

Support for Independent Living



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

Handyman & Gardening

0116 299 2266
handyman@ageukleics.org.uk
www.ageukleics.org.uk

Find us on social media:

 **Age UK Leicester Shire & Rutland**  **@ageukleics**

Home Care

We recognise that being able to live safely and independently in your own home, maintaining your own routines and close to family, friends and neighbours, is everyone's preferred option for their later life. As we get older though, there are times when a little home help or domiciliary care is needed to make this possible.

Our experienced Home Care workers can bring domestic help, care and companionship to your door - as often as you need and at the level you need it. Staff are available 24 hours a day, 7 days a week. We have both male and female Home Care Workers as well as multi-lingual staff ensuring that we work in a culturally relevant way with all communities.

We offer a range of services to meet the needs of adults of all ages across Leicester, Leicestershire & Rutland.

Domestic support and living independently

- **Domestic Help** – helping you to keep on top of domestic chores including laundry, cleaning, changing beds, meal preparation and washing up.
- **Household Management** – support with bill paying and correspondence, pension collection, shopping and organising your home.
- **Companionship** – if life-changing events such as retirement, moving home, losing a loved one or illness have left you feeling lonely or isolated, one of our staff can visit you for a chat, help you entertain friends or accompany you out.
- **Getting Out & About** – for some people, getting out and about alone can be difficult, if not impossible. We can help you to get out and stay with you to provide company and care.

Personal Care

These services are available 24 hours a day with sleep on call or awake night services to provide additional support and peace of mind.

- **Personal Care** – helping with your personal care needs such as bathing, getting into and out of bed, medication prompting, continence care and using the toilet.
- **End of Life Care** – non-medical support which helps you to live as well as possible in the time remaining to you and to die with dignity.

Support for informal carers

- **Respite Care** – comprehensive respite care to give carers the peace of mind that their loved one is safe and well cared for when the carer is away or is in need of a break.

If you are looking for a care or support option which is not listed, do please call us as we will try our best to help you. There are many ad-hoc ways that we have helped clients including day trips to the seaside and help to tidy and organise a wardrobe - if it makes your life easier or more enjoyable, we'll endeavour to do it!

Our Staff

All our staff are reference checked and undergo an enhanced DBS (was called CRB) check. Staff also undertake a full induction training programme which includes first aid, health & safety, communication, equality & diversity, safeguarding, record keeping and moving & handling. On-going training ensures that staff are kept up to date with best practice.

How can I arrange for Home Care?

You can contact us for more information and to discuss the type of support you need. If you are paying for your own care or cleaning, we can arrange this directly with you and start the service within a couple of weeks. If a local authority assessment means that you have funding towards the cost of your support, you'll need to ask your social worker to contact us to arrange the care you need.

**Contact our Home Care team
on
0116 299 2266**

Handyman & Gardening

It can be hard to find tradesmen to do small jobs around the house and to be confident that they are competent and their charges are fair.

Unless you have the resources to thoroughly check traders' credentials you will need to take them on face value or rely on recommendations. It can also be tempting to enter into private arrangements with handymen and gardeners but if this doesn't work out you have little recourse to get things put right.

Age UK Leicester Shire & Rutland offers professional, skilled and experienced help with domestic and gardening tasks. Whilst we can't offer an emergency call-out service, our response is speedy and will be competitively priced.

Our Handyman and Gardening service offers you:

- A high standard of work carried out in a friendly, efficient manner
- Competent, DBS (was CRB) checked staff, employed by us
- A no job too small approach to meet all needs
- Transparent, fair and pre-agreed pricing
- Pre-booked visits so you know when to expect the work to be undertaken

What we can't do:

- Any tasks over 3 metres high
- Any electrical, gas or plumbing work
- Install or repair PVC windows or double glazing
- Fit or repair central heating

as well as anything outside health and safety guidelines or not covered by our insurance.

**Contact us for more information
on
0116 299 2266**

Our handymen can:

- Plaster and decorate
- Install locks, chains and spy holes
- Put up shelving and curtain rails
- Draught proof doors and windows
- Install handrails and grab rails
- Fit battery operated door bells and smoke alarms
- Clean windows
- Replace small window panes
- Apply bath sealant
- Hang and adjust doors

... and much more to keep your home safe, secure and looking its best.



Our gardeners can:

- Cut grass
- Trim hedges and prune shrubs
- Weed and tidy flower beds, paths and drives
- Paint and re-felt sheds
- Creosote fences
- Fit or repair garden gates
- Lay paving and small areas of brickwork

... and other garden tasks so you can enjoy your garden rather than feeling overwhelmed by it.



Age UK Business Directory

Our handyman and gardeners can help with most tasks but if you have a major project or need specialist work undertaken, you can find a trustworthy trader in the Age UK Business Directory. The Business Directory has nearly 100 local businesses with whom Age UK staff have met to check they are fully insured, suitably qualified, reference checked and committed to our customer charter.

Please visit our online directory:

www.aubd.co.uk

If you aren't online, call our Freephone number and we'll search the directory for you

0800 599 9435



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