

Insurance

Domestic workers are covered by public liability insurance. Responsibility for accidental damage to household effects lies with the client.

What does the service cost?

The cost of the service is based on an hourly rate. For details of the current rate, please contact the Service Co-ordinator (contact details below). There may be a reduction for those receiving pension credit.

How do I pay?

Payment is made in cash directly to the domestic worker at the end of each visit.

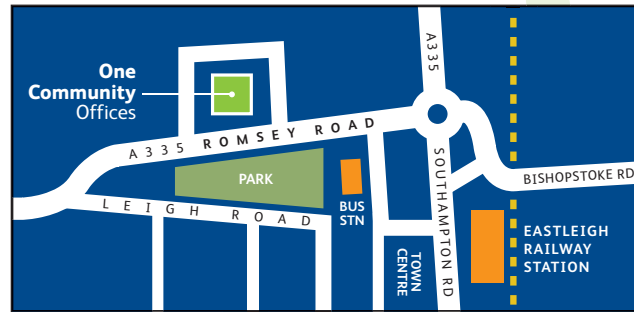
Comments and complaints

If you have any comments or if you are unhappy about any aspect of the service and wish to complain, please contact the Service Co-ordinator (details below).

Contact details

Service Co-ordinator
Help in the Home Service
One Community
16 Romsey Road
Eastleigh
SO50 9AL

Tel 023 8090 2400
Email hith@1community.org.uk



One Community's headquarters stands overlooking the Recreation Ground and bandstand in central Eastleigh, just a few minutes' walk from the railway and bus stations. The building has a small forecourt car park, and pay-and-display parking is available diagonally opposite, to the rear of Sainsbury's, accessed from Romsey Road.

The Help in the Home Service, Southampton, receives financial support from Southampton City council and is managed by One Community.

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Help In The Home Service Southampton

One Community provides a range of Voluntary Sector Support, Community Development, Care, Information and Transport services



The Help in the Home Service

The Help in the Home Service provides a professional, low cost domestic service for eligible people who live in Southampton. It is a not-for-profit project to help older and disabled people to maintain their independence.

Who is eligible for the service?

To be eligible for the service, clients must:

Be aged 19 or over and have a physical disability which prevents them carrying out a domestic task

AND

Have at least one of the following apply to them:

- Have a physical disability
- Have an illness
- Be recovering from an illness
- Be recovering from surgery
- Be caring for a dependant partner or spouse

The Service Co-ordinator

The Service Co-ordinator will visit each client to discuss their requirements.



What does the service provide?

The Help in the Home Service provides help with:

Domestic cleaning:

- Housework
- Kitchens/bathrooms
- Vacuuming
- Changing bed linen
- Inside windows

Help in the home:

- Occasional shopping at local shops (if domestic workers have to travel by car for shopping, clients will be asked to pay a mileage charge to cover the cost)
- Collecting pensions

Laundry

Domestic workers can help with machine washing and light hand washing, but they cannot take washing home with them.

“A comprehensive and reliable service”

Limitations

The Help in the Home Service is not able to provide help with:

- Personal care (washing, dressing or medication)
- Heavy cleaning (carpets, ceilings, outside windows)
- Sitting with dependants

Cleaning materials

We ask clients to provide all the necessary equipment and cleaning products. This means that charges can be kept to a minimum.

Recruitment and training of staff

The Help in the Home Service recruits self-employed domestic workers, who are registered with the service following a satisfactory interview, appropriate references and a Criminal Record Bureau check.

All domestic workers attend a comprehensive induction session, where their responsibilities are explained to them. Thereafter clients and workers communicate directly with each other unless any problems arise, which should be resolved by the Service Co-ordinator.

Hours of work

The Help in the Home Service provides a maximum of one hour per week domestic support for each client and an additional hour of shopping if required.

The service operates Monday to Friday, 9am-3pm.

The service is unable to provide cover during a domestic worker's absence for holidays or short-term sickness. If for any reason a domestic worker is away for a longer period we will do our best to try to find a replacement.