



Metropolitan

### ● Economic wellbeing

We support customers who are struggling financially to manage their money more effectively. This includes support to claim benefits and setting realistic budgets to fit their income and outgoings. Where customers are in debt, we can signpost them to specialist debt management services.

### ● Safe and secure at home

Whether customers own their own home or are renting in the social or private sector, we can provide advice and support on a range of issues. From general repairs and maintenance to home security, aids and adaptations to assistive technology, we work with customers to make sure their home is comfortable, secure and suits their needs. We can also support customers to consider their options and, if necessary, take the necessary steps to move to more suitable accommodation.

### What customers can expect

Once a customer is referred to the service we assess their circumstances and discuss the options and services which will best suit their needs. Appointments take place in the customer's home, by phone or at one of our regular activities in Rushcliffe, Gedling or Broxtowe.

### How to refer customers to Connect

Connect is a Nottinghamshire-wide service. For residents in Broxtowe, Gedling and Rushcliffe, contact Metropolitan on **0115 9395406** or **[connect@metropolitan.org.uk](mailto:connect@metropolitan.org.uk)**

In North Notts, the service is provided by NCHA: **0115 8443541**.

In Mid-Notts the service is provided by Age UK: **01623 488217** or **[connect@ageuknotts.org.uk](mailto:connect@ageuknotts.org.uk)**



Published winter 2016

We want all of our customers to be able to understand the information we provide. If you need this leaflet in your own language, or in an alternative format (e.g. **large print**, Easy Read, Braille, audio disc), please contact us on **020 3535 3535** and we will take reasonable steps to arrange this.

Metropolitan: The Grange, 100 High Street, Southgate, London N14 6PW.

Tel: 020 3535 3535. Visit: [www.metropolitan.org.uk](http://www.metropolitan.org.uk) or tweet @metropolitanorg



# Connect

## Community-based support in Broxtowe, Gedling and Rushcliffe

## What is Connect?

The Connect service provides practical advice, connections to services and short term support to enable people to maintain their independence and continue living at home for as long as possible. It focuses on:

- Helping to reduce, delay or prevent the need for social care and health services
- Helping people to maintain their independence
- Reducing isolation and encouraging befriending
- Connecting to the services that can help and provide the right support
- Personalised advice and short-term support
- Helping to co-ordinate the services that customers may need.

## Who is Connect for?

It is aimed at adults living in Broxtowe, Gedling and Rushcliffe who are at risk of deteriorating health and independence due to age, mobility, disability, long term health condition or bereavement.

## How does Connect work?

There are two tiers of service:

### 1. Brief intervention

This is for customers who need good quality information and advice about what services are available, helping them to plan for the future. It typically involves one or two visits or phone calls.

### 2. Short term support

This is for customers with slightly more demanding circumstances, offering up to three months support, to enable them to restore or maintain their independence.

Our team of dedicated community advisers and support workers have in-depth knowledge of local services. This means that as well as providing direct tailored support to maintain independence, our team can also connect customers with other agencies who provide targeted practical assistance.

## How Connect makes a real difference

The service covers a whole range of issues that impact on people's confidence and ability to live independently, giving them greater choice and control across all aspects of their lives.

### ● Improved health and wellbeing

The key is for customers to feel safer and more secure in their home and in their community. This covers everything from mental, emotional and physical health and wellbeing to self-neglect, drug and alcohol misuse and preventing falls.

### ● Independent living

Customers develop or regain the skills they need to achieve and maintain their independence at home. We support them to find community-based solutions, connect them to services and encourage them to develop the self-confidence to take greater control.

### ● Being part of a community

We tackle social exclusion and the isolation and loneliness that many people experience, especially those who don't have family or friends living nearby. The positive outcome of this kind of support is that customers become more engaged with their local community, which helps them to build a stronger support network.

