



Help at Home

How the service works:

If you'd like to take up our Help at Home service, an appointment will be made for our customer assessor to visit you at home to complete a holistic assessment and discuss your needs, hours, cost and any other requirements.

Once an assessment is completed, we will identify a support worker who can meet your requirements. We think it's very important for you to have a good rapport with your support worker. We take great care when making a match, considering personality and requirements.

Our support workers are directly employed by Age UK Sutton. They are reference-checked, personally interviewed by a senior manager and are police vetted by undergoing a DBS (Disclosure & Barring Service) check prior to commencing their role.

Following a thorough assessment by our experienced Help at Home Customer Care Team, you will be matched with one of our dedicated Support Workers.

To ensure service standards are maintained, we monitor your relationship with your support worker to ensure that all is going well. We encourage feedback so we can continue to develop and improve our services.

Your support plan can be reviewed at any time. If your circumstances or requirements change, you can contact us for a review, but we will always maintain regular contact with you, to ensure the service is progressing according to your wishes.

Payment information:

We strive to maintain competitive rates that are affordable for our clients, while still allowing us to cover the costs of providing the service. We help clients to apply for an Attendance Allowance to help cover the cost of the service, as well as other benefits to ensure they receive everything they are entitled to.

The services charges **£25.81 per hour**. The minimum number of hours per month is four hours - these can be delivered weekly or fortnightly. Payments for the service are collected monthly in arrears by Direct Debit on or around the end of each month.

Debit/Credit Card Information

Card transactions will appear as Age UK Sutton on your credit card / bank statement. We can only accept payment by debit or credit card on transactions of £10 or over

Cancellations

You have 14 days from entering into a service contract in which you can cancel it. A cancellation request will be accepted at any time within this period.

If you specifically want the service to begin prior to the expiry of the cancellation period before deciding to cancel, you may be required to make a reasonable payment to cover the service delivered up to the point of cancellation.

Cancellation should be made in writing to: Age UK Sutton, Sutton Gate, 1 Carshalton Road, Sutton SM1 4LE or by email to helpathome@ageuksutton.org.uk

Refunds

All refunds will be made by BACS. Refunds can take 8 working days to process.