

# Six main headings



## **What help can I get?**

Find out about the help you are entitled to and use the online questionnaires to suggest options.



## **Everyday living**

Everyday living, getting out and about, leisure and social activities, as well as support groups for carers and people with a disability.



## **Help and support for carers**

You may not think of yourself as a 'carer', but if you provide support to help someone live independently, that's exactly who you are.



## **Going into and leaving hospital**

Care advice when going into and leaving hospital and help with preparing for emergencies.



## **Find support suppliers and equipment**

Care homes, home help, approved suppliers and equipment and how to book.



## **Buying support and help**

Questions to ask care providers, employment advice and support and help from the HM Revenue & Customs about taxes.



# Quick links straight to key information

## I want to

[look for equipment](#)

[find out what I'm entitled to](#)

[find groups for people with learning disabilities, hearing problems, sight problems](#)

[find support groups for carers](#)

[do you need to speak with someone?](#)

## Do it online...

[find home help](#)

[self assessment questionnaire](#)

[assess my financial situation](#)

[find care homes](#)

[feedback your comments, complaints or report a bug](#)



# Trusted suppliers



## Find support suppliers and equipment

You can use our [Care at Home search](#) to find help with shopping, gardening, cleaning, meals on wheels and much more. There are many independent providers of help, you can contact them directly but you may have to pay for their services.

You may also want to use the [Buying with Confidence](#) website which aims to protect the public from rogue traders. Hampshire Trading Standards list of approved firms which have agreed to provide reliable and quality services and have passed stringent quality tests, are regularly monitored to check for any complaints.

The [equipment](#) and [adaptations](#) web pages provide information and advice to help you to manage to live independently in your current house or flat.



# Search for suppliers

## Search for Home Care Providers

### Your local area

Please select the borough or district council where services are needed.

Eastleigh

### Care service provider name

### Type of service offered

- Companion / Social
- Domestic Help
- Gardening
- Live In Help
- Meals
- Night Care
- Nursing Care
- Personal Care
- Shopping
- Sitting Service
- Transport / Drivers

### Care needed for:



- All Groups
- People with dementia
- People with mental illness
- People with learning disabilities
- People who need care because of old age
- People with physical disabilities
- People with sensory impairments
- People with past or present alcohol dependence
- People with past or present drug dependence
- Families with children



# Search for care homes



 - Home **without** vacancies.
  - Home **with** vacancies.
  - Centre point of search.

Name	Telephone	Town	Postcode	Type of Care Home	Vacancies
 <a href="#">Brookdale House</a>	023 8026 1987	EASTLEIGH	SO53 2FS	Care Home without Nursing	2
 <a href="#">Otterbourne Grange</a>	01703 253519	WINCHESTER	SO21 2HZ	Care Home without Nursing	1

# What am I entitled to?

2009/10 Rates

**entitled to**  
what can you claim?

Home

Calculator

Products

About Us

## Start Calculation

People across the UK are missing out on benefits and tax credits worth more than £8 billion a year. Entitledto can help make sure you get what is yours. Just use this simple calculator to work out how much you could claim.

If you are an adviser or working in government click on the **Products** tab for more information on entitledto's specialist services.

In order to complete the calculation it is recommended you assemble the **documentation** you will need to complete the process. If you are not familiar with using the internet, find out **how to use this site**. Please note that we can not estimate your entitlement if you are under 18 or a student or in hospital/residential care.

This site is free and no personal information is required, so anonymity is assured.

We are now using benefit and tax credit rates for 2009/10. Rates changed on 6th April 2009.

Click on 'Start >>' to see what you could claim

I live in:

England ▼

Calculation Year:

2009/10 ▼

My postcode is:

(optional)

Start >>



Hampshire  
County Council

# What am I entitled to?

## Results

Our estimates are based on the information you have entered about your income and circumstances. For a summary of this, please see [information you provided](#).

A summary table of the benefits you may be entitled to is below. Please note that some of these results may confirm benefits that you are already receiving. You can use the results to check that you are getting the right amount, though we recommend that you get further advice if you think there is a problem. Our estimates do not guarantee entitlement.

Entitlement	per year	per week	notes
Means-tested income entitlements			
Pension Credit-Guarantee Credit	£0.00	£0.00	
Pension Credit-Savings Credit	£1,063.71	£20.40	
Total-Pension Credit	£1,063.71	£20.40	Pension Credit Award.
Means-tested bill reductions			
Council Tax Benefit	£1,400.03	£26.85	You should not have to pay Council Tax as you qualify for full Council Tax Benefit. Our calculation is based on you receiving £20.40 pension credit each week.
Housing Benefit	£4,692.85	£90.00	You should not have to pay rent as you qualify for full Housing Benefit. For more information on what qualifies see <a href="#">eligible rent for Housing Benefit</a> Our calculation is based on you receiving £20.40 pension credit each week.
Total Entitlements	£7,156.59	£137.25 weekly	



# Assessing your needs

## Online self assessment questionnaire

### 1. Practical aspects of daily living



This part is about managing your day to day life, things like: Shopping, cleaning, cooking, doing the laundry, managing your money, paying the bills, arranging general home maintenance.

Please select an option below

- I can manage all of these things on my own; or I have found ways of managing [e.g. internet shopping, buying ready cooked meals]
- I can manage regular weekly household tasks on my own; but I need occasional support with some things [e.g. dealing with general home maintenance]
- I can manage most of these things on my own, including my own money, but I need regular weekly support with one or two (household) tasks [e.g. cleaning or shopping]
- I can manage one or two of these things on my own; but I need regular weekly support with all the other tasks around the home including, managing my money, paying my bills, etc.
- I am not able to manage around the home; I need someone to support with all of these things



# Example advice

## > 6. Staying safe from harm

**You chose:** I need help quite often to stay safe; I am at risk of having accidents doing some daily activities, or I am vulnerable to other people harming me and need people to check I am ok

You have indicated that you need some advice or support in this area.

The Guide to Care at Home is a free guide with practical information for independent living, including how to keep yourself safe in your home. To view this or to order your free copy visit the Adult Services [Guide to Care at Home web page](#)

Specific information can be found on the following pages

- > [Community alarm services](#)
- > [Telecare alarms](#)
- > [Equipment for the home](#)
- > [Protecting your home](#)
- > [Fire Safety](#)

Information on [Adult Protection](#) is available if you feel you are vulnerable to harm from other people.



# Buying support and help

## Buying support and help

The right care and support can make the difference between staying in your own home and having to move somewhere else. If you are finding it difficult to complete the day to day jobs around your home and garden you might like to think about employing some help to make your life easier.

You may decide to buy in help from a care provider or decide to employ someone who will work in your home with you as a Person Assistant (PA).

- > What should I ask of the home care services?  
[Questions](#) that you might like to ask them including staffing issues, supervision, emergencies, confidentiality and charges if you decide to to choose to buy support from a home care service
- > Have I got the knowledge?  
[Legal issues](#) you might need to consider when thinking about employing someone to work in your home.
- > Have I done the groundwork?  
[Responsibilities you have as an employer](#) - there are a number of important checks that you'll have to make when you take on a new employee.
- > Am I ready for recruitment?  
[Employment contracts web page](#) will help you to set out what an employee and employer can expect of each other, and our [template page](#) can help with advertising for an employee.
- > Am I ready to employ?  
[Organisations offering advice and support](#) will help you to understand the necessary steps you need to take in order to employ someone for the first time or buy in some care. We also have information on [starting and ending employment](#).

# Questions to ask

## Questions to ask when choosing a home care service

### First discussions

- › Will you visit me in my own home to discuss what help I need?
- › Can I have a relative or friend with me when we discuss what help I need?
- › What happens if the care I need changes?

### Staff

- › Have all your carers been interviewed and their references checked?
- › How else are they screened?
- › What training will my carer have had?
- › What qualifications will my carer have?
- › Will nursing care always be given by a qualified nurse?
- › Have all staff giving personal or nursing care had police checks?

### Did you know?

Staff need to be checked by the Criminal Records Bureau (CRB) and against the Protection of Vulnerable Adults (POVA) register (or POCA where working with children is involved).

### Supervision

- › How do you supervise the work your carers do?
- › How do you check that they are doing what has been agreed?

