**About the service**

Home Helper Teresa Reid says: “I always try to do things in the way the client prefers. It’s important to them to know their home is clean. After a while I feel less like a cleaner and more like a friend, giving support when and where it’s needed. We talk a lot and have developed quite a rapport”.

Eileen, 87 says: My Home Helper comes once a week. I have major mobility problems and so really welcome the help. She is excellent at what she does and I enjoy her company.”

**Take the first step**

For a no obligation chat about Age UK Hertfordshire’s Help in the Home service and how it could help you please contact us:

**South West Hertfordshire** **Tel: 01923 224472**  
**Email: helpinthehome.sw@ageukherts.org.uk**

**Mid and North Herts** **Tel: 01707 386066**  
**Email: helpinthehome.mn@ageukherts.org.uk**

**East Herts and Broxbourne** **Tel: 01992 747959**  
**Email: helpinthehome.eh@ageukherts.org.uk**

**St Albans City and District** **Tel: 01727 477970**  
**Email: helpinthehome.sta@ageukherts.org.uk**

Help in the Home also provides a Spring Cleaning Service. For more information please contact your local team.

**Not sure you can afford Help in the Home? Call our Information and Advice Line Tel: 0845 601 3446 and ask about benefits. It may be that you are entitled to financial benefits which will help with the cost.**

Age UK Hertfordshire is a charitable company limited by guarantee and registered in England (registered charity number 1116662 and registered company number 03539971). Registered Office is 1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire AL7 1LT
Age UK Hertfordshire’s Home Helpers are:
- carefully chosen, interviewed and checked with the Disclosure and Barring Service (DBS) to ensure your safety
- reliable, trustworthy and all work to the same high standards
- specially trained to give an effective service
- ready to listen to your concerns and maintain confidentiality
- able to help access our other services

Age UK Hertfordshire’s Home Helpers can:
- do a full cleaning job, including floors, windows, kitchens, bathrooms, washing up - whatever you need
- change your bedding, do the laundry and ironing and put clothes away
- collect your prescription, dry cleaning or shopping
- keep the fridge fresh and clean and check all the sell by dates
- help prepare light meals
- do general tidying

Your Home Helper is there to do all the jobs around the house that you find difficult - it’s up to you. You can enjoy an even better quality of life whilst remaining very much in control.

How it works
You can have as many visits as you like, it’s up to you. However, we ask that each visit is for a minimum of 1.5 hours duration.

You pay £15.00 per hour and you pay by Direct Debit only, to help us keep our administrative costs as low as we can. You pay a one off assessment and registration fee of £20.00.

Your Home Helper will come from a local team who have been thoroughly checked out through references and the DBS and will be trained in Manual Handling, Health and Safety, Food Hygiene and First Aid.

As we have a pool of Home Helpers we will always endeavour to fill gaps in your service even if your regular Home Helper is on holiday or unwell.

About the service
Joyce 84, says “I started using the Help in the Home service before I really needed it because I always plan ahead. I needed to know what was available and get used to the idea. I knew Age UK Hertfordshire was a reputable organisation, so I just rang them up.

I was pessimistic and certain that nothing would be right. However, my Home Helper realised straight away that what I said I meant. I was very ill last year and needed major surgery, so I was very glad of my Home Helper then.”

Home Helper Susan Douglas says “I have a really interesting job. My philosophy is that I treat my clients the way I would want my parents to be treated. I don’t patronise them, never call them love or darling and I ask them what they would prefer to be called. I respect their wishes and I do the tasks they want me to do rather than what I feel ought to be done. I can advise but it is their choice and their home.

All my clients are really appreciative and they are very interesting to talk to. One of my clients said to me ‘It’s the highlight of my week when you come round.’ Another said ‘When you’ve been round my head feels all clear.’ I have been doing this for three years now and I love it. It’s a lot more than a cleaning job, although the cleaning is important.”