



# Individual support and personal assistance

An introduction to individual care services

# Individual support and personal assistance

Anchor Integrated Care and Housing (ICH) can offer a wide range of personal, domestic and practical support services to residents, provided by an on-site dedicated team of staff. These services are provided in addition to the core housing support and property management included in the service charge and rent.



## Menu of services

Below is an indication of the wide range of assistance we can offer. Our Scheme Manager would be happy to visit you to discuss how we can tailor these services to meet your particular needs. The services are charged on usage, based on an hourly rate. These rates are very competitive.

## Domestic help and support

- Cleaning
- Laundry/ironing
- Shopping
- Collecting prescriptions
- Preparing light meals
- Home valet service (spring cleaning)
- Oven cleaning
- Help with reading/writing letters
- Paying bills
- Facilitating contact with family and friends
- Escort to and from social events, appointments etc

## Personal care

- Assistance with mobility
- Help to get in and out of bed
- Help with toileting, washing and bathing
- Food preparation and help with eating and drinking
- Assistance with medication
- Assistance with personal hygiene

## Our commitment to your well being and security

Our care and support staff are selected for their reliability, skill, integrity, friendliness and professionalism and are carefully screened and vetted through all the stages of our intensive recruitment process. Before placement with any resident each member of staff must undergo an induction training programme. All staff will be regularly monitored and supervised by a senior worker. Staff providing personal care services will either hold or be working towards a National Vocational Qualification at level 2 as a minimum. Whether you receive a personal, domestic, or other service, all home support staff are insured whilst on your premises.

## High quality services

Anchor works in close partnership with social services and health professionals who share our commitment to promoting residents' choice and independence. In order to offer a personal care service to our residents Anchor is registered with the Commission for Social Care and Inspection (CSCI), who will undertake frequent monitoring and inspection of the services. The CSCI is a government body, which exists to ensure that domiciliary care agencies adhere to the requirements and regulations laid down by the Care Standards Act 2000. The Act sets out key principles which underline high quality and effective service and which are fully endorsed by Anchor Trust, who own and manage ICH.

## Paying for individual support and personal assistance

The individual support and personal assistance listed are additional services available to individuals on request. These services are charged on usage, based on an hourly rate.



For some people, the state will help pay the costs of personal care services. An assessment of needs can be made via your local Social Services Department, in line with their eligibility criteria. Residents may have to pay a contribution to this service based on a financial assessment and in line with your local Council's charging policy for domiciliary care services.

Your Scheme Manager will help you to access any benefits that you may be entitled to, which can help pay for the services you require.

## The next step

If you are interested in using any of our services, our Scheme Manager will visit you at home for a friendly and informal discussion. This free assessment will put you under no obligation to purchase a service. If you do decide to use our service then we will assist in planning how and when the service is delivered, and discuss details of the costs and service agreement, to be signed by you and Anchor Trust before the service starts.

**This document can be ordered in large print, audiocassette,  
braille or in other languages on request.**

1st Floor, 408 Strand  
London WC2R 0NE  
Tel: 020 7759 9100  
Fax: 020 7759 9101

