

Success measures

People are able to access the help that they need, when they need it.

Council benefits

The new services will be available to the whole population of Wiltshire, including those funding their own care. They will have security of mind, knowing that these organisations have been selected by the council for their quality and value for money.

The service providers will work with people to ensure they receive the help that they need, enabling them to live the life they want in their own home.

Further information.

If you would like any further information on 'Help to Live at Home', please contact:

communications@wiltshire.gov.uk

You can contact Wiltshire Council in the following ways:

Telephone: 0300 456 0100

Text phone: 01225 712500

Web: www.wiltshire.gov.uk

Information about Wiltshire Council services can be made available on request in other languages including BSL and formats such as large print and audio. Please contact the council by telephone 0300 456 0100, by text phone 01225 712500, or email customerservices@wiltshire.gov.uk.

Help to Live at Home

Offering customers the opportunity to live the life they want.



Transforming adult services

The council has been reviewing services available to people living in Wiltshire who need help in their homes. This service is called 'Help to Live at Home'.

The review aims to improve the experiences of people who require support, whilst ensuring that the changes are sustainable in the future. This is an exciting time to really make a difference to the lives of people in Wiltshire.

What are we aiming to do?

To improve services in partnership with the NHS, for people needing some additional support in the home by ensuring:

- people receive intensive support when they first need help
- services encourage people to do things for themselves as much as possible and remain independent
- services meet customers' needs and help them to achieve their goals

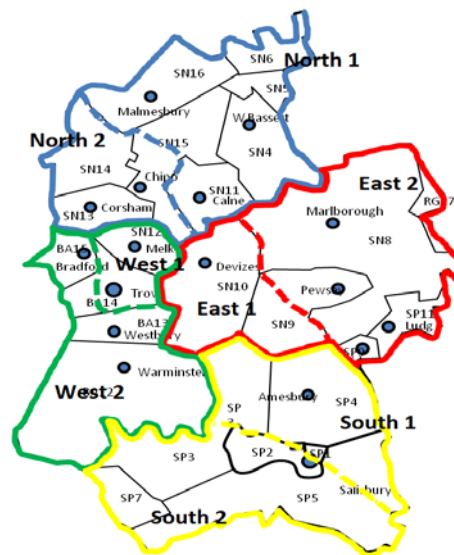
- customers have to deal with only one service, which is able to meet a wide range of their needs wherever they live, including sheltered accommodation
- the way in which the council and NHS buy these services is changed to reduce non-care and support costs
- services are made available to the whole population of Wiltshire
- making it easier for people to get the information, advice and support they need
- strong partnership working between the council, NHS and a selected, smaller number of care providers.

Most importantly of all, making sure people receive the right help when they need it.

Successful providers

Four care providers have now been selected to provide care and support for Wiltshire:

- Leonard Cheshire Disability**
- Ridgeway Care Services**
- Somerset Care at Home**
- Complete Care Services**



Provider profiles

Leonard Cheshire Disability East and north Wiltshire:

"Leonard Cheshire Disability is committed to maximising personal choice and independence. Everything they do is tailored to meet customer needs and will be designed to help them to continue living as independently as possible, while ensuring their social and personal development needs are met."

Ridgeway Care Services East and south Wiltshire:

"Ridgeway Care Services, soon to become Aster Living, helps

thousands of people across the south of England to live their lives. Its ethos is to put customers at its heart and it aims to be 'there for you' when customers need support."

Somerset Care at Home West Wiltshire:

"Somerset Care at Home is one of the major care providers in southern England and one of the largest not-for-profit care companies in the UK. They aim to meet the care and support needs of clients, at whatever stage of life they require assistance."

Complete Care Services West and North Wiltshire

"Complete Care Services is a home care and support provider located in the town of Melksham in Wiltshire. As a member of the Enara group, Complete Care provides high quality home care and support, enabling and encouraging individuals to maintain their independence, whilst providing assistance in the comfort and privacy of their own homes."