



Living Well in Halton Guide

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The information provided is correct at time of publication but is subject to change in the period between the guide being reviewed.

If you require this guide in another language, easy-read or any other format, please email details of your requirements to:
ascservicedevelopment@halton.gov.uk

Who is this guide for?

This guide is for you if everyday tasks are becoming more difficult, you want help to stay independent or wish to improve your mental/physical wellbeing.

As well as family, friends and neighbours, many services and organisations in Halton can help you stay independent and well. This guide provides information about support that is in your community that may be able to help you.

How to use this guide

The guide is divided into sections to help you find the right information for different aspects of your life, easily.

Each section may include details of services or support provided, or funded, by Halton Borough Council along with information and contact details or websites of local or national sources of information or support.

If you need help getting online, Halton Libraries offer free IT support including how to set up emails, use websites and how to stay in touch using IT. Visit any Halton Library or call the library for more information.

Halton Lea Library Halton Lea, Runcorn, WA7 2PF
Email: Haltonlea.library@halton.gov.uk

Widnes Library Victoria Square, Widnes, WA8 7QY
Email: Widnes.library@halton.gov.uk

Runcorn Library Granville Street, Runcorn, WA7 1NE

Ditton Library Queens Avenue, Widnes, WA8 8HR



Section 1. Staying Well

Halton Borough Council offers a wide range of local, tailored services and initiatives designed to help you look after yourself and improve your health and wellbeing throughout your life. Help with diet and exercise, mental wellbeing, stopping smoking and NHS health checks are available from the Council's Health Improvement Team. Details of what the team can help with can be found on the Halton Borough Council Website or contact the Health Improvement Team to discuss how they can help you improve your health and wellbeing.

Some of the Health Improvement Team services are described below. For all of these services contact Halton Health Improvement Team:

Health Improvement Team

Call us on **0300 029 0029**

Email: HIT@halton.gov.uk

Visit: www.halton.gov.uk and search 'Improve your health'

NHS Health Check service:

Aimed at those between 40-74 years old who have not previously been diagnosed with a health condition, a health check is a brief appointment to discuss your lifestyle and will provide you with your basic health measurements such as height, weight, BMI, pulse rate, cholesterol, and diabetes levels.

Fresh Start Weight Management:

This is a FREE 6-month program to support people who are overweight (BMI 25+) to reduce their weight. The program supports individuals to monitor and improve their nutrition and will give the person access to FREE physical activity as part of the service. This service is also accessible digitally via any smart phone App.

Exercise On Prescription:

The is a FREE 12-week program for people with long term health conditions to improve their activity levels. Many people are worried

physical activity may worsen their conditions but in actual fact, in most cases being active can help to improve it. This service looks at a persons conditions and medication and gives them a bespoke plan to improve their health and meet their need.

Smoking Cessation:

The stop Smoking Service supports people to quit smoking through behavioural coaching and accessing nicotine replacement therapies including vapes.

Seasonal Advice

There is advice available from Halton Borough Council's Public Health Team to help you manage the impact of seasonal weather, including heatwaves and winter weather, on your health and wellbeing. Visit the Halton Borough Council website for more information.

Visit www.halton.gov.uk and search 'seasonal advice'

Drugs and Alcohol

Halton has a fully integrated substance misuse service offering rapid and open access to assessment and treatment for people experiencing problems with drugs and/or alcohol, promoting recovery from addiction and dependence.

Halton Integrated Recovery Service: 0151 422 1400 - please choose option 1 for Widnes and option 2 for Runcorn. Outside of opening times, this number will divert to a 24/7 phone line with one of our members of staff available to offer support. Visit www.changegrowlive.org and search 'Widnes Integrated Recovery Service'

Sexual Health

Axess Sexual Health is a free sexual health service for Halton offering sexually transmitted infection (STI) testing, free condoms, sexual problems service, express access to PrEP medication, a young person's sexual health clinic, clinics for trans and non-binary people and cervical screening.



Axess Online booking form

Visit www.axess.clinic and search 'axess sexual health'

0300 323 1300

Urgent Eyecare Service

Symptoms that can be seen under the service include:

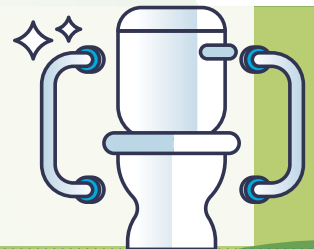
- Red or painful eye or eyelids
- Recently occurring flashes or floaters
- Recent and sudden loss of vision
- Foreign body in the eye

If you have very minor symptoms, you may be advised to self-care or seek support from your local pharmacy first.

Please note, this is not a sight test. If you have a major eye condition that is being regularly monitored by your optometrists or hospital eye service this will not be covered by this service, for example, cataracts, diabetic retinopathy or glaucoma.

An appointment will normally be required – whether virtually (telephone or video) or face to face, so please telephone first. To make an appointment, call one of the participating optical practices.

For a full list of optical practices please go to www.primaryeyecare.co.uk and search 'find a practice'



Section 2. Living independently at home

Adaptations

Making adaptations to your home can help you live safely and independently in your house. The council can provide support with housing adaptations, including:

- Structural or non-structural works costing £1,000 or less, for example, handrails, grab rails, stair rails. These are provided free of charge and are called minor adaptations.
- Substantial works costing £1,000 or more, for example, level access showers, hoists, bathroom alterations. These are called major adaptations and are generally, but not always, provided through a Disabled Facilities Grant (DFG). DFGs are grants typically used for works to allow individuals to get in and out of their home more easily, to move around their home safely and to improve access to bathing and toileting facilities.

If you think that you require support to live independently at home and would like to know more about adaptations, contact Halton Borough Council **Adult Social Care: 0151 907 8306**
Visit www.halton.gov.uk and search 'Adult Social Care'.

If you rent your home from a social landlord, ask them how adaptations can make your home safer.



Equipment

Sometimes daily tasks can be made easier and safer by using equipment that can help with things like bathing, toileting, mobility and moving and handling.

If you are deaf and live in Halton you may be eligible to receive equipment from the Deafness Resource Centre. There is a £20 voluntary assessment fee, then all equipment is given FREE of charge on a long-term loan basis.

Deafness Resource Centre: 01744 23887

Email: enquiries@deafnessresourcecentre.org

Vision Support provides a range of services aimed to not only increase independence but improve overall wellbeing when living with a vision impairment. They provide emotional support, social groups and information and guidance.

0151 511 8801

Email: information@visionsupport.org.uk

The Community Equipment Service provides equipment to help support independent living. A referral to the service must be made by a health or social care professional, such as social worker, district nurse, occupational therapist, physiotherapist, community care worker or specialist or hospital nurse.

Bridgewater Community Healthcare NHS Foundation Trust

Visit www.bridgewater.nhs.uk and search 'Integrated Equipment Service'.

Halton and St Helens Wheelchair Service offer assessments for wheelchairs, reassessment for changing conditions, issue of wheelchairs, modifications, and specialist seating assessments. A referral will be required from a Registered qualified healthcare professional. The referral form can be requested by the healthcare professional by contacting the service.

Bridgewater Community Healthcare NHS Foundation Trust Wheelchair Service Visit www.bridgewater.nhs.uk and search 'Wheelchair Service'.

Warden Service

Halton Borough Council's warden service, Lifeline, provides round-the-clock reassurance and response if you are worried about falling, accidents or other emergencies at home. If you need help, you simply press a button which puts you in touch with Lifeline. Staff will then come to help or alert the emergency services, your doctor or family/carer.

You might also be interested in telehealth care equipment. It works well with other support (such as Lifeline) and can help give you and your family peace of mind. Telecare can help if:

- You are unsteady on your feet.
- You are still active but may get confused and lost outdoors.
- You are still keen to do things around the house, but sometimes forget to turn off taps, heaters, cookers and the like.

It works by having a range of electronic sensors installed in your home which provide support and assistance using information and communication technology. After an assessment and demonstration, a Telecare solution is tailored to your own needs, triggering an agreed response for different types of incidents.

The service provides a 24-hour, 365-day response service across two service levels:

- Basic – Telehealthcare with response;
- Enhanced – Telehealthcare with multiple environmental sensor and/or lifestyle sensors with response.

There are different costs associated with each service level; however, if you are in receipt of certain benefits, you may be eligible to have the service funded.

The Telehealthcare Service can also arrange the installation of a Key Safe. A Key Safe is a small box that holds a key and means that your family, carers and emergency services can get into your home if you cannot get to the door.

Telehealth Care Service (including Lifeline and Key Safe): **0151 907 8306**

Homelessness and Housing

It is important to get help as soon as you have a problem that means that you might become homeless. Halton's Housing Solutions Team have trained staff to help you from losing your home. They can also help you move to more suitable accommodation.

Housing Solutions can also offer advice and support in relation to:

- Looking for a home with a social landlord/housing association / Property Pool Plus
- Problems paying your rent/mortgage
- Domestic abuse and antisocial behaviour
- Problems with your rented property

Housing Solutions: **0151 511 7979 (9am – 5pm Mon to Fri) or 0333 000 4300 outside of these hours.**

Email: housing.solutionsteam@halton.gov.uk

Advice on private renting can be found at:

www.england.shelter.org.uk and search 'Private Renting'

www.gov.uk and search 'Private Renting'.

Halton Borough Council's Environmental Health Department can help with:

- Illegal eviction
- Mould/damp in your rented property
- Affordable warmth

Illegal Eviction

If you are suffering from harassment or threats of illegal eviction from you private landlord you can report the concern to the council's environmental health department.

Go to www.halton.gov.uk and search 'enquiry form'

Cold weather and high costs of energy may make it difficult for people to control some of the factors such as heating and ventilation that can contribute to condensation and mould growth. Damp can also be caused by rising and penetrating damp, defective roofing, gutters and drainage. If you have concerns about damp and mould in your rented property contact the environmental health department. Environmental Health can offer advice and, if appropriate, there are powers to make your landlord carry out repairs.

Go to www.halton.gov.uk and search 'enquiry form'

If you are renting a property from a landlord or housing association and they are failing to carry out repairs Halton Environmental Health Department may have the powers to assist. You should first try and resolve the problem yourself by reporting the problem to you landlord or housing association. If you have tried to deal with the problem yourself and it has not been resolved you can contact the environmental health department to report your concern.

Go to www.halton.gov.uk and search 'enquiry form'

Advice on repairs in housing association properties can be found at:

- www.England.Shelter.org.uk and search 'Repairs and maintenance in council and housing association homes'.
- www.England.Shelter.org.uk have produced some helpful information on controlling dampness and condensation in homes. Search 'Damp and Mould'.

If you have concerns about damp and mould in your rented property contact the environmental health department. Environmental

Health can offer advice and, if appropriate, there are powers to make your landlord carry out repairs www.halton.gov.uk and search 'enquiry form'.

Rogue Traders and Doorstep Selling

Halton's Trading Standards work with partners to combat rogue traders who often prey on the most vulnerable in their own home.

iCAN is a free email alert service that can warn consumers about scams operated by cold callers, email scams and doorstep callers. It is free to sign up to the alert. If you wish to join iCAN please email your name, address and email address to Halton Trading Standards. You can also download "no cold calling cards" to display at home if you wish.

Email Trading Standards: trading.standards@halton.gov.uk or visit www.halton.gov.uk and search 'no cold calling'.

Informal carers

A carer is someone who looks after a relative or friend with a long-term illness, disability, or additional daily support needs. You may provide support daily or for just a few hours a week.

Caring for someone can be demanding so it is important to know about what support is out there to help you.

Under the Care Act 2014, carers are entitled to an assessment of their needs. If you are deemed to have eligible needs, you may be entitled to support from adult social care. Halton Carers Centre can also provide information, advice and support to help you manage your caring role.

Halton Adult Social Care: **0151 907 8306**

Halton Carers' Centre:

62 Church Street, Runcorn, WA7 1LD.

01928 580182

Email: help@haltoncarers.co.uk.

www.haltoncarers.co.uk

Section 3. Making homes warm and healthy

British Gas Energy Trust

If you're struggling with money and energy debt, you are not alone. British Gas Energy Trust support families and individuals who are struggling to pay their bills across England **no matter which energy company you are with.**

British Gas Energy Trust: www.britishgasenergytrust.org.uk

Energy Projects Plus (EPP)

EPP's Save Energy Advice Line provides free and impartial help and advice on reducing your energy bills and keeping warm at home – including managing fuel debt and help with broken heating systems. They can also help you identify and apply for suitable support schemes that you may be eligible for (e.g. replacement white goods or fuel vouchers).

EPP: **0800 043 0151**

www.epplus.org.uk

Cheshire Green Doctor (operated by Groundwork Cheshire)

If you live in privately rented accommodation or own your own home, Cheshire Green Doctor can help you with finding the best energy tariff, installing energy saving measures and more.

Cheshire Green Doctor: **0330 1740 863**



WaterSure

WaterSure is a scheme which helps some people with their water bills. To apply for the scheme, you must be on benefits and need to use a lot of water either for medical reasons or because your household has a certain number of school-age children. You also need to be on a water meter or be waiting to have one installed.

WaterSure: www.citizensadvice.org.uk and search 'Watersure'



Section 4. Money and work

Welfare benefits and debt advice

If you are worried about money, it is best to ask for advice before you get into difficulty.

The Halton Benefits and Welfare Rights Service can help with information on all aspects of welfare benefits including eligibility, estimates and applying and can provide assistance and representation at benefit appeals.. The Halton Macmillan Welfare Advice Service specialise in helping people who are suffering with cancer to claim benefits and grants. You can also get advice from the government's online benefits advice service, the National Debt Line or the Citizens Advice Bureau. All these services are free and trustworthy.

Halton Borough Council Benefits and Welfare Advice Service:

0151 511 8930

Government Benefits Advice Service :

www.gov.uk/benefits-calculators

Macmillan Welfare Advice Service: **0151 511 8214/0151 511 7875**

National Debt Line: **0808 808 4000**

Halton Citizens Advice Bureau Money Advice: **0151 257 2449**

Halton Credit Union

Halton Credit Union can provide help to budget and advice on the building up and use of savings, as well as making sources of affordable credit available.

Halton Credit Union:

Runcorn: 01928 790571

Widnes: 0151 2578753

Email: info@haltoncu.co.uk



Halton People into Jobs

Halton People into Jobs (HPIJ) offers a range of services to help Halton residents address barriers to employment through providing money advice, help to improve your health, employment related training and skills for life (such as English and Maths). By providing bespoke employment support and job matching services for you, HPIJ can match you to a range of opportunities to help you move closer to work and remain employed.

HPIJ: **0151 511 7555**

Email: hpij@halton.gov.uk

Jobcentres

The government website provides information on Jobcentre Plus and employment support and services available to job seekers, including employment related benefits such as Universal Credit. There are Jobcentres in Widnes and Runcorn.

Government website: www.gov.uk and search 'find a job'

Jobcentre Plus Widnes:

Kingsway House, 2 Caldwell Road, Widnes, Cheshire, WA8 7EA

0845 604 3719

Jobcentre Plus Runcorn:

Halton Lea, Runcorn WA7 2HF

0345 604 3719

Section 5. Managing the cost of living

Halton Social Supermarkets

Halton's social supermarkets are open to all. They offer great quality surplus food and household items from supermarkets at reduced prices available in a local community setting. If you could benefit from saving on some essentials, please visit:

- **Queens Pantry:** Queens Avenue, Ditton, WA8 8GR (Mon-Fri, 10am-4pm)
- **The Route Café:** Grenfell House, 116 Widnes Road, Widnes, WA8 6AX (Mon-Fri, 10am-4pm)
- **Community Pantry:** Palacefields Community Centre, WA7 2UA (Weds, 10am-12 noon)
- **The Hillcrest Centre:** Leaside, Halton Brook, Runcorn WA7 2DY (Thur 10am-11.30am)
- **Halton Royal British Legion:** British Legion, Castle Road, Runcorn, WA7 2BE (Tues, Weds & Fri, 1-2pm)

Community Shop

Community Shop also offer reduced price food and household items alongside some great support services available to all their customers.

To access the shop you must receive some form of benefit and join for free by filling in the short form on the link below.

Community Shop: www.companyshopgroup.co.uk and click on 'Become a member'

Priory House, Northway, Palacefields, Runcorn, WA7 2FS (Mon-Fri 8am-4pm, Sat 8am-3pm).



Local food banks

If you are struggling to get enough food due to hardship, you can be issued a voucher for use at a local food bank. Vouchers can be issued for 3 days worth of food.

You need to be issued with a voucher from a referral agent to be able to use one of the food banks.

To find out more on how to use local foodbanks, visit one of the following:

Widnes: www.widnesfoodbank.org.uk

Runcorn: runcorndistrict.foodbank.org.uk

Discretionary Support

In urgent need, you can also apply to the Council's discretionary support team who may be able to help with food and emergency support.

Discretionary Support: **0800 952 0016 (Freephone from landlines)**

Email: Support@halton.gov.uk

Open 9am to 5pm Monday to Thursday and 9am to 4:30pm on a Friday.

Section 6. Getting about

Public Transport

Disabled people (including people with mental health problems) and older people may be entitled to free public transport or reduced fares. Visit the Halton Borough Council Website 'Public transport' pages for information on eligibility criteria and application forms.

Public Transport / Bus Pass and Concessionary Fares:
www.halton.gov.uk and search 'Bus Pass Information'

Independent Travel

Independent travel training focuses on enabling individuals with disabilities to travel independently to and from school, college and other social activities. It is open to young people with any kind of additional need from 11 to 19 years of age.

To make an enquiry please contact the Independent Halton Travel Team: itt@halton.gov.uk

Traveline

Traveline offer an online journey planner. You can also plan a journey via their telephone service.

0871 200 22 33 (12p per min)

www.traveline.info

Dial-a-ride

This service is free to all Halton residents who cannot access or use public transport for any reason, including public transport anxiety. Membership is free and registration is simple. Pickups are from your door to the door of your Halton destination. Trips are charged at £3 each trip and must be booked in advance.

Halton Community Transport, Dial-a-Ride: **0151 257 2414**

Motability

The Motability Scheme offers an affordable way for disabled people to lease a new car, wheelchair-accessible vehicle, scooter or powered wheelchair. The Motability Scheme is available to anyone who receives one of the following allowances:

- Enhanced Rate of the Mobility Component of Personal Independence Payment (PIP);
- Higher Rate Mobility Component of Disability Living Allowance (HRMC DLA);
- War Pensioners' Mobility Supplement (WPMS);
- Armed Forces Independence Payment (AFIP);
- Higher Rate Mobility Component of the Child Disability Payment (CDP); and
- Enhanced Rate Mobility Component of the Adult Disability Payment (ADP).

Motability Scheme:

www.motabilityfoundation.org.uk

www.motability.org.uk



Blue Badge

The Blue Badge Scheme aims to help people who have visible and non-visible ('hidden') disabilities to park close to their destination, whether they are a driver or a passenger.

Some people automatically qualify for a blue badge and other people need to undergo an assessment to determine whether they meet the eligibility criteria.

You must apply on line for a new Blue Badge or to renew your Blue Badge.

If you need assistance to complete the application, you can call into a Direct Link and a Halton Borough Council Officer will be able to help you. Details such as any medical conditions, involvement from healthcare professionals and medication you take will be required at the time of application.

Government website for Blue Badge application:
www.gov.uk/apply-blue-badge

Halton Borough Council Direct Link (One Stop Shops):
Brook Street, Widnes open Monday to Friday 9am to 4.30pm.
Halton Lea, Runcorn open Monday to Friday 9am to 4.30pm.



Section 7. Hobbies, interests and a social life

Library Service

Halton Libraries offer so much more than lending books! Of course, you can still visit the library to access thousands of books, magazines and online publications, but the library service in Halton also:

- Can help you become IT savvy, with help getting online, using online services and using IT to keep in touch.
- Offers regular literary and other types of events and activities taking place within the libraries.
- Is a base for health and wellbeing services, including memory cases (resources for reminiscence) for people living with dementia and Home Library Delivery Service.

Halton Lea Library: Halton Lea, Runcorn, WA7 2PF

0151 511 7744

Email: Haltonlea.library@halton.gov.uk

Widnes Library: Victoria Square, Widnes, WA8 7QY

0151 907 8383

Email: Widnes.library@halton.gov.uk

Runcorn Library: Granville Street, Runcorn, WA7 1NE

0151 511 7666

Ditton Library: Queens Avenue, Widnes, WA8 8HR

0151 424 2459

www.halton.gov.uk and search 'Libraries'



Sure Start to Later Life

Sure Start to Later Life is an information service for the over 55's in Halton providing a free, personal and confidential information service to help people to live a happy and independent life. We can offer information and a range of activities available in the local community that enable older people to take an active part in their community.

The overall aims of the service are to help older people to:

- Maintain or regain independence
- Improve your health and well-being
- Make new friends and get out more
- Learn new skills
- Remain in your own home
- Prevent feelings of isolation and loneliness

Please contact us 01928 569498 or pop in and see us at the Grangeway Youth & Community Centre
Grangeway, Runcorn WA7 5HA

haltoncommunitycentres.co.uk/grangeway-community-centre

Outdoor Leisure

There are lots of outdoor leisure and recreation spaces and facilities in Halton, including green flag parks, tennis courts, allotments, bowling greens, woodlands and nature reserves. Visit the Halton Borough Council website for more information.

www.halton.gov.uk and search 'Parks, allotments and bowling greens'.

Active Halton

Active Halton offers the Halton Leisure Card that entitles you (subject to criteria) to reduced admission charges on a wide range of sport, social and physical activity offers from swimming to museums. Contact Halton Leisure Card for details of qualifying criteria.

Check the Active Halton website for information about sports and leisure clubs in Halton.

Halton Leisure Card:

activehalton.co.uk/documents/leisurecard.pdf

Active Halton sports clubs: www.activehalton.co.uk

Brookvale Leisure Centre: Barnfield Avenue, Runcorn WA7 6EP
01928 712051

Kingsway Leisure Centre: Kingsway, Widnes WA8 7QH
0151 495 2200

Community Centres

Halton's community centres are a base for various leisure, social, learning and health and wellbeing activities, meetings and groups. Some of our community centres have community cafes open to all.

For information about facilities, what's on, opening times and room booking forms for each centre please visit the Halton Community Centres webpage.

www.halton.gov.uk and search 'Community Centres'

The Brindley Theatre

The multi award winning theatre venue in Runcorn hosts a variety of plays, concerts, pantomimes and other cultural events throughout the year. Parking at the venue is free. There are often accessible productions suitable for people with sensory impairments. For information about what's on visit the Brindley website or phone the box office.

The Brindley Theatre High Street, Runcorn, WA7 1BG, **0151 907 8360**
www.thebrindley.org.uk

AccessAble

Have you visited somewhere and found access was not what you expected? AccessAble is a website that gives you the detailed information you need to work out if a place is going to be accessible to you. The detailed access guides tell you all about a venue's access, including facts, figures and photographs.

AccessAble: www.accessable.co.uk

Community and Voluntary Organisations

There are lots of voluntary and community organisations in Halton offering a range of practical and emotional support, social and physical activities, opportunities for volunteers, groups and events.

Visit the Halton Borough Council website for a list of organisations.

Community and Voluntary Organisations:

www.halton.gov.uk and search 'Community and Voluntary Organisation support'

Community and Voluntary Groups relating to Dementia / Dementia Information & Resources:

www.halton.gov.uk and search 'Dementia Info and Resources'



Celebrating Diversity and Inclusion

'Pride in Halton CIC' and Northwest HIV Support (A community interest company) celebrates and supports the LGBTQ+ community in Halton and beyond. They strive to create an inclusive environment where everyone, regardless of their sexual orientation or gender identity, feels valued and accepted. They offer:

- Community events and celebrations including PRIDE events
- HIV confidential counselling and support
- HIV educational programs
- Health and wellbeing
- Peer support groups
- Information and resources
- Advocacy and Campaigning
- Safe Spaces.
- Collaborations and Partnerships.

To join Pride in Halton CIC or for more information about HIV support please email your enquiry to nwhs21@hotmail.com or telephone 07488227331.



Section 8. Extra Support

Prevention and Wellbeing Service

The Halton Borough Council Prevention and Wellbeing Service is the first point of contact for adult social care. Staff are trained in providing wellbeing information and signposting you to local and national organisations that can provide help relevant to your circumstances and needs. Where eligible, this service can help you access a social care or carers assessment in line with the requirements of the [Care Act 2014](#). If you need more information about wellbeing, care and support available in Halton or think that you may be eligible for support from adult social care and would like your care needs to be assessed, you should contact the Prevention and Wellbeing service.

If you are requesting an assessment on behalf of someone else you must have their permission if they have the mental capacity to make their own decisions about their care.

Prevention and Wellbeing Service: **0151 907 8306**
www.halton.gov.uk and search 'Adult Social Care'

Care Homes

Care homes are places to live with other people where staff provide care and support for people who cannot live independently. Halton Borough Council manages five of the adult care homes available in Halton. There are also several other care homes in Halton run by private providers.

All care homes in Halton are registered with and inspected by the Care Quality Commission to make sure minimum standards are met. You can ask the care home for a copy of their most recent CQC report, or look on the Care Quality Commission website where all reports are published: Search Results - Care Quality Commission (cqc.org.uk)
Halton Borough Council Care Homes www.halton.gov.uk and search 'Care Homes'
Care Quality Commission (CQC): www.cqc.org.uk

Domiciliary Care

Domiciliary care describes a range of care and support that helps people live well and maintain their independence in their own home. Types of care that can be delivered in your home might include:

- Personal care, including oral health
- Food preparation
- Administering medication
- Light domestic duties ie washing dishes, emptying bins, changing bedding

Arranging domiciliary care starts with getting an assessment of your care and support needs. The assessment is done free of charge by a Halton Borough Council Adult Social Care worker and can be undertaken at your home or other convenient place. Anyone can request an assessment, regardless of income or savings.

Halton Borough Council Adult Social Care:

0151 907 8306

www.halton.gov.uk and search 'Adult Social Care'

Extra Care Housing

Extra Care Housing offers an alternative to a residential care home or living with family. It is a type of 'housing with care'. Self-contained living, such as a flat, is complemented by communal areas such as activity and dining spaces. Halton Borough Council commissions four extra care housing schemes for older people in Halton.

If you are interested in Extra Care Housing, please contact Halton Housing or Riverside directly or apply for any vacancies through Property Pool Plus.

Property Pool Plus: www.propertypoolplus.org.uk

Halton Housing: **0303 333 0101**

www.haltonhousing.co.uk

Riverside Housing: **0345 111 0000**

www.riverside.org.uk

Shared Lives

Halton Shared Lives Service is a flexible community support service which provides care for people who have been assessed as requiring support due to age, illness or disability. Shared Lives Carers open their homes to adults who need support to maintain their health, wellbeing and independence. They provide care and support in a family environment, allowing the cared for person to enjoy shared activities and life experiences. The person being cared for shares in the family life of the Carer, including their wider network of family and friends in the community. Carers provide company and meaningful activities in a comfortable and safe environment. The aim is to promote independence and choice and to improve the health and well-being of the person being cared for enabling them to live an ordinary life in the community.

Join our team of Carers; it could be the most rewarding thing you'll ever do!

visit www.halton.gov.uk and search 'Shared Lives'

Shared Lives Service:

0151 511 6677 (Monday to Friday, 8:30am to 4:30pm)

Advocacy

If you feel that you need help to speak to your health or social care service provider to make your views and wishes known, then you may benefit from having an advocate. An advocate can support you to express your views and wishes and help you stand up for your rights. Healthwatch Halton Advocacy Hub offers free, confidential and independent advocacy support to Halton residents who need help to have their voice heard in relation to health and social care needs.

For information about the services that Advocacy Hub offers please phone 0151 347 8183 or email advocacy@weareecs.co.uk

Your Notes:



Interpretation/Translation

If you require this policy or any HBC adult social care documents in another format e.g. other languages, easy-read or any other format, please email details of your requirements to:

ascservicedevelopment@halton.gov.uk

HBC can arrange Interpretation and translation services on request.

If your first language is not English and you would like information about our services in another language, please call us on 0303 333 4300 or email hdl@halton.gov.uk

اگر آپ کی پہلی زبان انگریزی نہیں ہے اور آپ ہماری خدمات کے بارے میں معلومات کسی دوسری زبان میں چاہتے ہیں تو براہ کرم ہمیں 0034 333 3030 پر فون یا hdl@halton.gov.uk پر ای میل کریں

যদি আপনার প্রথম ভাষা ইংরেজী না হলে থাকে এবং আপনি অন্য ভাষায় আমাদের সার্ভিসেস সম্পর্কে তথ্য জানতে চান, তাহলে দয়া করে আমাদেরকে 0303 333 4300 নম্বরে ফোন করুন অথবা hdl@halton.gov.uk এ ই-মেইল করুন।

यदि आप की पहली भाषा अंगरेज़ी नहीं है और आप हमारी सेवाओं के बारे में जानकारी किसी अन्य भाषा में चाहते हैं तो कृपया हमें 0303 333 4300 पर फोन करें या hdl@halton.gov.uk पर ई-मेल भेजें

如果您的母语不是英语，而你希望得到有关我们服务的其它语言版本的信息，请致电 0303 333 4300或者发送电邮至 hdl@halton.gov.uk联系我们。

Jeżeli angielski nie jest Twoim pierwszym językiem i potrzebujesz informacji o naszych usługach w innym języku, prosimy o zatelefonowanie do nas pod numer: 0303 333 4300 lub wysłanie maila do: hdl@halton.gov.uk



