

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 paid-for service operated by Rushmoor Voluntary Services. To be eligible for the service you will need to be referred to us by a GP, Health and social Care professional, Housing Manager, District Nurse or assessment by Rushmoor Voluntary Services.

All RVS employees are DBS checked (CRB) with references taken before they are employed as Home Helps. Training is given to all new staff and our employment policies are available for inspection on request.

We will work with you to allocate a suitable Home Help and monitor the relationship to ensure you are happy with the arrangements.

Tel: 01252 370500

E-mail: homehelp@rvs.org.uk

What can my Helper do for me?

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

Laundry: Helpers can help you with machine or light hand washing at your home. Our Helpers will not take your washing home with them.

Shopping: We are able to offer help with getting shopping from your local shops. You can write a list for your Helper before they arrive or you can ask for help to write it. Please make sure your Helper has enough money to buy all the items on your list and remember to ask them for receipts.

We do not collect prescriptions or purchase medicines

If your Helper uses their own car to do your shopping there will be a charge of 45p per mile.

Are there things my helper cannot do?

RVS Home Help are unable to help with:

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

Jobs that could be dangerous - Helpers must not undertake tasks that may injure them or you. This includes heavy lifting and working at safe heights to reach up or clean things.

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 try to ensure you will have the same Helper. We may have to change your Helper at short notice because of unexpected changes like illness or holidays. In these cases we will try to provide you with help on the same day and close to your usual time. Sometimes this will not be possible because we may have to re-arrange work programmes.

What happens if my Helper is unwell or holiday?

We will try to send you a home 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, please contact the office.

What happens if I am away? from home?

Phone the office 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 office 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.

How much does Home Help Cost?

The current cost of the service is £12.00 per hour. We will keep you advised of any changes to our charges.

If you need to change the amount of help provided – we will arrange this.

How do I pay?

You can pay by cheque or BACS once a month or by cash weekly or monthly. You will be invoiced monthly in arrears.

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

If you are unhappy about the service provided or have any comments, please inform us immediately. We will do our best to ensure you are satisfied.

What people say about our service:

'We value the difference the home help has made to our home. She is wonderful and I could not do without her'

'My Home Help is a jewel, excellent service'

RVS HOME HELP

*Friendly help you can trust
when you need it most*



Tel: 01252 370500

E-Mail: homehelp@rvs.org.uk

Website: www.rvs.org.uk

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