



ABOUT US

We are an independent charity which has been working to support older people throughout Hampshire for over 35 years.

We are passionate about supporting older people. We use our knowledge and experience to respond to the needs of local people throughout their ageing journey.

OUR OTHER SERVICES:



We can help to connect you to our other services if you need them:

- Footcare
- Information Services (including benefits application support)
- Day Care Services
- Hospital to Home



CONTACT US

If you would like some support at home please contact us in the first instance. We can then arrange a home visit to talk about your needs, and what the service can offer.

Age Concern Hampshire,
Centre Way, Locks Heath, Southampton
SO31 6DX

Tel - 01962 892446

Email -

helpathome@ageconcernhampshire.org.uk

Website -

www.ageconcernhampshire.org.uk



If you are not completely happy with the support you receive from your Home Helper please contact us. Our complaints policy is available on our website or contact us on the number above.

AGEconcern
Hampshire

HELP AT HOME SERVICE

**FOR FRIENDLY, RELIABLE HELP
AROUND YOUR HOME**



Reg. Charity No. 290874

HOW DOES THE SERVICE WORK?

You choose the support you need. Our local team will talk to you about your requirements and introduce you to a Home Helper who has been interviewed and selected by us. We will be available to ensure you receive excellent service and answer any questions you may have.

All of our Home Helpers are DBS checked to give you peace of mind.

Home Helpers are able to assist with the following:

Housework
Laundry

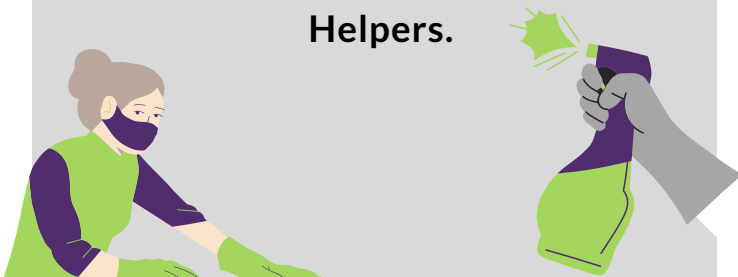
Light meal preparation

Shopping

Companionship - Trips out

Dog walking

Other assistance may be possible as agreed between the client, Help at Home Coordinator and Home Helpers.



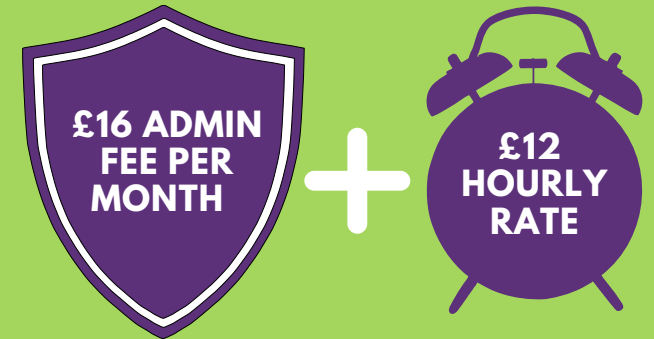
HELP AT HOME:

Whether you need someone to do housework, have a chat, go to the shops, or run errands, we are here to make life easier for you. Our friendly and reliable Home Helpers will undertake a wide range of tasks to help improve your quality of life and keep you independent at home.

"IT IS LIKE HAVING A FRIEND COME ROUND TO HELP, I AM VERY GLAD I HAVE A HOME HELPER. I ENJOY SEEING HER EACH WEEK".

Help at Home client feedback

WHAT DOES IT COST?



PAYMENT METHODS

Monthly Direct Debit

We charge a monthly fee to enable us to:

- Find holiday or sickness cover for your Home Helper whenever possible.
- Keep in touch with you to make sure you are happy with the service.
- Safely recruit and check new Home Helpers.

Pay your Helper directly per hour

To make the service as affordable as possible, all of our Home Helpers are self employed which means you pay them directly for the number of hours that they work.