

Useful Contacts

BFVA

Domestic Support Coordinator
Diane Benford (Maternity Cover)
01344 383516
Domestic Support Administrator
01344 383521
Domestic Support Mobile
07518 749889

Bracknell Forest Council

Main Number - 01344 352000
Adult Social Care Duty Team -
01344 351500
These BFC telephone services are open
Monday to Friday from 8.30am to 5.pm

BFC Forest Care

24 hour support service
for frail and vulnerable
people
01344 786500

Age Concern

Coopers Hill Centre
Bagshot Road
BRACKNELL
Berkshire
RG12 7QS
Tel: 01344 428047
Fax: 01344 487890

Useful Contacts Continued...

Carers UK

Carers Line
0808 808 7777

Citizens Advice Bureau

0845 1202969

Direct Payments

Emily Dalton
Direct Payments Development Worker -
Bracknell Forest
01344 351 687
emily.dalton@bracknell-forest.gov.uk

Help the Aged

207 - 221
Pentonville Road
London N1 9UZ
Tel: 020 7278 1114



N.B: All our Domestic Support Workers have been subject to a vetting process by BFVA. They have had an enhanced check from the Criminal Records Bureau and are fully insured. They have also all received full training.



supporting voluntary and community organisations in the Borough

Domestic Support Service



**Domestic Support Coordinator:
Diane Benford
(Maternity Cover)
01344 383516
domsupport@bfva.org**

What is the Domestic Support Service?

The Domestic Support Service is part of Bracknell Forest Voluntary Action, an organisation which aims to support the local community and voluntary sector. The DSS assists frail, elderly and vulnerable people with basic domestic tasks in order to help them remain as independent as possible.

How can we help you?

The Domestic Support Service can help you with:

Housework



Laundry



Pension Collecting

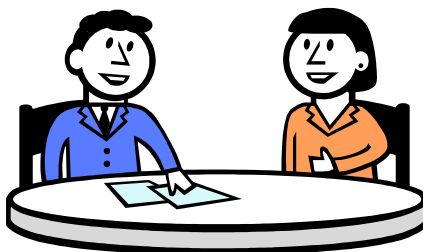


Shopping

How does the service work?

Some of our clients are referred to us by social services, alternatively anyone is welcome to refer themselves. Our contact details can be found overleaf.

Once we have received your referral, you will be contacted to arrange for someone to come and see you at home. This meeting will be used to assess your needs and whether or not you could benefit from the services we provide.



After your assessment has been completed you will be assigned a 'Domestic Support Worker', who will be responsible for carrying out any tasks that it has been agreed you need help with.

"...we aim to provide an affordable, reliable and safe service to Bracknell Forest residents..."

How much does it cost?

The rate is £9 per hour.

Our workers are self-employed so you would pay them directly.

This payment can be made either after each shift, weekly or monthly, by cash, cheque or Direct Debit.



Direct Payments

Direct Payments is money given to you by Social Services. If you are eligible this money could be used to help you pay for the services of your Domestic Support Worker. If you would like to find out more about direct payments and whether or not you may be eligible, please call Emily Dalton on 01344 351 687. Emily's details can also be found in 'Useful Contacts', overleaf.