Help to Live at Home

Help you may need in your day-to-day life to stay living at home, safely and independently.
Help to Live at Home

Our new Help to Live at Home service makes sure you receive the help you need in your day-to-day life to be as independent as possible.

What is Help to Live at Home?

Our Help to Live at Home service is all about putting you in control of your care and support, so you can stay as independent as possible. This means giving you a real say in how and when you receive help and what works best for you.

The providers will work closely with you, your family and anyone else in your life to make sure you get the care and support you need when you need it. Their job is to listen to what you want and tailor the support they provide around your individual needs, wishes and aspirations. After all, nobody knows you better than you!

Our providers also work closely with other organisations in the local community, such as the Community Independent Living Service, to provide better all-round support to you.
Getting help

If you are thinking about getting help to Live at Home, we always recommend you have an assessment, no matter what your circumstances and/or financial situation. Having an assessment is free of charge and it can help you and others understand your needs better. It will also help you think through the options that may be available to you.

If your needs have changed in a way that means you’re suddenly unable to cope, or you need help for the first time after a period of being unwell or an accident, you may be able to get some short term support to get you back on your feet. Our providers may be able to support you at home following a stay in hospital or illness and help you get back your independence. They will work with you to build your confidence and regain your skills to live an independent life. We call this Response and Rehabilitation.

If you are eligible for ongoing care and support from us, we will support you to develop a personalised plan that sets out what’s important to you and how you want to be supported. Once you have developed your plan, you can decide if you want the Council to make arrangements for you or if you prefer to organise your own support.
What help is available?

Our Help to Live at Home providers can provide a range of care and support services including helping with personal care (for example, washing and dressing), if you are no longer able to do those things yourself. They may also be able to help you prepare a meal or keep your home tidy. You can also get support to help you get out and about to continue to do things that are important to you.

The kind of help you get will depend on what is agreed during your assessment and documented in your plan. Our providers will work with you to agree when and how you want them to help you.
Who are the providers?
The Council has chosen two providers to provide our Help to Live at Home service. They have been selected because they provide excellent care and support and employ well trained, professional and caring staff.

Mears Care provide all care and support in Twickenham, Whitton, St. Margarets, Teddington, Fulwell and the Hamptons:

Mears Care
Address: 114b Power Road, Chiswick, W4 5PY
Phone: 020 8987 2350
Fax: 020 8987 2321
Web: www.mearsgroup.co.uk
Email: richmond.care@mearsgroup.co.uk

Medacs Healthcare provide all care and support in Richmond, Kew, Mortlake, Sheen, Barnes, Ham and Petersham:

Medacs Healthcare
Address: 1st Floor, Saffron House, 15 Park Street, Croydon CR0 1YD
Phone: 020 8686 3842
Fax: 01582 698573
Web: www.medacs.com
Email: HomecareLondon@Medacs.com
What happens if my needs change?

We understand that your needs may change over time. Your provider will be monitoring how you are doing and looking out for any signs of your needs changing in any way. When this happens they will be able to provide more (or less) or different care and support to you when you need it and work with us, if necessary. If you are worried, you can always contact our Access Team to let them know that your needs have changed on 020 8891 7971.

How much will it cost?

Most people pay something towards the cost of their care and support. The amount will depend on your individual circumstances and how much support you need every week. We will carry out a financial assessment to work out how much you have to pay.

Whatever you decide, it is really important to get financial advice at the right time so that you can make informed and balanced decisions about your finances. We would always recommend you speak with
someone independent. A financial adviser can help you understand how you can make your money work best for you to help cover any long term care costs. More information is available on our website at www.richmondcareandsupport.org.uk or you can contact our Access Team on 020 8891 7971.

SOLLA
The Society of Later Life Advisers (SOLLA) can help you find an independent financial adviser who is suitably qualified to provide later life advice. www.societyoflaterlifeadvisers.co.uk

Money Advice Service
This is a Government website that has been set up to provide free and impartial money advice in many areas. www.moneyadviceservice.org.uk

Direct Payment
If you are eligible for financial support from us, you may be able to get a Direct Payment from the Council for their contribution. You will most likely have to pay something towards your care, and the easiest way of managing your overall budget is to pay your own contribution into your Direct Payment account.
How to contact the Access Team

Telephone:  020 8891 7971
Textphone:  18001 020 8891 7971
Email:      adultsocialservices@richmond.gov.uk
Website:    www.richmondcareandsupport.org.uk

Where to find us

Adult and Community Services
Civic Centre
44 York Street
Twickenham TW1 3BZ

Our offices are open
Monday to Thursday from
9am to 5.15pm and on
Friday from 9am to 5pm.

www.careplace.org.uk is an
online directory for services
and information.

If you have difficulty understanding this publication
and you would like this leaflet in a different language,
large print, or Braille please call 020 8891 7971.