



living well, feeling safe

keeping vulnerable and older people safe, well and independent in their homes and communities.



The Living well, feeling safe service is led by Dudley Council, supported by local organisations, including West Midlands Police, West Midlands Fire Service and local and national charities. The service works to support vulnerable and older people to stay safe, well and independent in their homes and communities.

We aim to help local people, across Dudley Borough to live and age well – that means staying healthy, independent, happy and safe. We do this by providing tailored information and advice, as well as a whole range of practical support services. Home assessment visits are on offer, as well as an online service offering true bespoke support. The service also gets out and about in local communities, spreading the word and supporting people at a local level. This support can make a huge difference to many people's lives, ensuring that they can continue to live independently and comfortably in their own homes and local communities.

You might need some help or advice from us because you or a family member:

- are recovering from an illness
- are returning home from a hospital stay
- are starting to struggle with managing at home
- are struggling with your mobility which is not what it was
- are feeling vulnerable at home
- are concerned about your home's safety and security
- could do with some general advice about keeping healthy and well
- are feeling lonely and would like to get out more



The Living well, feeling safe assessment

A free home based assessment is available upon request, no referral is needed. Here a member of the Living well feeling safe team will visit you in your home, or at a place of your choice, at a time to suit you. They have been trained to identify your support needs, or areas where some specialist support may help you. At the assessment, they will discuss how you are managing at home, areas you might be struggling with, your health and wellbeing, social life and general comfort.

You will be provided with tailored, individual information and practical support will also be organised for you, should you require it. Support we can offer includes:



Home safety, security and improvements

A safety and security assessment is on offer identifying and fitting equipment which may be helpful (keysafes, door access equipment, door and window locks, door chains and spy holes). We also offer support with keeping you safe from scams and unscrupulous traders. Home improvements and adaptations, to ensure your home meets your current needs are also offered through the council's home improvement service.



Health and wellbeing

We want to ensure you are happy and healthy. We work with local services to support people with dementia, people who are carers, people who are struggling with their balance and mobility, people who need a 24/7 support line and people who simply want to improve their health. Partners include Let's Get Healthy, Dudley Falls Prevention service, Dudley Telecare service, Pleased to meet you, Dudley Carers hub and Dudley Dementia Gateways, to name but a few. We can also help by providing a short term home support service for people who need some intensive support to manage and keep well at home.



Social and leisure

We can provide hands on support with helping you to regain your confidence to get out and about in the community, enjoying life through leisure and social activities. We don't want anyone to feel lonely or isolated and have links to many clubs, groups and can help you to find one that suits you.



Living well, feeling safe online

Alongside our home based personal assessment, we also offer a handy online assessment tool for people who prefer to carry out a simple self-assessment themselves in the privacy of their home. Visit Living well, feeling safe online at <https://dudley.livingmadeeasy.org.uk>

The website finds gadgets, products and helpful services quickly and easily to help around the home and out and about to suit a whole host of physical and memory needs. It offers the ability to search multiple areas of need through a simple tick box approach. A unique, tailored report is produced which suggests gadgets, equipment or services that could help you be more independent and better able to manage and cope. There are links to buy or access the equipment. The website also contains a wealth of useful information on equipment, aids and local services to help people continue to live independently.





Living well, feeling safe in the community

We work closely and actively with local communities to support older or vulnerable people. This includes connecting people with local groups, clubs, activities and organisations for company and support.

Living well, feeling safe also gets out and about hitting the ground in communities. 'Get connected' community information events are held on a regular basis where the team visits a local area for three days, calling at homes and holding an information open day. The team also offer regular talks about the service and all that it offers to community groups and local organisations, for people to find out more. Simply contact the service to get the team along to give a talk at your local group, or event. Spreading the word is vitally important to Living well feeling safe.





Living well, feeling safe contact

For more information, or to ask for a home assessment:

call us on **01384 817743**

e-mail **livewellfeelsafe@dudley.gov.uk**

visit **<https://dudley.livingmadeeasy.org.uk>**
or **www.dudley.gov.uk/lwfs**

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