

Introduction

RVS Home Help provides essential housework and shopping for people who are unable to do this because of frailty, illness or disability. We serve Aldershot, Farnborough, Fleet, Church Crookham, Hawley, Yateley, Blackwater, and adjoining areas.

RVS Home Help is a not for profit service operated by Rushmoor Voluntary Services. You need to be referred by Social Services, your GP, District Nurse or Warden of sheltered accommodation. Users of the service pay a registration fee of £1.25 each week. The cost of help is £8.40 for each hour provided. You will be billed for the registration fee and the hours provided monthly in advance. There may be a reduction in charges if you get Pension Credit or Housing Benefit

All RVS employees have been interviewed and had references and Criminal Record Bureau checks by RVS Home Help. Training is given to all new staff and our employment policies are available for inspection on request. The Manager will allocate a suitable person to you and monitor the relationship.

What can my Helper do for me?

Essential Housework which you cannot manage yourself. We ask you to provide necessary equipment and cleaning agents including bleach. The Helper can also change bed linen and perform other light household tasks.

Laundry: Helpers can help you with machine or light hand washing, but CANNOT take your washing home with them.

Shopping/Prescriptions: We can offer help with getting essentials from your LOCAL shops. You can write a list for your Helper before they arrive or you can ask for help to write it. Make sure your Helper has enough money to buy all the items on your list and remember to ask them for receipts.

If your Helper has to use their car to do your shopping or collect prescriptions there will be a charge.

If you need things that you cannot get at you local shops, talk to the RVS Home Help Manager who can see if another organisation can help you.

Are there things my Helper can't do?

RVS Home Help will not help with:

Personal tasks such as help with washing and dressing, or nursing tasks, or administration of medication;

Jobs that could be dangerous. Helpers must not do anything that could injure them or you. They must not try to lift or move anything heavy, or climb onto anything unsafe to reach up for things. Please don't ask them to move heavy furniture.

Gifts. Your Helper cannot accept presents, gifts or loans of money from you no matter how appreciative you are of the service.

Will I always have the same Helper at the same time?

We will try to make sure that you will have the same Helper. The Manager may have to change your Helper at short notice because of unexpected changes. We will try to give you help at approximately the same time. Sometimes this will not be possible because we may have to re-arrange work programmes.

What happens if my Helper is ill or away on holiday?

We will try to send you help for essential tasks if your Helper is away for any reason. If the Helper is away for only a short time we will not usually offer replacement help for routine cleaning. If you feel you cannot manage without a replacement contact the Manager.

What happens if I am away from home?

Phone the RVS Home Help Manager if you are planning to be away from home so that your help can be cancelled.

If you are taken ill, have an accident or have to go into hospital, please ask whoever is looking after you to let the RVS Home Help Manager know what has happened. If the Home Help has a wasted journey the full weekly charge will be made.

Please tell us if you visit a day centre or luncheon club, or if friends or family regularly visit you. We can then make sure that any changes we might have to make to your Helper's schedule do not clash with your other commitments.

What does the Helper cost?

The cost of the Helper is £8.40/hour. You will pay a registration fee of £1.25 each week. We will bill you each month. The RVS Home Help Manager will give you details of current charges.

If you need a change in the amount of help you get the RVS Home Help Manager will arrange this.

How do I pay?

You will be billed each month in advance.

What do I do if I am not happy with the help I am getting?

We hope that you will get the help you need from RVS Home Help. If you are unhappy about the service or have any comments, please tell the Manager.

**RVS Home Help
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