



# contacts

Helping you to remain safe, sound and independent

On this contacts page you will find a list of services that you may find useful in helping you to remain safe and sound. To make it easy for you we have provided you with one point of contact, our Team of Customer Service Officers will be happy to Sign Post you to any of the services mentioned. The ones pictured are your Hereford contacts (Angela Hornsey left and Sue Locking right) both are excited about this opportunity; "I hope we can make it quicker and easier for people to get information and help on a number of useful services" said Angela. If you have any questions or require more information on these services please contact your local Customer Service Officer who will be happy to help you:

**• City Team (covering Hereford City)**

County Offices  
Bath Street  
Hereford HR1 2HQ  
Telephone: 01432 261627  
Fax: 01432 261718

**• East Team (covering Ross, Ledbury & Bromyard areas)**

Swan House  
Edde Cross Street  
Ross-On-Wye  
Herefordshire HR9 7BZ  
Telephone: 01432 383251  
Fax: 01432 383268

**• West Team (covering Leominster & Golden Valley areas)**

The Old Priory  
Leominster  
Herefordshire HR6 8EQ  
Telephone: 01432 383111  
Fax: 01568 610147

## Services:

**ABLE information and advice**

A comprehensive disability information and advice service for people with disabilities, their carers and families. We provide information on equipment, holidays, and a full, free, confidential Welfare benefits advice service. We can support you through all stages of a disability benefit claim, from first enquiry to tribunal, and are a specialist disability benefit service.

**Age Concern**

Our aim is to improve the quality of life of older people. Our objectives are: Promoting positive attitudes to older people and ageing. Influencing and developing public policies that affect older people. Promoting effective care and encouraging choice and opportunity for older people.

**Assistive Technology**

Helping people to remain independent in their own homes through the use of alarms and passive sensors which raise an alert to a call centre.

**Deaf Direct**

Support help and advice for the deaf or hard of hearing.

**Footcare clinic -Age Concern Hereford**

To support the chiropody and foot care scheme for people in outlying areas of the county, with clients signposted to other services if appropriate.

**Herefordshire Able**

Providing help and support to people with a physical disability.

**Herefordshire Carers support**

Providing free information and support to carers through one-to-one support, general benefits information, carer support groups, a regular newsletter, a Carers Emergency Card Scheme etc.

**Hereford Centre Of Independence Living**

HCIL exists to promote the empowerment of disabled people. It is a user-led organisation which raises awareness of disability issues and ensures the provision of services offering independence and choice.

**Hereford Fire Service**

Hereford fire service will provide you with a free home check for fire safety. Not only are they happy to look at your fire alarms you have already and check they still work, they will also give you advice and help on many other aspects of safety and fire risks around the home.

**Herefordshire Lifestyles**

The whole of Herefordshire Lifestyles is dedicated to enabling individual disabled people to fulfill their aims and ambitions in any area of their life.

**Home From Hospital**

Supporting mainly older people on discharge from hospital. Volunteers provide a service whereby a visit or two a week for an hour or so each time for about four weeks after discharge. Tasks provided include: Shopping, escorting to Doctor or hospital appointments, help around the home, providing companionship and confidence building.

**Home Safety Checks**

Hereford Home safety checks are provided through HomeCheck, and You@Home schemes. Making sure you stay safe and sound in your own home.

**Joint Visiting Service**

The Joint Visiting Service is here to make sure older people maximise their income through claiming welfare benefits like pension credit, council tax benefit etc, the team also help

people claim non-means tested benefits like Attendance Allowance that will help them fund additional care and support at home. This service is a 'Visiting Service' so they will meet with you in your own home so you don't have to go to them.

**MIND**

Herefordshire Mind provides the following range of services for people with mental health problems to help them live safely and independently in the County.

**Take A Break LTD**

A local registered charity, that recruits and trains volunteers to provide company and activity for people in Herefordshire who require care while their carers have a short break. They may be able to provide a few hours break from caring on a regular basis. (Take a Break also provides other training and support services.)

**Village Warden**

Their task is to identify vulnerable, mainly elderly people and offer them access to services, enabling them to participate in everyday activities, feel safe and in touch with the world around them.

**Workmatch**

To provide advice, training, support and employment opportunities for disadvantaged people in Herefordshire.

**WRVS**

The Women's Royal Voluntary Service (WRVS) has more than 300 volunteers across Herefordshire who provide a range of services including: Meals on Wheels across the county, afternoon clubs for elderly people in village halls across the county, the Riverside Community Learning Centre, community car schemes across the county.



# Spotlight on Services

Helping you to remain safe, sound and independent

Issue Number 2 - Spring 2008

# welcome

...to the second edition of the Spotlight on Services newsletter. The first edition was an overwhelming success with a high number of readers making an effort to congratulate us on producing such an informative and professional document.

As a result, the circulation of this edition has increased and is now in excess of 6000. All of these are people who have received a service from us within the past year. It is hoped that you and the others who receive this publication will benefit from the information on services inside that are wholly or partly funded by Herefordshire Council.

We also received comments about how we could improve the newsletter. One reader suggested that the colours involved were not the best for reading. Therefore, this month we have changed the colour to make it much more reader friendly. In addition, another reader felt the font size was too small so we supplied them with a large print copy. We take all our readers comments seriously and will try to improve the newsletter

each time it is produced. It is hoped that you will enjoy this second edition which includes articles on Welfare Rights, ABLE, new older people initiatives and feedback on a recent Home Care Survey. Once again, if you have any comments on anything contained in this newsletter please feel free to contact us on publiccontact@herefordshire.gov.uk or phone 01432 261791.

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# Ready, willing and **ABLE.**

**“Someone can come in to see us, with lots of questions about their situation, and can leave with a clearer picture of what they have to do next to make a claim for Welfare Benefits”**

said Janette Roughton, ABLE’s office coordinator.

**This was the strong message from the ABLE (Access to Benefits, Leisure and Employment) information and advice offices in Hereford. In the last edition of Spotlight on Services we reported on the results to the End of Year satisfaction survey: in these results, the service provided by ABLE scored very highly.**

It is a valuable service ABLE provides a really valuable service, so we went to talk to them about their work and their comprehensive disability information and advice service.

“Each disability is different with its own associated problems” said Mary Tolhurst, the LPSA Welfare Benefits promotions officer based at ABLE.

“We help with the maze of welfare and disability benefit regulations and appreciate that everyone is an individual with individual needs,” she added. If someone is coming into the welfare system for the first time, they are not going to know about all the different benefit regulations. People need to ask lots of questions

For over 20 years ABLE advisors have helped anyone with a query or problem connected with any aspect of disability. Disabled people, their families, friends and carers, nursing professionals, voluntary and statutory agencies have all benefited from ABLE’s experience and advice.

The problem of the rural nature of Herefordshire is met by the provision of an information racking service for over 25 local disablement support organisations and charities through the county. These are situated in community centres, village halls, community hospitals, medical centres and sheltered housing schemes.

The information provided by ABLE is wide-ranging with most questions falling into the following categories:

- Income and benefits, welfare rights and legislation
- Equipment, aids and appliances
- Leisure activities and holidays
- Access and mobility
- Housing, accommodation and care
- Education, employment, rehabilitation and training
- Other local organisations and services, including local welfare services
- Information about specific impairments

But it is the team’s accessibility that really stands out: they provide a modern, well lit environment with full disabled access for clients, their families and carers to enable them to discuss their needs in confidence.

Also provided is a Benefits Outreach Service where ABLE advisors hold monthly benefit advice sessions at the info centres in Ross on Wye [first Tuesday of the month] and Leominster [second Tuesday].

**For more information please contact the ABLE office on 01432 27 77 70**

# Herefordshire’s Joint Visiting Team



**Herefordshire Council’s Welfare and Financial Assessment Team and the local Pension Service have joined forces and are working together to make life easier for older people.**

**The Joint Team help people with claiming a range of benefits including Attendance Allowance, Carer’s allowance, Disability Living Allowance, Housing and Council Tax Benefit, and Pension Credit.**

**The Team are also members of the Herefordshire Signposting Scheme and have been trained to identify other services that will make life easier and safer for older people. They will arrange for you to be contacted by these other service providers.**

**Although the team mostly provide a visiting service, if you don’t want a visit at home, you can make an appointment to see one of the team at our information points around the county. You may also see the team out and about from time to time with their Mobile Information Unit. If you spot us, please come along and say hello,**

**and find out what benefits or services we can help you with. All the team members have a wide range of experience in working out benefit entitlements and helping people claim the right benefits.**

**If you would like to know more about the services we offer, or would like help with claiming benefits you can contact us**

- by telephone on 01432 363756 or 363686
- e-mail: [welfarerights@herefordshire.gov.uk](mailto:welfarerights@herefordshire.gov.uk) or [hereford.localservice@thepensionservice.gsi.gov.uk](mailto:hereford.localservice@thepensionservice.gsi.gov.uk)





# Leadon Bank Extra Care Scheme

An exciting new development has been built in Ledbury. Leadon Bank Extra Care Scheme offers a real alternative to residential care, or to sheltered housing schemes that do not provide for personal care and support. You can enjoy a peaceful home within a purpose built development for tenants aged 55 and over. Extra Care schemes provide the opportunity to live independently with an optional range of support services and assistance, which are designed on individual needs. The apartments are light and spacious, with modern kitchens and

bathrooms. You can choose between maintaining your privacy within your own apartment or you can enjoy the companionship of others in the communal areas.

If you would like to know more then contact Denise Hawkins in the Adult Social Care Offices in Ledbury on 01531 638410, or if you would like to view an apartment contact the Scheme Manager (Stephanie Hyde) on 01531 632657

## Just Checking Assessment Tool

**The Just Checking system records the daily activities of people with dementia, who live in their own homes. It provides information to carers and care professionals which helps in the planning and delivery of care. The aim is to help to maintain the person's independence and ensure that intervention is appropriate.**

Small wireless sensors are installed in the main rooms in the house. Data from the sensors is gathered by a controlling modem, and sent via the telephone line to the Just Checking database. The system is radio based and there is no wiring. The Just Checking system can enable the person to stay at home, and provide a relative or carer with the reassurance

that a loved one is capable of continuing to live in his or her own home for the time being. It prevents unnecessary visiting or telephoning, which may undermine autonomy, and enables the carer to plan more meaningful visits. Sensors can be sited to log activity without undue invasion of personal privacy, and there are no cameras. Installation of the system may afford greater privacy than carers calling in several times a day.

The system provides objective information on the daily activities of a person who may have difficulty in communicating information about their normal patterns of life. It adds to the information that is gathered in the assessment process, at initial assessment, review or if problems are reported. It can help to establish if something is happening and how often. The system is available countywide and is already delivering improved quality of life outcomes for service users who have accessed this new service.



# Roving Night and Mental Health Intermediate Care Services

The 28th January 2008 was the start date for the **Roving Night and Mental Health Intermediate Care pilot services**. Both projects are based in rural South Herefordshire and aimed at enabling individuals to remain within their own homes and reducing the need for Residential Care. The pilot schemes will accept referrals for service users from Ewyas Harold, Peterchurch, Much Birch, Kingstone, Alton, Pendeen (Ross-on-Wye), Belmont, Greyfairs and Moorfields (Hereford) GP surgeries. The pilots will evaluate the benefits of night support and specialist Intermediate Care services including the potential to roll these services out countywide.

### Roving Night Service

The aim is to provide quality person-centred support to service users to facilitate their choice to live in their own homes enjoying independent lives for as long as possible. The team will consist of two Intermediate Care workers working between 11pm and 7am each night supporting individuals in their own homes. The team will be based at Hillside and co-ordinated by the STARRS team to provide a 24 hour Intermediate Care Service.

### Mental Health Intermediate Care Service

The Mental Health Intermediate Care Service is a partnership arrangement between Herefordshire Council, Mental Health Services and Surecare Services. This will provide short-term crisis intervention for adults with dementia or individuals over 65 years old with a functional mental illness. The main aim will be to work with individuals in their own homes and try to prevent inappropriate admissions to hospital or residential care.

Further information can be obtained from Andrew Morris (Service Development, Challenge Team) on (01432) 261770 or [amorris@herefordshire.gov.uk](mailto:amorris@herefordshire.gov.uk).



# Recommend a friend!

Whilst we try to get this newsletter out to as many people as we can we realise that some people may not have access to this newsletter and therefore, the information about services in Herefordshire designed to help them.

With this in mind we are happy to add anyone to our mailing list you may think would also like to benefit from receiving this news letter.

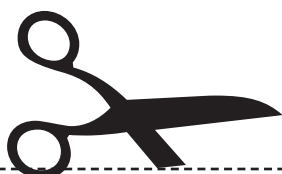
If you think you may know of someone who is interested then please complete the cut off form below and send it to the User Involvement Assistant at : FREEPOST HR368, P.O. Box 228, Hereford HR4 9ZZ. You do not need a stamp.

I would like to recommend:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_



# Consultation update

As part of any consultation process it is important to us to feedback results of any surveys you may have completed, or results from any forum/ focus group work that may have taken part around services in Herefordshire.

**56% (60.9% in 2006 and 76.7% in 2003)** Said their Care Workers 'Never' spend less time with them than they are supposed to.

**38.1% (44.4% in 2006 and 54.9% in 2003)** said their care workers are never in a rush. **46.7% (141/302) (45.6% in 2006 and 39.9% in 2003)** felt they were sometimes in a rush.

**35.6% (36.6% in 2006 and no data for 2003)** said they felt in control of their daily life with **40.3% (122/303) (42.9% in 2006 and no data for 2003)** saying Services helped them in control of their daily life.

**95.8% (274/286) (96.4% in 2006 and 81.4% in 2003)** of those who responded to the question, Strongly agreed or agreed that they felt safe in their own home.

These initial findings are to be presented to Scrutiny and Service Managers who will consider the findings and produce a report where further actions will be agreed.

### What is a quality service?

Adult Social Care has some draft customer service standards developed in conjunction with the 7 CSCI (Commission for Social Care Inspectorate) outcomes for older people our corporate and customer service standards and Herefordshire Council's values.

But are these right? Is this what you as users of our services want as standards? This is what we want to find out through a series of consultations in March. We are consulting with a number of focus groups made of service users, non service users and carers to find out from them what really matters.

We will have results from these focus groups in the next issue.

It's an important part of informing you as someone who may be using existing services of how we record and measure your views. More importantly it helps you, as someone who may have taken part to see what we do with the results.

### Home Care satisfaction survey 2007

During the later part of 2007 we sent out this satisfaction survey to everyone who receives Home Care in Herefordshire.

**51.7% (52.7% in 2006 and 68.1% in 2003)** who responded to the question were Extremely or Very satisfied with the help they received from their Home Care provider.

**90% (90.2% in 2006 and 98.6% in 2003)** who responded to the question expressed that their Care Workers Always or Nearly always did the things that they wanted done.

# your say!

Who ever you are your views, ideas and involvement in this consultation process will help us so that together we make the right choices for you and everyone in Herefordshire.

## Modernisation of Day Opportunities Public Consultations

The way Day Opportunities are provided in Herefordshire is going to change. We need you to get involved and give us your views to make sure we provide you with the right services in Herefordshire.

Herefordshire's current day services funded by adult social care are very traditional, may not provide sufficient choices for people or the most appropriate support to gain maximum independence.

The current services do not readily meet the needs of the older population in Herefordshire, which is proven by the low attendance figures.

Therefore current day opportunities services need to be remodelled and redesigned, to match current need and meet future demand.

As a response to this, Herefordshire Council is considering 5 models of good practice, identified

from other comparable authorities, to look at meeting the needs of Herefordshire's older population.

We need to hear as many views as we can about these models so we are setting up a public consultation event in an area close to you.

Each model will be discussed and your views and ideas will help to shape the way services are provided in the near future.

- You may be a current user of services
- You may be an older person who doesn't use the current services
- You may be a carer or look after someone
- You may be someone who as a citizen is looking to the future and wants to have a say in the way services will be provided to you in the future.

The five models are briefly described here but full information packs are located in your local library, info shop or you can print off a copy from the Herefordshire Council website [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk) but if you have difficulty in obtaining a copy please contact the number at the bottom of this poster. To book your place at any of the events you can either e-mail [projectteampiu@herefordshire.gov.uk](mailto:projectteampiu@herefordshire.gov.uk) or call 01432 261743.

### Community Mentor Scheme

This would be facilitated groups supporting like-minded people to get involved in a range of social, exercise and/or cultural activities. This is to be centred on activities which would promote more social interaction well-being and health through activity and creativity.

### Home Share Scheme

A localised day opportunities service that is run by approved volunteers from their own homes for people in their immediate community. The scheme brings together people with similar interests, to meet, socialise and share a nutritious meal.

### Reablement Day Opportunities Scheme

Short-term rehabilitation for people to learn or relearn skills for independence. Such skills may have been lost due to illness or a fall. Service users would receive advice and support re falls prevention, support from occupational therapists and physiotherapists, also have access to a range of mobility equipment and aids to daily living. Service users would be encouraged to become as independent as possible, re-build confidence and continue to live safely within their own homes.

### The Community Resource Centre

The resource centre would act as a hub for the community. The drop-in centre would provide advice, information and sign-posting with organised activities away from the centre. The centre's focus would be on people's individual strengths and skills, and wherever possible, would encourage individuals to support one another.

### Active Ageing Centre

These would be a more modern and innovative approach to the current traditional building based day opportunities services being provided in Herefordshire. This service would provide a range of social, leisure, learning and exercise activities. This service would focus on health and well-being activities and would also encourage older people to meet with others in a friendly and welcoming environment.

We understand that no one model may be right or you may like parts of different models and it's those views and ideas that we need, to help make these changes a success.

To book your place at any of the events please e-mail [projectteampiu@herefordshire.gov.uk](mailto:projectteampiu@herefordshire.gov.uk) or call 01432 261743. You can also call this number to request an information pack which are also available from your local library, info shop or can be viewed and printed from the Herefordshire Council website [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk).

For any further information on the proposed models please contact Sheila Morgan on 01432 261742 or e-mail her on [shmorgan@herefordshire.gov.uk](mailto:shmorgan@herefordshire.gov.uk)



# your say!

## Modernisation of Day Opportunities

Please could you spare a few moments to answer the following questions and return your responses to the FREEPOST address given.

Question 1: How well do you think each model would work in Herefordshire?  
(Please tick one box in each row)

	Very well	Quite well	Not very well	Not well at all	No opinion
<b>Model 1:</b> Community Mentor Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Model 2:</b> Home Share Day Opportunities Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Model 3:</b> Reablement Day Opportunities Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Model 4:</b> Community Resource Centre Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Model 5:</b> Active Ageing Centre Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 2: If you or a family member wanted to attend a day opportunities service and if any of these models were available in your area, would you use them?

Model 1: Yes  No  If no, please give reasons:

Model 2: Yes  No  If no, please give reasons:

Model 3: Yes  No  If no, please give reasons:

Model 4: Yes  No  If no, please give reasons:

Model 5: Yes  No  If no, please give reasons:

Question 3: Please give your postcode

Question 4: Please indicate your gender Male  Female

Question 5: Please indicate your age range

18 – 49  50 – 64  65 – 74  75 – 84  85 +

Question 6: What is your ethnicity?

- White British
- Asian or Asian British
- Mixed
- Other white background
- Chinese
- Black or Black British
- Romany Gypsy / Irish Traveller

Any other background (please specify):

Additional optional questions:

a) Are you now or have you been a user of day care services? Yes  No

b) Are you a carer of someone who has attended / is attending day care services? Yes  No

Do you have any comments or suggestions?

Thank you for your contribution to this important modernisation strategy. Feedback on the results of this consultation will be given via future editions of Herefordshire Matters and Spotlight on Services. If you would like further information re this strategy, please contact Sheila Morgan on 01432 261742 or e-mail her on [shmorgan@herefordshire.gov.uk](mailto:shmorgan@herefordshire.gov.uk)

When you have completed this questionnaire - please place in an envelope and return FREE OF CHARGE to the address below. Please reply by 16th May 2008 to:

**FREEPOST HR368  
PO Box 228  
Hereford HR4 9ZZ**