P.A. or would like to chat about this service and how it could work for you, please contact our Home Care team on 0116 299 2266 or homehelp@ageukleics.org.uk



How can we help you?

Information & Advice [Open Monday to Friday, 11:00am - 4:00pm] **0116 299 2278**

A free and confidential service to assist with issues affecting your quality of life including: finances & welfare benefits; housing & property; leisure activities.

Day Care Services **0116 222 0572**

Social support in a community setting including care, entertainment and companionship, with optional transport if required.

Home Care **0116 299 2266**

Assistance with domestic tasks to make living at home that little easier to manage. Services include: food preparation; cleaning & ironing; shopping; collecting prescriptions; personal care; companionship.

Personal Assistants **0116 299 2266**

A flexible service to give you help with household management, getting out and about and to appointments.

Handyman & Gardening **0116 299 2266**

A 'no job too small' household maintenance service including: gardening; home security & safety; basic decorating; home maintenance.

Respite **0116 299 2266**

Fully trained Respite Workers offer carers a break from the stress and demands of caring for someone. We also offer dementia respite by workers experienced and trained in dementia care.

Befriending Services **0116 299 2233**

A free service offering regular visits or phone calls to people who are socially isolated or feel alone.

We are a local charity
with a national name
...giving local older people a voice