

Floating support service for older people

Providing a service for older people with
support needs, in their own homes



What we do

Our floating support service for older people is provided by Dudley Council's sheltered housing team. Sheltered housing officers are based within our sheltered housing offices and community rooms, located throughout the borough.

Through the floating support service they provide practical advice, support and assistance for people aged 60+, who live in their own homes but need a little extra support in order to live successfully in the community, on their own.

We provide this service if you are:

- A resident of Dudley borough and
- you don't receive a care package from any agency.

The service is free of charge.

You, a member of your family or your social worker can request the service. An assessment will then take place, which will include discussions regarding your needs and the frequency of visits that will be required. A dedicated sheltered housing officer will then be allocated to you and an appropriate support package, tailored to meet your own particular needs will be agreed upon.

The sheltered housing officer will visit on a regular basis, as agreed, to help resolve any issues or problems that may be causing concern.

We can help you with . . .

- Claiming the correct benefits and grants
- Advising on security matters
- Filling in forms
- Accessing GP's, health and council services
- Finding information on local services to meet your needs

- Going with you, when necessary to appointments such as GP's or hospital - where there is no one else to go with you
- Transport to enable you to join in with the varied activities which take place at our sheltered schemes
- Helping you to take full advantage of facilities available in the community
- Developing daily living skills and social skills, improving your quality of life
- Your housing rights and responsibilities (mediating on your behalf as necessary), whether you are a tenant or a homeowner
- Giving you support and guidance where needed and offering ongoing support where necessary

The support plan

Your sheltered housing officer will work with you to agree on a support plan to help you with your own particular situation. This will include:

- Identifying exactly what support is needed
- Identifying which agencies can provide all of the support required
- Establishing how often and for how long support will be needed

The floating support service cannot help you with:

- Nursing duties
- Formal counselling
- Personal hygiene
- Cleaning and shopping

Further information

To request further information on the floating support service call 01384 812042

Alternatively, contact our Access to adult social care team

Breirley Hill Health and social care centre
Second floor
Venture Way
Brierley Hill
DY5 1RE

Monday to Friday - 9am to 5pm

An emergency duty team is available on **0300 555 8574**, at all other times.

Telephone

0300 555 0055

Web

www.dudley.gov.uk/health-social-care/access-to-adult-social-care

Email

accessteam.dachs@dudley.gov.uk



If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the equality and diversity unit on 01384 813400