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## Support Services

Hanover recognises that some people may need varying levels of support whilst living in a Hanover property. Where there is an Estate Manager service, their hours of duty will be detailed within the estate's Local Agreement.

In addition to housing services we can offer you an individual support service provided by your Estate Manager. This can include things like responding to emergency alarm calls, regular visits, advising you about payments and assistance with benefits that you may be able to claim. This is available at no extra charge to residents.

We can also offer advice about other help that you may be able to access. This may include personal care such as help with washing, dressing, day care/night time assistance, how to gain help with meals, shopping and cleaning. We do not provide care services ourselves but can signpost providers locally.

We can advise you about ensuring that any care you receive is to a good standard and also how you maybe able to access financial assistance to pay for care or support.

### When Will We Discuss Support With You?

- When you move in
- If you have been unwell/been in hospital
- If your circumstances have changed and you think you might need help
- If you ask us to

### The Benefits of Support

If you decide you would like to receive a support service from our Estate Manager you should let us know. The benefit of receiving that bit of support or help when you need it is that you can often enhance your lifestyle and enable you to remain in your home as long as possible. You may become aware of additional services that you may not have previously known about and these services can be tailored to your specific needs. We can talk to you about how you may be able to access financial assistance to pay for care or support.

### When You Need Support

The Estate Manager will normally record the discussion they have with you about your support needs so that there is a record of the help we have agreed to obtain for you and when we have provided this.

Usually we will ask you if we can review your support requirements at a date and time that is convenient for you. This may be annually or more frequently if you wish.

The Estate Manager will note down agreed services, when the service is to be provided and any outcome will be retained in your resident's file for your reference.

## Support Choices

Here are some of the support services we offer. Support services are available on estates where there is an Estate Manager on-site. Emergency call systems are available at all of our estates whether there is an on-site Estate Manager or not.

Providing benefits advice to help you pay for services
Visits from our Estate Manager to check you are OK
Reassurance telephone calls from our Estate Manager
Information about the content of your lease or tenancy agreement
Help when you move in (utility bills, changing providers)
Information about specialist services such as accessing care and health services
Information about agencies who can offer repairs, cleaning and shopping services for your home
Information about local prescription deliveries
Information on services that help you to remain independent such as eg meal services, transport services or chiropody
Help accessing social activities and leisure or education facilities locally

If you feel that we can help with any of these support areas please contact your Estate Manager.