



Place Based Services (PBS) Programme

Carlisle / Eden / Furness / South Lakes

Part of the Cumbria Health and Social Wellbeing System and supported by
Cumbria County Council



August 2016

To make a referral or for more information:
Telephone - 0844 967 1885
Email - info@ncip.org.uk

Support Services for Place Based Services (PBS) Programme

Helpline

Carlisle / Eden / Furness / South Lakes

The Helpline is based at the Penrith office of Cumbria CVS, and deals with all enquiries and referrals for Carlisle, Eden, Furness and South Lakes. It is staffed between 10am and 4pm, Monday to Friday, and is contactable by telephone on 0844 967 1885 or email, info@ncip.org.uk.



Cumbria CVS offers community group support and development throughout Cumbria. This includes volunteer recruitment, training and support and the development of a volunteer bank for PBS activity. CVS supports community groups through volunteer recognition and peer support.

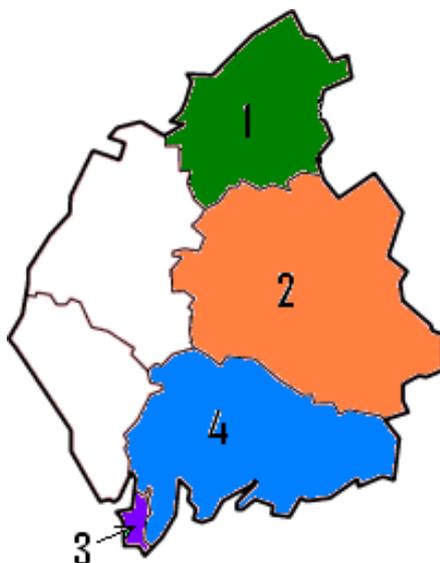
Cumbria CVS is currently recruiting volunteers to help support some of the services. These volunteering roles include; care in the home, drivers and escorts, supporting individuals with hearing impairments, handyman tasks for older or vulnerable people and volunteer visitors.

For further information about any of the volunteering roles please contact Judith Holmshaw on 01768 800350.

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Placed Based Services (PBS) Programme

Carlisle / Eden / Furness / South Lakes



1. Carlisle Partners

- Age UK Carlisle & Eden
- Brampton Community Centre
- British Red Cross
- Caritas Care
- Cumbria - DeafVision
- Cumbria Gateway

2. Eden Partners

- Age UK Carlisle & Eden
- British Red Cross
- Caritas Care
- Cumbria - DeafVision
- Eden Independent Living

3. Furness Partners

- Age UK Barrow & District
- Caritas Care
- Mind in Furness
- Oaklea Trust

4. South Lakes Partners

- Age UK South Lakeland
- Caritas Care
- Oaklea Trust

1. Carlisle Partners



The Hub offers confidential advice and information to members of the public and the community on a range of subjects, and aim to be a direct link between health services, third sector organisations, and the wider community promoting good health and wellbeing in the Carlisle district.



Community Hubs:

The Trust has established Brampton Community Centre as a 'hub' for holding, promoting and developing the NCI services. Through the NCI programme, the Trust helps to support older or vulnerable people who may be lonely or having difficulty living at home and can support people of working age as well. This year the Trust will be offering music therapy, food and nutrition workshops, winter warmth classes, and others. It can also provide one to one support if people wish to have more personal support, and help them access other NCI services, along with other information to enable people to have good, strong support networks.

On top of this, the Trust has regular 'social club' activities, including; art, craft, 'Knit and Knatter', indoor short mat bowls and more. The Community Centre has over 96 activities every month, and can arrange social excursions. Some activities are at no charge, or just a few pounds, up to full day activities provided by qualified tutors. Community Meals are available in the café, and can also be delivered direct to people's homes.

A regular monthly 'What's On Guide' can be collected from the Community Centre and provides information on what is happening in Brampton and the surrounding areas. A full list of activities is available on the Community Centre website; www.bramptoncommunitycentre.org.uk.

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Home from Hospital Service:

The Home from Hospital service offers a range of short term interventions and support services for people being discharged from hospital. The service is offered for up to 6 weeks. Red Cross will try to ensure other services are made available to clients beyond this period if appropriate.

Advice and Guidance Service:

The Aids and Adaptations service provides guidance on the fitting of aids and adaptations within a client's home. It is closely linked with the Home from Hospital service and the Equipment Loans service using the Trusted Assessor model. The service is provided by a Trusted Assessor who has access to local and national suppliers of aids and adaptations. It will also provide recommendations on items best suited to the individual.

**Drop-in Sessions:**

The drop-in sessions are for people with hearing loss. They are designed to help those affected to improve their communication skills, increase their confidence, raise their self-esteem and help them to get more involved. The sessions also offer information, support and assistance in the use and maintenance of hearing aids and other equipment. Appointments are not needed for the sessions. External agencies regularly attend the sessions to share information with the client group.

**Improved access for deaf people:**

This service is primarily for people who are profoundly deaf and includes:

- Deaf awareness training for all PBS partners to help support client access to services.
- British Sign Language (BSL) communication / interpreter support to facilitate equality of access for deaf people. Interpreters can be booked to support people to work within the PBS programme.
- Deaf community volunteering - deaf people can be matched to volunteering and social opportunities in the community.
- Social support including lunch club and social events.

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Handyperson Service:

Cumbria Gateway offers communities in Carlisle & the surrounding rural villages an affordable, professional and friendly handyperson service. They offer fixed appointment times, on a one-off or regular basis, and they use vetted people to carry out the work.

Examples of the handyperson service include:

- Mobility: fitting stair banisters and hand rails
- Plumbing: fixing dripping taps, bleeding radiators and installing washing machines
- Electrical: replacing light bulbs and fittings
- Decorating: painting, re-sealing baths/showers, tiling, patching damaged plaster.
- Odd jobs: cleaning gutters, boarding up windows, fixing doors, hanging pictures, fitting blinds/curtains, putting up shelves, assembling furniture, changing locks, moving and/or assembling furniture
- Gardening: mowing lawns, cutting hedges, weeding, putting up fences or gates

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2. Eden Partners



The Hub:

The Hub is an information resource centre and offers confidential advice and information to members of the public and the community on a range of subjects. It aims to be a direct link between health services, third sector organisations, and the wider community promoting good health and wellbeing in the Eden district.

On offer is a range of activities and on-site facilities including space that community groups can use on a regular basis.



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Handyperson Service:

The Eden Independent Living (EIL) handy person service covers all areas of the Eden district and is available for anyone who is:

- Over 60
- Of any age but has a disability or is suffering from long-term ill health
- Being discharged from hospital,

or

- In receipt of qualifying benefits

The service is for small jobs around the home and garden, such as putting up curtain rails or shelves, changing door handles or painting a garden fence. There is a minimum charge of £15.00 per hour and maximum time of three hours. Written service quality standards are available and the service is fully insured. All workmanship and materials are guaranteed for one year. EIL pride themselves as being a trustful, professional and friendly service.

NEW: EIL are now offering a gardening service which covers the whole of Eden. Currently EIL can offer basic garden maintenance like grass cutting, hedge trimming, weeding and general garden tidy for winter.

Additional Services Available Outside of PBS Programme:

Eden Independent Living provides a wide range of care, support and practical help under one umbrella.

Care Alarm Service – This service can provide a quick and easy way to call for help in an emergency. The alarm unit is fitted within the home and is activated once a button is pressed on the unit or the pendant. The services will be adapted to individual needs but can include:

- An automatic link to the control centre, 24 hours a day, 365 days a year.
- A 24 hour emergency response service
- Regular visits by support staff
- Smoke detectors connected via the alarm
- Additional Telecare sensors such as fall detectors and bed occupancy sensors

Keysafe – People can either buy outright or rent a key safe from EIL. EIL supply high quality approved key safes. These key safes enable carers or emergency responders to enter the home if a person is unable to get to the door and saves having to give out several sets of keys.

Practical and social support – From shopping and cleaning, sorting the bills and helping make lunch, to taking on appointments, social events or to see friends.

Home Care – EIL can support with anything from helping someone get up in the morning, bathing and personal care, to supporting with meals and medication and helping with night time routines.

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3. Furness Partners



Compass Officers:

Following referral, the Compass Officer will meet with the client face-to-face to conduct a holistic assessment and to produce a mutually agreed action plan, which is designed not only to address the presenting issue, but also to enable the client to achieve their longer-term ambitions in life.

Once the Compass Officer has helped the client to produce their action plan, they will also support them to implement their plan over the next three to six months

The Compass Officer will work with the client directly and co-ordinate support provided by staff members, volunteers and our network of partners. Each client's plan will be individually tailored, but might involve:

- Helping a bereaved client to sort out their affairs and access emotional support.
- Helping clients with money problems to claim their benefits entitlements, e.g. Pension Credit, Attendance Allowance & Housing Benefit
- Helping a client who's been newly diagnosed with a medical condition or has increased care needs to access the support they need from statutory and voluntary sector organisations
- Helping a client with changed housing needs to consider their future options, including adapting their existing home
- Helping a client experiencing a significant deterioration in their health or wellbeing to increase their resilience and to re-engage in the community, by attending healthy living and/or community social activities



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Mind in Furness

Weekend Access Service:

The Weekend Access Service offers a mixture of information and advice for all older and vulnerable adults. It can also connect clients to other organisations if needed.

Sessions are every Saturday at School Street in Barrow between 10am and 2pm. It is a place to come to chat over tea and coffee. There is an open door policy with no appointments needed. A support worker or project worker will always be available during the sessions.



Oaklea Trust

Home from Hospital Service:

The Home from Hospital service offers a range of short term support services for vulnerable or elderly people being discharged from hospital. Support services can include preparing the home prior to discharge (ensuring basic necessities are in and that the heating is on), assisting with a wide range of tasks such as light cleaning, preparing light snacks, basic food shopping, and prescription collection.

The service aims to promote independence and prevent having to access long term statutory services. With this in mind the Home from Hospital service is offered Monday to Friday between 9am and 5pm and may only be accessed a few times a week up to a maximum 6 weeks. The Home from Hospital service cannot provide personal care, moving & handling or assisting/prompting medication. Please refer to Adult Social Care in this instance.

Advice and Support Service:

The Advice and Support service includes advice on minor aids and adaptations for the home. Oaklea can provide advice by a Trusted Assessor on minor adaptations such as stair rails, bed raisers and bathroom support handles. The service can also work with Red Cross for a short term loan of medical equipment. Oaklea can also provide advice around maintaining health and wellbeing and assistive technology.

The service offers advice and guidance around personal budgets and self-funding support, enabling people to purchase their own support services. Oaklea can signpost to third sector organisations such as Age UK South Lakes and Age UK Barrow for benefits advice and information on local services such as social clubs and activities to help reduce isolation. Oaklea has a resource pack containing local information covering a wide range of topics.

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4. South Lakes Partners



Gateway Centre:

The Gateway Centre is open weekday between 10.00am and 4.00pm and clients can be assured of a warm welcome from the different charities working together at the centre – come along, have a chat and see what it's all about. The charities at the centre are there to provide information and advice, practical support, and social opportunities. It is located together with Captain French Surgery at the Gillinggate Centre in Kendal. More information please phone the reception on 01539 792019.

Gateway eHub:

The Gateway eHub is an open resource for use by any organisation providing support and/or services to the people of South Lakeland. The resources are free to use and have been developed by the partnership of the organisations shown below to ensure the partners work together efficiently and in an integrated way for the benefit of the clients.

You can use the resources to gain information on events, bulletins and factsheets & guides. If any organisation would like to register to use the enhanced facilities in the Online Resource Centre, please contact Gateway partners Ollie Flitcroft 01539 446464 or Lisa Wilks 01539 728118. For more information please visit www.ageuksl.org.uk.

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