

# Local Help and Support Factsheet

There are a number of local organisations available that can provide you with the help and support you need. This factsheet helps to provide access points to some of these local organisations.

## Age UK Isle of Wight

Age UK deliver over 20 person-centred services offering practical and/or emotional support with a focus on 3 broad themes to improve quality of life and maintain independence; increasing income, reducing loneliness/isolation and keeping well. All of their services are designed to work directly with an older person, or enable their family, friends, or carers to promote independence and support health and wellbeing.

Also includes the [Living Well Approach](#) which is a personalised and co-ordinated service that helps you get the right support, at the right place, at the right time.

Address: 147 High Street, Newport, Isle of Wight, PO30 1TY

Telephone: 01983 525282

Email: <mailto:info@ageukiw.org.uk>

Local website: [ageuk.org.uk/isleofwight](http://ageuk.org.uk/isleofwight)

National website: [www.ageuk.org.uk/](http://www.ageuk.org.uk/)

## Carers IW

The Carers IW team provides information, support and advocacy to adults who look after another adult. Carers IW work with carers who either live on the Isle of Wight or care for someone living on the Isle of Wight, services are free to use and are confidential.

Address: Carers Office, Riverside Centre, The Quay, Newport, Isle of Wight, PO30 2QR

Telephone: 01983 533173

Email: [info@carersiw.org.uk](mailto:info@carersiw.org.uk)

Website: [carersiw.org.uk](http://carersiw.org.uk)

## Isle Help

Isle Help is a partnership of voluntary sector information and advice organisations from the Isle of Wight that formed in 2013. The partnership came together in response to the challenging circumstances highlighted by the government and was successful in securing funds from the Big Lottery Advice Service Transition Fund. The partnership consists of Age UK (Isle of Wight), Citizens Advice Bureau (Isle of Wight), Community Action IW, Law Centre (Isle of Wight), People Matter IW and The Footprint Trust. These partners all work together to provide information and advice over a wide range of subjects.

Address: Isle Help, 7 High Street, Newport, Isle of Wight, PO30 1UD

Telephone: 01983 823898

Web: [islehelp.me](http://islehelp.me)

## **People Matter IW**

People Matter IW is the Island's user-led organisation. Its primary aim is to support Island residents to shape, direct and manage the support and services they need to live the life they choose. It provides information, advice and guidance on the many services available across the Island via the Isle Help Hub or the People Matter IW Independent Living Centre (ILC).

The ILC also helps people to remain independent in their own homes for as long as possible by providing information and advice and the opportunity to 'try before you buy' across a wide range of aids and equipment.

People Matter IW is building a strong, independent collective voice for individuals and relevant organisations, to influence policy and practice and to be heard at higher strategic levels.

They are a member organisation and welcome anyone who defines themselves as having support needs, or organisations that support people with support needs – including disabilities (temporary or permanent), people with mental health concerns, family carers and people in receipt of personal budgets, as well as those that fund their own care.

People Matter IW also provides a Personal Assistant Recruitment and Employment Service (PARES). PARES helps people to employ a Personal Assistant (someone who is paid to support a person with a range of tasks to help them live their lives and achieve their goals), whilst enabling more choice and control over who provides them with support but without having the responsibility of being an Individual Employer.

Address: 1-2 Bernard Way, Newport, Isle of Wight PO30 5YL

Telephone: 01983 241494

Email: [admin@peoplematteriw.org](mailto:admin@peoplematteriw.org)

Web: [peoplematteriw.org](http://peoplematteriw.org)

## **Wightcare**

Wightcare is a council department that is a dedicated island response centre that offers high quality 24 hour emergency support to island residents. They can help with assisted technology and Telecare (equipment that can detect falls, inactivity, smoke or gas) to enable you to live independently in your own home.

Wightcare are the only island based service that install and maintain equipment, monitors calls 24/7 and provides a mobile responder service. They can tailor services to meet your individual needs and requirements and they work closely with emergency services, care providers and social work colleagues to provide support.

Address: Enterprise House, Monks Brook, St Cross Business Park, Newport, Isle of Wight, PO30 5WB

Telephone: 01983 821105.

Web: <https://www.iwight.com/council/OtherServices/Wightcare-Services/About-U8>

## Online Directories/Websites:

There are a number of directories online providing help and information about adult social care. To help get you started we have identified a few below:

- **Age UK:** Website contains useful information about finding a care home and what you should look for in a care home. It also includes a video that explains some of the key things you may want to consider when looking or choosing a care home. To find out more please visit <http://www.ageuk.org.uk/home-and-care/care-homes/finding-a-care-home/#finding>

Age UK have also produced a factsheet to explain about paying for care if you have a partner. To read the factsheet please visit <http://www.ageuk.org.uk/home-and-care/care-homes/paying-for-care-if-you-have-a-partner/>

- **Care Home Advisor:** Website enables you to search for care homes and how they are rated. It can help you make an informed choice and understand what choices are available to you. To search for care homes please visit [carehomeadvisor.com](http://carehomeadvisor.com)
- **Care Choices:** Have produced, in collaboration with the Council, a care services directory. It provides a range of information and advice and gives details of care agencies and care homes available on the island. To access the directory please visit [carechoices.co.uk](http://carechoices.co.uk)
- **Independent Age:** Have produce a guide called 'How to find the right care home' that helps you choose a care home for yourself or a relative. The guide we helps you look at what to consider and essential questions like location and cost, what you want from a home and whether a care home is actually the best option. To access the guide please visit: [www.independentage.org/](http://www.independentage.org/)
- **Isle Help:** Online directory is a new information and advice portal for the Isle of Wight. It not only helps people to find information about adult social care but also other areas including housing, transport, leisure, etc. To access the directory please visit [islehelp.me/](http://islehelp.me/)
- **Isle Find It:** Is a new local directory of providers, organisations, clubs and services. Its aim is to help people to access information all in one place about services on the Isle of Wight allowing them to live as independently as possible. To access the directory please visit [islefindit.org.uk](http://islefindit.org.uk)
- **NHS Choices:** Is the UK's biggest health website. It provides a comprehensive health information service to help put people in control of their healthcare. The website helps you make choices about your health, from decisions about your lifestyle, such as smoking, drinking and exercise, to finding and using NHS services in England. NHS Choices includes more than 20,000 regularly updated articles. There are also hundreds of thousands of entries in more than 50 directories that you can use to find, choose and compare health services in England. To access the directory please visit [www.nhs.uk/pages/home.aspx](http://www.nhs.uk/pages/home.aspx)