

For three weeks after a hospital stay, or illness at home (to help avoid a hospital admission) we can help to:

- Check you are OK
- Fetch a prescription
- Collect shopping
- Just have a chat
- Arrange other services eg: meals on wheels, public and voluntary services, mobile warden schemes and range of other community groups.

We can also offer help with one off tasks for short periods, not just after illness, such as:

- Changing a light bulb
- Taking curtains down for a wash
- Emptying contents of high cupboards
- Clearing area before repairs
- Resetting timers
- Occasional accompanied shopping
- Posting letters
- Helping to fill in a form.

If what you need is not listed – do ask!

**We are here to help and we hope to see you soon!**

## Do contact us!

To refer to **Help at Home** contact:

**East Cambridgeshire**

**01353 772169**

[hah@care-network.org.uk](mailto:hah@care-network.org.uk)

**Hunts and Fenland**

**01354 694413**

[hah.north@care-network.org.uk](mailto:hah.north@care-network.org.uk)

**South Cambridgeshire and Cambridge City**

**01223 714433**

[hah.south@care-network.org.uk](mailto:hah.south@care-network.org.uk)

We are open between **10am and 4pm** weekdays; an answerphone service operates outside these times.

**Compliments • Comments • Complaints**

We welcome your feedback. Please feel free to contact us at our main office.

[admin@care-network.org.uk](mailto:admin@care-network.org.uk)

**Unit 18 Broadway House**

**149-151 St Neots Rd**

**Hardwick**

**CAMBRIDGE**

**CB23 7QJ**

## Help at Home

Short term practical  
**volunteer help**  
in your home



**Incorporating Welcome Home from Hospital**



Supporting Volunteers  
Encouraging Independence



Supporting Volunteers  
Encouraging Independence

# How to ask for the service

Anyone can ask, or refer, to us for practical help.

The service is for adults (18+).

Just telephone one of the numbers on the back of this leaflet, depending on where the person who would like the Help at Home service lives.



Please try to give us as much notice as possible of your needs so that we can contact a volunteer.

We don't replace statutory services, or offer those reasonably available elsewhere. We can help access appropriate services with the client's permission.

# Who comes to help and when?

Visits are arranged by Care Network's Help at Home Co-ordinator, at a time to suit you and the helper.

The help arranged is given by volunteers, who offer their time freely. All staff and volunteers are fully trained by Care Network Cambridgeshire and police (CRB) checked. They carry an ID badge. They do not visit unannounced, to protect your safety.

We expect to help with short-term requests as a rule. Regular help *may* sometimes be offered, if there is no other help available, and we have a volunteer free. In those cases, we will try to arrange for the same volunteer to visit each time.



Care Network Cambridgeshire is a charity serving residents of Cambridgeshire and adjoining areas (Charity Number: 1120693). Many of our services are offered free, funded by grants from various sources and increasingly by local donors and fund-raising activities. If you would like to make an additional donation to help, please make cheques payable to Care Network Cambridgeshire or visit [www.localgiving.com](http://www.localgiving.com) to pay on-line. **Thank you!**

# How much does it cost?

The service is **free for up to 3 weeks**, if you need help after a hospital stay or an illness at home. For one-off tasks which will help you remain independent at home, we ask if you'd consider giving a donation towards our costs (free if you are referred by a health or social care professional).



# Could I join your volunteers?

If you are interested in becoming a volunteer for us, we'd like to chat to you about what is involved. The commitment is short-term and you wouldn't have to make a regular time commitment, so please get in touch even if you can only help occasionally! We offer training and pay any out of pocket expenses.