

Support for Independent Living

There are many organisations in Ceredigion that can help and support you to live independently in your home. They will ensure the most suitable options are being offered to you.

This help and support is wide ranging and includes the provision of information and advice, assistance in the home, as well as undertaking home adaptations where needed.

A number of the services offered can be found in this booklet.



Porth y Gymuned

*'Improving lives and connections
for people in Ceredigion'*



Porth y Gymuned is a free and confidential service available for anyone living in Ceredigion, no matter what their age. Helping you, your relative or friend enjoy a more independent life in their own community.

At Porth y Gymuned, we have a team of community connectors who can spend time with you, your relative or friend, working together to help make sense of all the services and activities available.

We are always happy to help and support you to access appropriate services for whatever you need to support your wellbeing.

Some of the support available may be specific to a local area, or it may be a County or Wales wide organisation.

We can put you in touch with social groups or luncheon clubs, where you can meet new people, make new friends and try something different. If that feels a little daunting, we'll even go along with you!

Porth y Gymuned can be contacted through a dedicated helpline where you can speak to a community connector or advisor. If you would rather, you can speak to a community connector on a one to one basis by making an appointment in a community setting in your local area.



Porth y Gymuned can be contacted by calling **01545 574200** or by emailing: porthygyuned@ceredigion.gov.uk.

Dewis Cymru is a website for anyone wanting information or advice about well-being. Whether that's your own well-being or the well-being of a family member or friend. It could be general information or it could be something more specific, such as the support available to help you live in your own home for as long as possible.



Dewis Cymru

Have choice and take control

It has been developed to help you find a variety of organisations, services, groups and activities in your local area that can help you take control of your own well-being. It is an all Wales service, so not only can it help you search local to your community or within Ceredigion but more widely too.

Infoengine is an online directory of third sector services in Wales, developed and led by the third sector. Infoengine can help you find third sector services available in your locality, as well as further afield, that are able to assist you and those you care about and highlights a wide variety of excellent voluntary and community services that are able to provide information and support so that you can make an informed choice.

infoengine

If you provide a service or activity that helps people improve their well-being, you can add your details to Dewis Cymru or Infoengine, so that the people who you want to help and support in your area can find you more easily.

For more information go to:

www.dewis.wales

<http://en.infoengine.cymru/>

If you have difficulty accessing these websites, please contact Porth y Gymuned who can help you find what you need.



Porth Gofal

Porth Gofal is coordinated by Ceredigion's Social Services. It provides a referral pathway for Health and Social Care services in Ceredigion and is a partnership between Ceredigion County Council, Hywel Dda, University Health Board and the Third Sector services. It enables key professionals from these services to focus on responding to the requirements of the most vulnerable people and families in our community by improving the flow of information between services to ensure faster decisions and a more consistent, coordinated care and support.

The team are able to offer advice and assistance relating to someone's social care needs and in conjunction with **Porth y Gymuned** can also assist with possible referral to other support services in the community where appropriate.



Email: contact-socservs@ceredigion.gov.uk
Tel: 01545 574000

Carers Information Service run by Ceredigion Carers Unit

You are a Carer if you look after a friend or family member who cannot manage on their own because they have an illness, poor health, disability, mental health issue or an addiction.

Ceredigion County Council's Carers Unit run a confidential service for Carers called the Carers Information Service. Joining the service is free and you will get:

- Regular Carers Magazines (three times a year)
 - Up to date information on things like services, support, training and legal rights
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- Information about events and invitations to events
 - Information and access to the Carers Forum which is a friendship, information and support group for Carers that meets every other month

You can join the Carers Information Service by contacting the Carers Unit:

Carers Unit
Ceredigion County Council
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth, SY23 3UE

Telephone: [01970 633564](tel:01970633564) / [01970 633563](tel:01970633563)

Email: carersunit@ceredigion.gov.uk

Website: www.ceredigion.gov.uk/carers

Adapting your home

Working together, many organisations have developed a better way of delivering adaptations in the home. The system, which is known as “ENABLE – Support for Independent Living”, is designed to simplify and speed up the process for getting an adaptation when you need one.

ENABLE aims to be flexible and responsive to an individual’s needs. Once a need for an adaptation has been identified, the system has been designed to determine the most efficient way to deliver the adaptations.

Housing adaptations are vital in enabling a person to remain living independently and safely in their own home and can transform a person's quality of life.

Sometimes the simplest of adaptations, like handrails, can help enable someone to be discharged from hospital to return home. Similarly, handrails and ramps can also help reduce the risks of trips and falls and facilitate wheelchair access. Adaptations to steps can reduce falls admissions.

How does the system work?

Whether you own or rent your home, the basic arrangements will be the same. There are three levels of adaptations: small, medium and large. Whilst an individual's needs may include more than one type, the service aims to provide the quickest, most effective solution to deliver the adaptations.

Small Adaptations

This category typically includes very simple and straightforward items such as: grab rails, small ramps, accessible taps and key safes.

These adaptations are generally simple in nature and once the need has been identified, they will normally be installed quickly.



These are delivered by Ceredigion County Council's 'Safe, Warm and Secure' scheme and 'Rapid Response Adaptation Programme Service' which is delivered by Care and Repair.

Medium Adaptations

This category covers some modifications or changes to the home (but not those requiring planning permission or structural changes) and includes items such as: walk in showers, stair lifts, large ramps.



These adaptations are delivered by Ceredigion County Council's 'Safe, Warm and Secure' scheme or Disabled Facilities Grant.

A means test will need to be carried out (exceptions may apply) and an assessment will need to be undertaken by an Occupational Therapist or Trusted Assessor.

Large Adaptations

This category includes significant adaptations to the home which will normally require significant internal structural modifications, for example to relocate bathroom or kitchen or providing a through-floor lift.



Prompt action will be taken in all cases, but the timescale will reflect the process which needs to take place in some cases, e.g. planning permission for bedroom/bathroom extension.

The client will be means tested (exceptions may apply) and an Occupational Therapist assessment is required.

Further information on the means test is available from the housing grants service housing@ceredigion.gov.uk.

Who should I contact if I need an adaptation

If you are struggling to access any basic facilities in your home, or feel unsafe getting around your property, you could benefit from an adaptation to your home. You may be referred by a GP, hospital or other health or social care worker. However, if you feel you could benefit from this service, you can also refer yourself or a relative or friend can do this on your behalf.

If you live in a Housing Association property, you should contact your landlord in the first instance but if you own your home, or rent privately, please contact Ceredigion County Council.

If you wish to contact Ceredigion County Council to discuss these options please call **01545 570881**, or e-mail contact-socservs@ceredigion.gov.uk

Housing Supervisory Service (privately funded works)

The housing service can also provide a supervisory service for any works carried out to your home, this can include disabled adaptations works and renovation works. The service includes drawing up schemes, obtaining quotes from reputable builders and supervising the works whilst in progress.

If you wish to contact Ceredigion County Council to discuss this service, please call **01545 570881**, or e-mail housing@ceredigion.gov.uk.

Accessible Housing Register

Ceredigion County Council holds an Accessible Housing Register for Housing Association and privately owned rental properties. This lists properties that have been adapted for potential tenants with specific needs. The adaptations vary from full wheelchair access to clients that are less able.

If you wish to contact Ceredigion County Council to discuss these options please call [01545 570881](tel:01545570881).



Landlord/Tenant Disputes

Ceredigion County Council have legal powers to deal with landlord and tenant disputes, or if the home does not meet the acceptable standard. These powers include:

- Housing Conditions - ensure property is in a good order, safe and secure;
- Harassment - making threats, cutting services, entering tenants room, unnecessary visits by the landlord or pressure placed on a tenant to leave their property; and
- Illegal Eviction - actual eviction without following the correct legal process.

This applies to both social and private tenants.

If you wish to contact Ceredigion County Council to discuss these options please call [01545 570881](tel:01545570881) or e-mail housing@ceredigion.gov.uk.

Ceredigion Integrated Community Equipment Service (ICES)

This service provides essential equipment for the residents of Ceredigion, to help with rehabilitation, support independence, and help provide care in the community, including palliative care.

ICES provides a service which is beneficial in keeping residents in their own homes for as long as possible and can also provide equipment to allow patients to leave hospital and recuperate in their own homes.

Equipment is prescribed following an assessed need identified by clinicians from Ceredigion County Council Care, Protection & Lifestyle Services or by Hywel Dda University Health Board clinicians.

If you wish to contact Ceredigion County Council to discuss this further please call [01545 574000](tel:01545574000).

Telecare

The Telecare service supports the use of assistive technology within the home. This can help you maintain your independence and well-being twenty four hours a day, enabling you to live independently in your own home for as long as possible.

Pendant Alarms are the perfect solution for elderly or disabled people living on their own. They offer unparalleled peace of mind with minimal intrusion. If you are worried about your own safety, or that of a loved one, a lifeline pendant alarm is perfect for you.

A range of smart non-intrusive sensors can be used and placed in various locations around the home which can offer many ways of managing the risks to yourself. The sensors, when placed in your home are able to detect and identify emergency situations at an early stage, allowing the risks to be managed.

If you wish to contact Ceredigion County Council to discuss these options please call [01545 574000](tel:01545574000).

West Wales Care and Repair

Rapid Response Adaptations Programme Service

The Rapid Response Adaptations Programme provides minor adaptations for those people who require urgent intervention.

The service plays a significant role in preventing hospital admissions by addressing problems of homes that are no longer safe or appropriate for older and disabled people; by providing a quick response service.

ELIGIBILITY

Older, physically and/or sensory disabled people who are home-owners or private tenants **Who**; are in hospital or have recently been discharged from hospital where the circumstances require urgent intervention **Or Who** are “at risk” in the community but wish to continue to live at home as independently and safely as possible.

Care and Repair Handyperson Service

This Service provides minor adaptation in peoples homes to allow them to live independently in a safe environment.

It can also undertake minor Home Maintenance type repairs to peoples properties.

Anyone can self refer into this service or be referred by family, friends or other organisations.

There is a charge for the service that will be advised depending on the type and amount of work that is required.

If you wish to contact West Wales Care and Repair to discuss these options please call **01970 639920**.



Property Repair

Emergency Repair Assistance

If your property is suffering from disrepair that is urgent there is assistance available from Ceredigion County Council. This is available for the vulnerable and/or elderly (65 years and over) with the aim of removing high risk hazards.



Eligible works include serious, unexpected, and potentially dangerous situations requiring immediate action to the property. These works will secure the basic fabric of the property from the entry of wind and rain and/or protect the occupants from immediate exposure to danger.

If you wish to contact Ceredigion County Council to discuss this further please call [01545 570881](tel:01545570881) or e-mail housing@ceredigion.gov.uk.

Home Improvement Loans

There is a Home Improvement Loan which is available from Ceredigion County Council. These short-term interest free loans are available for owner occupiers, tenants with long term leases and landlords.

These loans can be used to improve the standard of properties by making homes safe, warm and secure. The home owner, tenant or landlord may borrow between £1,000 and £25,000 for these improvements.

The client must satisfy an Affordability Check prior to being accepted for a loan.

If you wish to contact Ceredigion County Council to discuss this further please call [01545 570881](tel:01545570881) or e-mail housing@ceredigion.gov.uk.



**Nyth
Nest**
Gwneud
Cymru'n
Glyd
Making
Wales
Cosy



Cortrefi Glyd
Uywodraeth Cymru
Welsh Government
Warm Homes



Uywodraeth Cymru
Welsh Government

Winter is coming, is your home ready?

Is your home hard to heat? You could be eligible for home energy efficiency improvements at no cost to you. We install free boilers, central heating systems and insulation to help households on low incomes to keep warm and reduce the cost of their energy bills.

You could be eligible for free energy efficiency improvements if:

- ✔ You own your home or rent from a private landlord (not Council or Housing Association)
- ✔ You or someone you live with receives a means tested benefit
- ✔ Your home is energy inefficient and expensive to heat

If you are eligible, we will recommend a package of energy efficiency improvements at no cost to you. They will make your home warmer and save you money on your energy bills.

Our advisors will ask you some questions about your property and the benefits you receive, so please make sure you have your benefit award letter and, if applicable, your landlord details to hand when you make the call.



Tel no: 0800 808 2244 @NythCymru / Nest Wales

Heating Systems, Upgrades and Insulation Measures for cold homes

If you live in a cold property with an old inefficient boiler or minimal insulation there is funding available through the ECO Flexible Scheme. The aim of the scheme is to install energy efficiency measures including central heating systems or upgrading existing heating systems and insulation measures in properties that are currently energy inefficient which in turn reduce households' fuel bills.



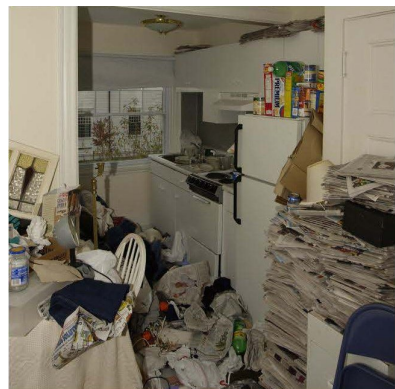
If you wish to contact Ceredigion County Council for further information or discuss this further please call **01545 570881**, or e-mail housing@ceredigion.gov.uk.

Hoarding

If you or someone you know is struggling with keeping their home free from clutter, particularly if this includes food waste, refuse or other hazardous material then we may be able to help.

We would be particularly concerned if the clutter was preventing proper use of bathing or kitchen facilities or if there was an increased fire risk.

We can work with you to resolve issues and include Social Services where appropriate.



Please contact Ceredigion County Council on **01545 570881**.

Energy Efficiency and Maximising Income Advice

With the cost of living and energy prices increasing it is important to try and reduce unnecessary outgoings and ensure that residents within the County are claiming monies that they are entitled to based on their individual circumstances.

Local Citizens Advice Officers can advise and assist clients who are experiencing difficulty with dealing with their financial situation and making ends meet. The Officers can visit the clients in their own homes or in the local Citizens Advice Office.

The Energy Efficiency and Maximising Income assessments will provide:

i) energy efficiency advice and raise awareness of energy efficiency measures in the home to reduce the use and in turn the cost of fuel, i.e. electricity, gas, coal; and

ii) advice and interventions to clients to increase the families income and reduce expenditure through ensuring that the clients are in receipt of monies they are entitled to, work with energy companies to reduce fuel bills, dis-cuss debts to make them more manageable and in some instances have debt written off, fuel switching from one energy provider to another, provide information on local oil syndicates and various funding streams running in the County.

Contact the Local Citizens Advice Office on [01239 621974](tel:01239621974) to book an appointment or obtain further information.



Ceredigion Organisation Contact Details

If you are interested in obtaining further information in relation to the support available by the various organisations, they can be contacted on:

Dewis Cymru www.dewis.wales

Infoengine <http://en.infoengine.cymru/>

Porth y Gymuned can be contacted on 01545 574200 or by emailing: porthygyuned@ceredigion.gov.uk

Porth Gofal can be contacted on Tel No: 01545 574000 or by e-mailing: contact-socservs@ceredigion.gov.uk

Carers Unit can be contacted on 01970 633564/01970 633563, or e-mail carersunit@ceredigion.gov.uk

Ceredigion County Council CLIC Tel No: 01545 570881, or e-mail housing@ceredigion.gov.uk

West Wales Care & Repair, Unit 8g-8h Science Park, Llanbadarn Fawr, Aberystwyth, SY23 3AH Tel No: 01970 639920

Ceredigion Association of Voluntary Organisations (CAVO), 67 Bridge Street, Lampeter, SA48 7AB Tel No: 01570 423232

Age Cymru Ceredigion, 27 Pier Street, Aberystwyth, SY23 2LS. Tel No: 01970 615 151 &

38 Pendre, Cardigan, SA43 1JJ Tel No: 01239 615777

Care Society, North - 21 Terrace Road, Aberystwyth, SY23 1NP. Tel No: 01970 639111

South - Greystones, 29 Priory Street, Cardigan. SA43 1BZ
Tel No: 01239 623987

