



The Older Persons  
**SupportAlliance**

Promoting  
Independence



## Who are we?

The Older Persons Support Alliance is a partnership of highly experienced providers of housing related support and specialist services for Older People. These are:

- **Alliance Living Support**
- **Rethink Mental Illness**
- **Age UK Somerset**

Our support staff use their knowledge and skills to support your independence and enable you to have you control, freedom and choice over your life.

The Older Persons Support Alliance is funded by North Somerset Council.

## What kind of help do we offer?

Our service is for people living in North Somerset. We provide the help and support that you need to help you live safely and independently in your own home.

Some examples of the things we help with are listed below:

- Making choices about your housing situation
- Helping you to settle successfully into a new home – for example, finding furniture, household items and setting up utility accounts
- Developing skills so that you can manage in your home
- Claiming relevant welfare and other benefits / grants
- Getting aids and adaptations for your home
- Dealing with rent arrears and other debt problems
- Accessing other services that you need – for example, health, social care, or specialist debt advice services
- Accessing education, training and employment opportunities
- Accessing befriending and volunteering opportunities and social activities
- Support to move home following a stay in hospital

## Who is the service for?

We provide support to:

- Older People who need support to live safely and independently in their own homes
- People of any age who are experiencing memory loss and / or have a diagnosis of dementia
- People who want to access support and services that promote the wellbeing of older people

## How do I apply?

You [or someone else helping you] can phone us on:

Tel **0300 123 9121**

You can also contact us by email at:

**supportalliance@alliancehomes.org.uk**

Or visit our website: **www.supportalliance.org.uk**

If someone else is contacting us on your behalf, you must agree to this.

## Community Drop-ins

If you want help to apply for support you can drop in to a local community venue where a support worker will be able to help you. Please see our leaflet on Community Drop-ins for details on times and locations.

## Will I have to pay for your help?

Your support will be free for 6 months. If you still need support after 6 months, your financial circumstances will be reviewed to assess whether you will need to pay for your support.

If you are on a low income it is unlikely you will have to pay anything.

## What others have said about us

*“I found the service very professional, punctual and I was treated with respect.”*

*“I lost confidence after my stay in hospital and your help made all the difference.”*

*“A really good service to me! I know where to go if I need help again.”*

*“I was lonely and depressed a year ago and I am now much happier.”*

*“I received good and sympathetic support, advice and help. At this time I feel able to cope with my life and its requirements.”*

*“Your service has been invaluable to me as I was completely unaware of the various services I could apply for. Your ladies were polite and kind for which I was grateful. Thank you once again.”*

*“We have gone from strength to strength only because of the support. I know that we would have never been able to move and manage money or paperwork without your assistance.”*

*“You have helped me cope with the basics of life.”*

This publication is available in large print, audio tape, CD and Braille. Help is also available for people who require information in other languages. Please call us on **0300 123 9121** if you require one of these services.