

FLOATING SUPPORT WESTMINSTER 50+



Our approach to floating support

The floating support service is available to Octavia tenants living in Westminster aged 50+. The service is designed to provide short to medium term support and interactions to promote personal wellbeing, independence and quality of life. Our team will work with you for up to 2 years.

What we mean by floating support

We can provide a support service to people who live independently. We call the service “floating” because it is mobile and is not tied to a specific property as is the case with sheltered housing support.

Our support workers assist people to manage their home and lives, perhaps because they have financial difficulties, physical or mental health needs, or a disability, they also signpost for other services.

What you can expect from our service

We can offer support in the following ways:

- ▶ **staying healthy and well:** support with managing physical or mental health needs, finding new ways to keep healthy or develop confidence;
- ▶ **being active in the community:** helping people to access local education, training and leisure facilities, or cultural or faith activities;
- ▶ **staying safe:** making sure that people’s homes are safe and secure, and helping to protect people from harm, abuse and neglect;



- ▶ **adaptations:** helping to arrange adaptations and assessments for adaptations;
- ▶ **moving:** helping you to downsize or move to sheltered accommodation;
- ▶ **managing money:** advice to help individuals make the most of their income, budget effectively, claim benefits and deal with debt; and
- ▶ **completing paperwork:** including filling in forms, help to access other support services and helping you reply to letters.

What will happen after I contact you about floating support?

Our friendly support workers will work with you to develop a personal support plan which will cover:

- ▶ the kinds of support that you feel you want;
- ▶ how often you would like the support and how we can provide it;
- ▶ where you would like to receive support – in your own home or somewhere else
- ▶ who you want to be involved in your care, such as family members, friends or healthcare professionals; and
- ▶ what would you like to achieve in the future – any goals you have.

Personal support plans can be updated at any time, at least every six months.

We know how important it is for people to feel comfortable and familiar with the people who provide them with care and support. We are proud to be able to say that many of our staff have worked with us for a very long time. We invest in ongoing development to keep our skills up to date and to encourage people to stay a part of our team for as long as possible so that individuals can get continuity of support.

Making sure we are succeeding

We ask for feedback from residents and others who are involved in providing support to consistently look to improve our service. Other professionals, who are involved in supporting residents, such as social workers, will also regularly check the support we provide.

How to contact us about floating support

If you would like to find out more about how we can support you, please contact the floating support team on the number below or email us at shelteredsupport@octavia.org.uk

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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