

Procedures

Detailed operating procedures have been written for the Home Help service and approved by Hampshire Adult Services. The procedures include:-

- Recruitment of Home Helps
- Criminal record checks (DBS)
- Code of conduct for Home Helps
- Criteria for offering the service
- Training
- Monitoring and complaints

Each Home Help agrees to work to these operating procedures but is not employed by the Home Help service directly. They are self employed.

Office Opening Hours
Monday to Friday
9.00 am to 3.00 pm
(Answerphone available
out of
office hours)

If you would like to know more about the service we offer or would like to become a Home Help please contact:
Fareham Home Help
homehelp@actionfareham.org.uk
01329 223 144
www.actionfareham.org.uk/homehelp

Further Information

We welcome any comments or suggestions that you may have.

Please contact:
The Co-ordinator
Fareham Home Help
163 West Street
Fareham, PO16 0EF

Community Action Fareham

We support local voluntary and community organisations, promote volunteering and operate some community services. Our funding is from a variety of sources including the local councils.

All our publications are available in larger font format, please ask for a copy

Registered Charity 1056395
Company limited by Guarantee 3181037
163 West Street, Fareham, Hampshire PO16 0EF



Reliable, friendly
help with the
housework



**Community Action
Fareham**
Your Community in Action

Home Help

t: 01329 231899

e: enquiries@actionfareham.org.uk
www.actionfareham.org.uk

163 West Street, Fareham, PO16 0EF
www.actionfareham.org.uk

Registered Charity 1056395

Who is Home Help For?

The Home Help service is for frail, elderly and disabled people living in the Fareham Borough, and those unable to do basic housework due to personal or family illness, who need help to find a reliable 'Home Help'.

This can be short term or long term.

Referrals to Home Help

Referrals can be from the potential client, a family member or a health or care professional.

Joining the Service

The Home Help Co-ordinator will contact potential clients to discuss their needs. Then a visit and formal assessment will be made prior to introducing a Home Help.

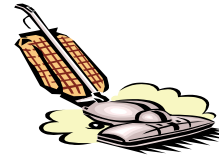


If there is a waiting list, then priority will be given to those with the greatest need.

What can be done?

The Home Helps can undertake housework and shopping tasks only.

This can include washing and ironing where appliances are available.



Home Helps are advised not to undertake heavy lifting, high level work or personal care (i.e. dressing and bathing etc or the administration of medication).

When can the work be done?

When it is suitable for both the Client and the Home Help. This will be between 9 am and 5 pm Monday to Friday, excluding bank holidays.

Cost

The Client pays the Home Help directly, at the hourly rate. There is also an administration charge payable quarterly. The current costs can be obtained from our website www.actionfareham.org.uk/homehelp or by phoning the Home Help office.

Monitoring and Review

The Co-ordinator will review individual arrangements after one month and then at approximately nine monthly intervals.

Clients may call the Co-ordinator at any time during office hours to discuss any change in circumstances or other concern.

Liaison

Home Helps meet with the Co-ordinator on a regular basis.

Confidentiality

Client details are maintained in strict confidence within the service.

Client Satisfaction

The Home Help service will always do its best to meet its clients expectations. It is helpful to have feedback about client satisfaction, good or bad. A formal complaints system exists and is described in a separate leaflet.

