

# Housing Support for Families and Over 25s



**Are You Having Difficulties in Your Home?**

**Are You Facing Homelessness?**

**Are You In Need of Housing Related Support?**

**FREE & CONFIDENTIAL SERVICE:**

Phone: 0344 8920 900 (Ask for Your Local Northern Ireland Housing Executive Office)

Visit: Your Local Northern Ireland Housing Executive Office in Person

# What Is Homecare Floating Support?

Homecare Floating Support is a free short-term service to people who are having difficulties managing their home and staying independent in the community.

## What Can I Get Help With?



- Housing Support
- Filling in Forms/Writing Letters
- Befriending and Encouragement
- Help Overcoming Addictions
- Managing Your Money
- Healthy Eating Plans
- Employment and Training Assistance
- Managing Your Home
- Emotional Support

We cannot help you to:

- Carry out any nursing duties
- Do any formal counselling
- Assist with personal hygiene
- Do any cleaning

## Who Is The Service Available To?

The service is available to over 25s and families living in any type of accommodation including homeowners. You may need support because you are moving into new or unsupported accommodation, or having difficulties in your current accommodation or are living in temporary accommodation.

We cannot offer this service to those with Schedule 1 Offences and Sex Offences.

## How Can I Get Support?

If you are homeless, at risk of homelessness or feel you need support or assistance with housing related issues, please call 0344 892 0900 and ask to be put through to your local Northern Ireland Housing Executive district office or call in, in person. Just simply ask to be referred to Homecare Floating Support Service.



## How Long Will I Wait Before I Hear From You?

We will contact you within 5 days of receiving the referral and let you know if you are eligible or not. If you are not eligible we will advise you of any other services that might be available to help.

Phone: 0344 8920 900 (Ask for Your Local NIHE Office)

## We Will Offer You...

- Support that is person-centered with individuality respected and supported
- A confidential ear to listen
- A designated Project worker to work with you one to one
- Non - judgemental approach
- Regular home visits
- Participation in needs assessment and support planning
- Assistance to reach your goals
- Help in times of need
- A fair and efficient service



## Confidentiality

We understand that confidentiality is very important and we will work to safeguard information about you. All information is stored securely. The only time we may have to pass on information is if we are concerned that you may put the safety of yourself or others at risk. Where possible we will inform you first. *All of your records are stored in accordance with the Data Protection Act 1998.*

## Complaints, Comments & Compliments

### You Have Every Right to Complain

We welcome your comments, complaints and compliments and use them to improve the quality of our service. If things go wrong we want you to tell us so we can put things right. If we do something well, it also helps to know so that we can maintain a good quality service.

### How to Comment/Complain?

You can contact your Project Worker or Senior Project Worker with any complaints, comments or compliments.

You can also contact Homecare Independent Living by telephone on 028 3751 1333 and ask for the Quality Manager.

Alternatively, you can email at: [quality@homecareindependentliving.com](mailto:quality@homecareindependentliving.com) or write to:

The Quality Manager  
Homecare Independent Living  
Callan House  
Hill Street  
Milford  
Co. Armagh  
N. Ireland BT60 3NZ



# Useful Contacts



Armagh Traveller Support Group:	(028) 3752 2262
Breakthru ( <i>Alcohol/ Drugs</i> )	0808 800 2020
Cara—friend—Lesbian/Gay:	(028) 9032 2023
Childline:	0800 1111
Craigavon Area Hospital:	(028) 3833 4444
Cuan Mhuire ( <i>Alcohol, Drug or Gambling Addiction</i> )	(028) 3026 9121
Daisy Hill Hospital:	(028) 3083 5000
Doc on call:	(028) 3839 9201
Emergency:	999
Gateway ( <i>Children's Services</i> ):	0800 783 7745
Lifeline ( <i>24hr counselling</i> )	0808 808 8000
Lurgan Hospital:	(028) 3832 3262
NIW:	0845 744 0088
Northern Ireland Housing Executive:	0344 892 0900
Northern Ireland Electricity ( <i>Bills, general enquiries</i> ):	0845 745 5455
Northern Ireland Electricity ( <i>Faults</i> ):	0845 764 3643
PSNI:	0845 600 8000
Samaritans:	0845 790 9090
Social Services:	0800 783 7745
South Tyrone Hospital:	(028) 8772 2821
St. Luke's Hospital:	(028) 3752 2381
Step ( <i>Migrant Support</i> ):	(028) 8772 9002
Well being Action Partnership ( <i>Migrant Support Newry</i> )	(028) 3031 3037
Women's Aid:	0800 917 1414