

Independent Living Support Service



Independent Living Support Service

ateb's Independent Living support service provides housing related support for customers aged 55+.

The service is funded through Supporting People's Housing Support Grant which pays for practical support to enable customers to maintain their tenancies as independently as possible.

Our team of full time Independent Living Coordinators are based at ateb's Independent Living housing based in Pembroke, Milford Haven, Haverfordwest, Narberth and Tenby. They provide support with a range of practical guidance, advice and help both in the Independent Living homes where they are based and in the community.

They provide help and support with:

- Settling into your home and setting up utilities.
- Daily or weekly call or visit.
- Accessing services such as doctor, dentist, hospital.
- Claiming benefits to maximise income.
- Getting involved in your community.
- Debt management and household budgeting.
- Arranging adaptations to help you cope with disability.
- Arranging repairs.
- Organising professional help from other agencies.
- Maintaining good relationships.

Supporting people is not about personal care such as help with washing and dressing, preparation of meals or performing domestic tasks such as laundry, cleaning, ironing etc. However, your Independent Living Coordinator will be able to assist you to access the help that you need.

Aims of the Independent Living Support Service

- You feel safe and secure in your home and within the community.
- You have opportunities to extend your skills, interests and friendships.
- You feel able to manage your home and live in your community with the support provided.
- Your needs are assessed and met in a planned way
- You feel consulted and informed.
- You feel supported by our staff, who receive appropriate training and support.

Service Standards

Everyone who delivers Supporting People services at ateb will act professionally and treat you with respect. We will:

- Speak and behave courteously.
- Avoid shouting and unearned familiarity.
- Use the name you wish to be known by.
- Respect your privacy.
- Ensure appropriate confidentiality is maintained.
- Ensure that support is consistent.
- Work together as a team.





For suggestions, compliments and complaints you can also contact:

Supporting People Team,
Pembrokeshire County Council,
County Hall, Haverfordwest, SA61 1TP

Call **01437 764551** or email
supporting.people@pembrokeshire.gov.uk



Get in touch.

If you or someone you know needs support or you have a suggestion, compliment or complaint about the service.



Pop in and see us at:
Meyler House,
St. Thomas' Green,
Haverfordwest,
Pembrokeshire, SA61 1QP



Contact us on:
Tel → 01437 763688
Freephone → 0800 854568
Fax → 01437 763997
Email → hello@atebgroup.co.uk

better living solutions

ateb