

## Referring could not be easier

To be eligible to receive the Independent Living Service the older person must be 50 or over and be resident within the Liverpool City boundaries.

The service will hold a waiting list if there is no capacity to accept new referrals. When this list is in operation priority will be given to those:

- **Who do not have any willing support available from family or friends**
- **Are housebound**
- **Have mobility problems**
- **Are physically or mentally frail, and consequently might be at risk.**

If you want to refer someone who might benefit from our support, or if you'd simply like to know more about the service, contact your local office on:

**North Liverpool** - Tel: 256 7350/8771/8584  
Fax: 226 3930

**Central Liverpool** - Tel: 330 5592/5595/5596  
Fax: 330 5679

**South Liverpool** - Tel: 733 7732/6747  
Fax: 733 7713

## Putting older people in control

**AGE** Liverpool  
*Concern*



INVESTORS IN PEOPLE



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**AGE** Liverpool  
*Concern*



## How to Refer Clients to Age Concern Liverpool



The City of Liverpool

Liverpool **NHS**  
Primary Care Trust



**Age Concern Liverpool has been commissioned by the City Council and Liverpool Primary Care Trust to deliver The Independent Living Service to provide a holistic approach to help older people in the city remain independent in their own homes and improve their health and wellbeing. As a Supporting People Service, funded by Liverpool City Council and Liverpool Primary Care Trust, support in the home and the maintenance of Independent Living is our key aim. The service is designed individually around each client and it is the client who has the final say as to what is in their Needs, Service and Aspirations package.**

## Support

The Independent Living Service is free and tailored to individual needs and is driven by needs and aspirations identified by and with the client.

- We will give expert information on rights and choices
- We will work together with older people to help define their needs and aspirations to give the support they want
- We will obtain all the benefits and services clients are entitled to
- We will work with the client to try to find solutions to obstacles.

The Independent Living Service provides a wide range of support to meet the specific needs and aspirations of older people from practical support such as shopping, home safety and security or moving on to more suitable accommodation to social support such as help to stay in touch with family and friends or simply to get out and about. We also help with benefits entitlement and can provide access to other services including health, leisure and community activities. Information is freely available to enable older people to make choices and take control of their lives.

## Extra help after hospital

Our Help after Hospital Service provides up to four weeks support after discharge, with assistance available seven days a week. Whilst we cannot provide personal care, the service will include shopping, befriending, the preparation of light meals, basic household tasks and help in accessing medication and GP follow up appointments. Our aim is to ease clients back into their normal life as quickly and confidently as possible. We will also ensure that the clients are receiving all the benefits and service they are entitled to and we will work with them to help them to choose their future direction.

