



Age UK Notts Connect Statement of Service

Connect is an early intervention service for people who are finding it difficult to remain independent as a result of issues relating to age, mobility, disability, physical and mental health conditions, or bereavement.

We empower people to find solutions to maintain independence and improve health and wellbeing. We offer information, advice, signposting and practical support around:

- Physical and mental health
- Care needs
- Housing
- Finances
- Social interaction
- Engagement with community

Age UK Notts deliver Connect to people living in Mansfield, Ashfield and Newark & Sherwood. The Connect service is also available across the rest of Nottinghamshire County by Notts Community Housing Association (NCHA) in Bassetlaw and Metropolitan Housing in Gedling, Rushcliffe, and Broxtowe.

We ensure Connect is impartial and delivered with your confidentiality protected. The service is free of charge, accessible by a range of means, and culturally sensitive. Our team of support and outreach workers place your individual needs and wellbeing at the heart of everything we do.

We work in partnership with local services and organisations to ensure the most appropriate support is provided to you.

What we do

We offer brief and short term telephone and face to face interventions, in a person's own home or via drop-in sessions. Support can include...

Brief (usually but not restricted to telephone support or up to 4 visits):

- Providing information & signposting for requested groups, organisations, agencies, clubs and services
- Providing fact and information sheets on a variety of topics

- Referring you to specialist services such as Legal Advice, Money Advice, Financial Information and Advice, Housing Options, Welfare Benefits, Advocacy
- Accessing 'Trusted Traders' registers to connect you with local tradespeople, gardeners, cleaners, handyman services etc
- Information and support to access relevant Trusts and Grants which may be available for those experiencing hardship
- Help complete forms (eg blue badge)

Short term (a support plan will be drawn up with you and telephone and face to face support provided for an average of, but not restricted to, 3 months):

- Help you identify and work towards goals you'd like to achieve to help maintain independence
- Produce a tailored support plan with you which will be used to capture your personal outcomes. This will be reviewed with you when required throughout your support.
- Access home aids and adaptations to make the home safer and help avoid falls
- Access social activities, clubs and groups to help combat social isolation
- Help engage with neighbours, family, friends, communities
- Access talking therapies and support groups in relation to long term health conditions, mental health or periods of ill health
- Access exercise classes, walking, sports sessions etc to improve physical health
- Help carers access support and services they need
- Refer for community care assessment if required
- Look at local transport options to help engage with community
- Access educational and learning opportunities including IT and social media
- Help and support following bereavement
- Support following a stay in hospital
- Address concerns regarding pets
- Foodbank tokens

Connect **does not** provide personal or domestic care, or transport.

How to access Connect

People can refer themselves to Connect or referrals can come from anyone, including family, friends, health and social care professionals, voluntary sector organisations, and any other means, as long as the person knows they are being referred. Referrals can come via telephone on 01623 488217 (Monday to Thursday 9am-5pm, Friday 9am-4.30pm) or email to connect@ageuknotts.org.uk

We also have drop-in sessions; so far these are as follows:

MANSFIELD:

Regent Street Mansfield	Age UK Shop	Every Wednesday 9.30am – 12.30pm
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ASHFIELD:

Kirkby-in-Ashfield	The Well Chemist	3 rd Fri of every month 10am – 12 noon
Hucknall	Hucknall Library	1 st Fri of every month 10am – 12 noon

NEWARK & SHERWOOD:

Rainworth	The Well Chemist (tel: 01623 795250) Next to Health Centre On Warsop Lane	3 rd Thurs of every month 2pm – 4pm
Ollerton	The Well Chemist (tel: 01623 860384) Forest Road	1 st Fri of every month 10am – 12 noon
Newark	The Well Chemist (tel: 01636 674052) Sherwood Ave (next to Fountain MC)	2 nd Thurs of every month 10am – 12 noon

How we work

We will always place your needs at the core of the Connect service. We seek to empower, encourage and motivate people to self-manage their independence and subsequently avoid creating dependency. We will always treat you fairly and will not make judgements regarding any information which you tell us. We will always treat the information you give us confidentially and will only store it with your consent to do so.

Age UK Notts has a strong safeguarding policy which at times we may need to refer to should you indicate that you or another vulnerable person is at risk of abuse or neglect. We will not however take action without you knowing.

We continually monitor the quality of the service which we provide and are always seeking to improve this. We value all of your feedback as well as any complaints and compliments you may share with us.

Connect is not an emergency or crisis intervention service. We aim to respond to initial enquiries within 5 working days of receipt. Referrals will be addressed in order of date they were received. If required, cases are allocated to a Support or Outreach Worker by the Connect Manager taking capacity, geography and skill / expertise level into account. A person may be assessed as high priority, due to their independence being at more immediate risk. Prioritisation is at the discretion of the Connect Manager.

Key Contacts:

For operational management enquiries, contact Jackie McGuinness - Living Well Manager (Connect) on 01623 488212 or jackie.mcguinness@ageuknotts.org.uk

For strategic management enquiries contact John Anderton – Service Manager on 0115 841 4467 or john.anderton@ageuknotts.org.uk

For referrals contact 01623 488217 or connect@ageuknotts.org.uk