Help at home scheme

Our Help at Home service supports older people in maintaining their independence in their own home.

Help at Home includes free services and a charged practical help service, and anyone over the age of sixty may be eligible. There are four elements to the scheme, as described below.

Practical help

This is available throughout Shropshire and is a chargeable service. We employ paid workers called Home Support Workers. They can carry out everyday tasks that an older person may find difficult to manage.

Following our referral, one of our co-ordinators makes a home assessment to decide how best we can help, and arranges a Home Support Worker. The same Home Support Worker calls each time, for two hours at a time. Further blocks of two hours can be booked.

All Home Support Workers have a three day induction programme, enhanced criminal records check which includes a police check and two independent references.

Practical tasks include:

- Vacuuming and dusting
- Bathroom and kitchen cleaning
- Shopping and collecting prescriptions
- Laundry and ironing
- Gardening
- Cleaning inside windows

Volunteer Befriending

This service is free. We have a team of volunteers who can visit older people in their own homes and provide a friendly social visit. The volunteers all have a criminal records check, provide two references and are supported by a dedicated co-ordinator in the Age UK office.

To qualify for a befriender you must be living in the county of Shropshire, excluding Telford & Wrekin. Telford & Wrekin have a similar service called the Volunteer Visiting Scheme.

Befrienders help by:

- Having a chat
- Accompanying on walks and shopping trips
- Helping with small tasks
Playing scrabble and cards
Sharing experiences
Helping with paperwork
Collecting prescriptions
Offering support and a listening ear

Telephone Buddy

**Category(ies):** Companionship /befriending, Prescriptions delivery, Domestic help

**Who it is for:** Older people in Shropshire

**Where available:** Local service covering: Bridgnorth, North Shropshire, Oswestry, Shrewsbury and Atcham, South Shropshire, Telford & Wrekin (Shropshire).

**What it costs:** Practical help, or Help at Home Plus, costs £18 for a two hour session. [Apr 16]

This is a free service. Telephone buddy volunteers come into our office at Mardol Gardens on a Monday morning to ring older people for a friendly weekly chat. Volunteers provide two references and are supported by a dedicated co-ordinator in the Age UK office.

To qualify you must be living in the county of Shropshire excluding Telford & Wrekin.

**Benefits Check**
This is a free service. This is available to people living in Shropshire and Telford & Wrekin. Our officers can answer queries, provide benefit checks, and assist in the completion of claim forms. They can also support people at appeals and represent at tribunals.

**How to access or apply for it:** See contact details above

**Info. updated:** 19/04/2016

**About the service provider:**

**Contact info:** Age UK Shropshire, Telford & Wrekin: 3 Mardol Gardens, Shrewsbury, Shropshire, SY1 1PR.

**Telephone:** 01743 233123.

- [Email them](#)
- [Visit their website](#)
- [Find them on a map](#)

**Parent organisation:** Age UK Shropshire, Telford & Wrekin

Providers website: [http://www.ageuk.org.uk/shropshireandtelford](http://www.ageuk.org.uk/shropshireandtelford)