

OUR AIMS -

- Increase Independence
- Reduce Isolation
- Increase Confidence
- Reduce Loneliness
- Increase Activity
- Reduce Need
- Increase Support
- Reduce Worries
- Increase Socialisation

HOW YOU CAN ACCESS THE SERVICE -

Call **01724 297212** during office hours

- Monday - Thursday - 9.00am to 5.00pm
- Friday - 9.00am to 4.30pm
- If after hours please leave a message.

Email –
prevention.adults@northlincs.gov.uk

Notes



Community
Wellbeing
Hub

Community Responder Service

keeping you safe
and supported

WHO CAN ACCESS THE SERVICE –

- Any person over 18, but also have at least 3 of the following criteria -
 - Over 65.
 - Living alone.
 - Socially isolated.
 - Learning disabilities.
 - Physical disabilities.
 - Mental health difficulties.
 - Dementia sufferer.
 - History of falls.
 - Care support services in place.

Though every case is considered on an individual basis.

An early help and wellbeing check is completed in the first instance, to gather sufficient details about an individual's support needs.

WHAT WE CAN PROVIDE –

- Prompt response to requests for support from 8am to 8pm, 7 days a week, 365 days a year by a team of staff based across North Lincolnshire.
- Support to access to befriending services.
- Support to access activities provided by Community Wellbeing Hubs, local clubs, voluntary or community organisations.
- Support to access other services e.g. health, housing and benefits.
- Support to access home safety equipment e.g. pendant alarms, key safes, aids and adaptations.
- Support to understand correspondence and/or enquiries regarding completion of forms to enable independence in own home.

WHEN WE CAN RESPOND –

- Ad hoc response situations e.g.
 - A fall which does not require medical attention.
 - Minor flooding or domestic incident which does not require emergency services.
 - Emergency battery replacement and/or testing for smoke/pendant alarms.
 - Reassurance response to fire/smoke alarm activation where there is no fire e.g. burnt food.
 - Reassurance calls after discharge from hospital or respite.
- A 'responder' service to those individuals who have pendant alarms but who do not have any named responders e.g. family/friends.