

The Lighthouse Project

Your Questions Answered

Newport City Council, in partnership with Taff Housing Association, offers this service to provide low level housing-related support to people in their own homes.

What are the main aims of the service?

- To prevent any problems with managing a home;
- To improve a person's independent living skills and confidence;
- To reduce loneliness and to increase community involvement;
- To try to reduce preventable admissions to hospital, residential and nursing care homes and to speed up discharges from hospital.

What housing-related support can be provided under this service?

- Advice and support to claim benefits and manage debts;
- Advice and assistance with budgeting and managing bills;
- Help to deal with correspondence, forms and form filling;
- Advice on issues such as aids and adaptations in the home and general safety and security;
- General counselling and emotional support;
- Support to develop or re-learn daily living skills e.g. cooking, cleaning, laundry and nutrition;
- Assistance to contact relatives and agencies such as doctors or social workers;
- Support to access education, employment, voluntary work and training;
- Assistance with managing accommodation or applying for more appropriate accommodation;
- 'Good neighbour' tasks e.g. keeping an eye on people's general health and wellbeing;
- Support to identify and participate in social, leisure or sport activities;
- Sign-posting to other services/agencies.

Who is eligible to receive the service?

People aged 18 or over who live in Newport and are assessed as having a need for this service.

How long will support last?

Length of support provided will depend on individual needs.

Will service users have to pay for the service?

Service users will not be charged for any support received from The Lighthouse Project.

Who will provide the service?

Taff Housing Association, an experienced provider of support services.



supporting independence
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Do you know someone who lives in Newport and is in need of help to remain in their home, if so...

The Lighthouse Project
...could help!

The Lighthouse Project

Where can I obtain more information?

The Supporting People Team on 01633 656656 or lighthouse@newport.gov.uk

How do I receive support from this service?

All referrals to this service are via the Supporting People Team. If you feel that you or someone you know could benefit from this service there are two ways to be referred:

- If you are a professional who would like to make a referral for a client, please complete an Initial Referral & Risk Form which you can find (in pdf) on the Supporting People Team's pages of Newport City Council's website (see link overleaf). Alternatively you can contact the Supporting People Team who will email or send you the form.
- If you want to refer yourself, please contact Newport City Council's Supporting People Team, details on the back cover.

The Lighthouse Project

Supporting People Team
Newport City Council

Contact by telephone:
01633 656 656

Contact by e-mail:
lighthouse@newport.gov.uk

8.30am - 5pm (Mon - Thurs)

8.30am - 4.30pm (Fri)

Link to:
The Lighthouse Project
Initial Referral & Risk Form

<http://www.newport.gov.uk/site/clients/groups/public/documents/form/cont603858.pdf>

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