

## What support we can offer you

The Independent Living Service is free and tailored to your needs.

- We will give you expert information on the rights and choices you have
- We will work together with you to help define your needs and aspirations and to provide the kind of support you want to live life the way you want
- We will obtain for you all the benefits and services you are entitled to
- If there is an obstacle to what you want or need, we will work with you to try to find a solution

## Help after Hospital

Free help can also be provided on a temporary basis to support you after discharge home from hospital. We can provide support (but not personal care) for up to seven days a week for four weeks, including light meal preparation, basic cleaning, help with rehabilitation, assistance with GP and hospital follow-up visits.

*Just to say a 'very big thank you' for your services. I'm now able to stay in my own home.*

Mr H, West Derby

**For older people, appropriate support and services can help people to remain independent and enjoy living in their own homes for as long as possible. Our aim is to provide tailor made support so that older people can live their lives how they want in their own home. Clients can choose the level of support they need to be in control of their lives.**

## About Age Concern Liverpool

Age Concern Liverpool is the premier charity working with and for older people in Liverpool. Our aim is to improve the quality of life for Liverpool people aged 50 and over and to ensure that adding years to life also means adding life to years!

Thanks to our fantastic team of volunteers and staff and the financial support we receive from Liverpool City Council and Primary Care Trust, we are able to provide this vital service for older people in Liverpool.

## Do you want to help?

One aspect of the Independent Living Service which we are particularly proud of is the support and willingness of over 400 volunteers who give a few hours of their time every week to help older people live life independently.

If you have a few hours to spare each week, and would like to improve life in your community, then we'd love to hear from you. Simply call the local team for your area for more details.

**AGE** Liverpool  
*Concern*



**The Independent Living Service**

Delivered by **AGE** Liverpool

*Concern*



**Helping older people to take control of their lives**



Liverpool **NHS**  
Primary Care Trust

# The Independent Living Service

Age Concern Liverpool has a wealth of experience in delivering effective services to help older people live longer and more healthier and independent lives.

**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 to get out and about. We also help with benefits entitlement and can access 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.



**The Independent Living Service** is enriching the lives of older people by taking a holistic approach to meeting their specified needs and aspirations and retaining the dignity, pride and peace of mind of independent living.

**The Independent Living Service** is a Supporting People service and is funded by Liverpool City Council and Liverpool Primary Care Trust. The service is delivered by Age Concern Liverpool.

## Who can benefit?

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 and live alone or with a vulnerable carer or is at risk

The service is free and there are no limits on the length of time clients can benefit from our support.

## Our aim is to put older people in control

**The Independent Living Service** is delivered by a team of paid staff and volunteers who are trusted by thousands of older people in Liverpool. We offer people tailor made support based on their specific needs and aspirations. Support is reviewed regularly to ensure that people can continue to live their lives how they wish.

*The service provided is always considerate and helpful. It is nice to know that more help could be available should it be needed.*

Mrs L, Anfield

*I realise that I am not a special case but I am made to feel that way - what you do for me, you will do for everyone.*

Mrs B, Allerton

## Get in touch...

### How to access the Independent Living Service

If you are an older person or you know of an older person who might benefit from the support of the Independent Living Service, then please let us know. It only takes one phone call and we'll take it from there. Call our area teams at:

**North Liverpool Office:**  
**0151 256 7350**

**Central Liverpool Office:**  
**0151 330 5592**

**South Liverpool Office:**  
**0151 733 7732**

**Lines are open 9am-4pm Mon to Fri.**

For more general enquiries about the Independent Living Service, please contact the Service Manager on: **0151 330 5613** or email: [ils.manager@ageconcernliverpool.org.uk](mailto:ils.manager@ageconcernliverpool.org.uk)

**We look forward to hearing from you!**