

# Nottingham City Signposting Service

## CLIENT CHECKLIST FORM (for those over the age of sixty)



PLEASE CIRCLE YES OR NO

Title:	Last Name:	First Name:	Date of Birth:	M/F/ Trans	
Address:		Tel No. Mobile. No phone available <input type="checkbox"/>	Ethnicity:		
Postcode:		How many occupants are there in the house?	First Language:		
Communication Needs (please state):					
<b>Housing:</b> Owner Occupier <input type="checkbox"/> Rented Accommodation <input type="checkbox"/> Shared Ownership <input type="checkbox"/> <b>PLEASE SPECIFY HOUSING PROVIDER</b> ..... <b>If private rented please state landlord name and number:</b> .....					
1. Do you have any large repairs or improvements that need doing to the home that you are unable to arrange yourself? <b>Nottingham City Homes Tenants ONLY</b> <b>Please specify repairs/improvements:</b> .....			YES	NO	Nottingham City Homes
2. Would you like support on how to reduce heat loss & save energy in your home? (Tick all that apply) Loft insulation <input type="checkbox"/> Cavity insulation <input type="checkbox"/> Help With Heating <input type="checkbox"/> Energy Switching support <input type="checkbox"/> Fuel Poverty Nott'm City Homes <input type="checkbox"/>			YES	NO	Nott'm & Nott'mshire Healthy Housing Service Nott'm City Homes
3a. Do you need minor adaptations because you are worried about falling? (tick all that apply) Path Rail <input type="checkbox"/> Grab Rails <input type="checkbox"/> Stair Rail <input type="checkbox"/> Half Step <input type="checkbox"/> Threshold Strips <input type="checkbox"/> Chair Raisers <input type="checkbox"/> Half Strips <input type="checkbox"/> Tap Adaptors <input type="checkbox"/>			YES	NO	PAD
3b. Do you need any adaptations or equipment as a result of a disability? <b>If YES, please complete GP details and specify nature of disability overleaf.</b>			YES	NO	OT/ Adaptations
4. Have you had a recent fall, or do you feel you are at risk of having falls? <b>If YES, please complete GP details overleaf.</b>			YES	NO	CRFBH
5. Do you require a care alarm or other Telecare equipment to promote your independence and provide reassurance? ( <b>Chargeable</b> )			YES	NO	Integrated technology services
6a. Have you got a working smoke alarm on each level of your house including the attic and cellar? (Visit will also include a home safety check.) <b>If NO, is client HIGH priority</b> <input type="checkbox"/> <b>or LOW priority?</b> <input type="checkbox"/>			YES	NO	Age UK (HSI) Nottingham
6b. Would you like a free Home Safety and Security Check?			YES	NO	
7. Have you had a problem with rogue traders? Or are you being affected by scams such as letters, phone calls or emails and would you like advice on how to protect yourself from them? <b>Please specify:</b> .....			YES	NO	Trading Standards
8. Would you like advice on welfare benefits you may be entitled to? <b>Please specify benefit:</b> ..... <b>Please state all disabilities to enable referral to be processed:</b> .....			YES	NO	DWP
9. Would you like information and advice linked to your wellbeing, money or planning for later life (tick all that apply) Legal Advice <input type="checkbox"/> Wellbeing and non state benefits <input type="checkbox"/>			YES	NO	Age UK Information & Advice Team
10. Would you like advice on different types of accommodation that may be available?			YES	NO	Nottingham City Homes
11. Do you have any support needs or do you need a support worker to support you and liaise with other agencies? Please specify.....			YES	NO	Sixty Plus Service

12. Do you use a Nebuliser <input type="checkbox"/> Heart & Lung Machine <input type="checkbox"/> Home Kidney Dialysis <input type="checkbox"/> Ventilator <input type="checkbox"/> Oxygen Machine <input type="checkbox"/> Stair lift <input type="checkbox"/> Bath Hoist <input type="checkbox"/> Are you Blind or Sight Impaired <input type="checkbox"/> Deaf or Hearing impaired <input type="checkbox"/> Speech Impaired <input type="checkbox"/> Have Restricted Mobility <input type="checkbox"/> Dementia <input type="checkbox"/> Do you have a Learning Disability <input type="checkbox"/> Other reason why electricity is essential <input type="checkbox"/>			Priority Services Register Western Power Distribution
<b>Please identify which applies by ticking the box and for other please state reason:</b> ..... <b>Alternative phone number relative, friend and mobile:</b> ..... <b>Please state relationship to customer for mobile:</b> .....			
13. Do you need support living independently with dementia or caring for someone with dementia? <b>If YES, is there a formal diagnosis from a professional?</b>	YES YES	NO NO	The Alzheimer's Society
14. Do you need support for wellbeing, positive mental health and you are from the Black, Asian, Minority Ethnic or Refugee Communities? <b>Please provide your GP Details below</b>	YES	NO	STEPS
15a. Do you have a long term condition, illness or disability that limits your ability to exercise but would like to participate in exercise which meets your individual needs? <b>(please circle)</b> <b>Yes                  No</b> 15b. In the past week, on how many days have you done a total of 30 minutes or more of physical activity, sufficient to raise heart rate and breathing? <b>(please circle)</b> <b>0 Days          1 Day          2 Days          3 Days</b> <b>4 Days          5 Days          6 Days          7 Days</b>	YES	NO	NCC Sport & Leisure-Community Activators
16a. Have you, or are you a dependant of someone who has ever served in the Armed Forces? 16b. If yes, are you feeling lonely or isolated and feel you would benefit from having a befriender?	YES YES	NO NO	Age UK Notts: Forces Friends
Please complete GP details for question 3b, question 4 and question 17, if applicable: GP name ..... Tel: ..... Address:..... Postcode:.....			
Any Other Comments? (including nature of disability and any health and safety issues)			
<input type="checkbox"/> Contact referrer prior to contacting customer.			
Name of person completing form: <b>PRINT NAME:</b>		Organisation: Phone No:	
Signature:		Date Form Completed:	

**I agree to my details being held by the Signposting Service and shared with relevant partner agencies.**

Signature:..... Date:.....  
 (Advisor can sign with client's permission)

**Please return completed form to: Sixty Plus Service, Metropolitan, Raleigh House, 68-84 Alfreton Road, Nottingham, NG7 3NN**  
**Or email form to: [Nottinghamcitysignpostingservice@metropolitan.org.uk](mailto:Nottinghamcitysignpostingservice@metropolitan.org.uk)**  
**Website: [www.metropolitan.org.uk/nottingham-city-signposting-service](http://www.metropolitan.org.uk/nottingham-city-signposting-service)**

**Nottingham City Signposting Service (for those over the age of sixty)**  
**CLIENT INFORMATION LEAFLET**



The Signposting Service is a partnership between local agencies in Nottingham. The service is designed to help you access services that you feel you might need. Following a visit today on: ..... by ..... from..... a referral will be made the following agency/s:

Agency	Tick	When the agency telephones you, please enter the details of their visit below:		
		Date:	Time	Visitor's Name:
Nottingham City Homes- Repairs				
Nott'm & Nott'mshire Healthy Housing Service				
Preventative Adaptations (PAD)				
Occupational Therapy/Adaptations Agency				
Community Rehabilitation, Falls and Bone Health Service				
Integrated Technology Services				
Age UK Home Safety				
Trading Standards				
Department for Work & Pensions				
Age UK Information and Advice				
Nottingham City Homes - Homelink				
Sixty Plus Support Service				
The Alzheimer's Society				
STEPS				
Nottingham City Council Sport and Leisure- Active Communities				
Age UK Forces Friends				

You will be contacted within the next 28 days by the agencies above with a tick next to their name. If you or your relatives have any questions about the **Signposting Service** please call: 0203 535 5147 Alternatively you can email: [Nottinghamcitysignpostingservice@metropolitan.org.uk](mailto:Nottinghamcitysignpostingservice@metropolitan.org.uk)  
 Website: [www.metropolitan.org.uk/nottingham-city-signposting-service](http://www.metropolitan.org.uk/nottingham-city-signposting-service)

**Please remember: When callers arrive at your home always confirm identity.**

**Data Protection**

Information provided on the checklist form will be held securely on the Nottingham City Signposting Service Database. Under the Data Protection Act 1998 you have the right to access this information. Under this act information on this form may be shared with partner organisations involved with the Signposting Service to help you access further services.

## Partner Information

**Age UK Notts: Home Safety (Freephone Tel: 0800 888 6464)** includes free home safety checks

**Age UK Information and Advice (Tel: 0115 8440011)** Help with non state benefits advice, wellbeing advice, money and legal advice and housing and care options. A one contact point for multi-disciplinary support.

**The Alzheimer's Society (Tel: 0115 9343800)** If you are affected by dementia, we are here for you. Our specialist Dementia Support Workers offer emotional support and information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future. They will help you remain independent and stay active for as long as possible and to find other local services which can help to improve your life. The support is available face-to-face, over the phone or in writing for people with dementia, carers and family members. We also provide Dementia Cafes, Singing for the Brain® Groups, Carers' Support Groups and a Carer Information and Support Programme.

**Department for Work and Pensions (DWP) (Tel: 0845 60 60 265)** Offer advice on all social security benefits and state pension including - Attendance Allowance, Disability Living Allowance , Personal Independence Payment, Carers Allowance, Pension Credit, Housing Benefit. DWP can also offer a home visiting service for those who are unable to access services online via [www.dwp.gov.uk](http://www.dwp.gov.uk) or by telephone. Staff who visit will help with the completion of benefit claim forms if necessary.

**Community Rehabilitation, Falls & Bone Health Service – (Tel:0300 131 0300)**

Provide community rehabilitation to reduce the number of falls in older people. The team is made up of Nurses, Physiotherapists, Occupational Therapists, Assistant Practitioners and Rehabilitation Support Workers. People will have a full medical assessment, and a personally tailored rehabilitation and exercise programme.

**Nottingham and Nottinghamshire Healthy Housing Service (Tel: 0115 985 3009)**

Provides home insulation and heating improvements for homeowners and private tenants living in Nottinghamshire. The Service is able to offer help with boiler replacements and boiler servicing, subsidised loft and cavity wall insulation and information about grants for solid wall insulation (this is insulation for older properties and or concrete homes without a cavity). We provide the Improving Health through Warmer Homes Training Course for frontline staff, run energy saving workshops for community groups and advice on keeping warm in winter, including details about energy bill discounts and free home visits. NNHHS also focuses on the promotion of the home safety and mobility services for the elderly

**Nottingham City Homes: HomeLink (Tel: 0845 330 3131)** Manage the council stock on behalf of Nottingham City Council. Property is allocated through a choice based lettings scheme, advice is offered on housing options, plus support and guidance is provided to vulnerable applicants. **Repairs Contact Centre (Tel: 0115 915 2222):** available to Nottingham City Homes tenants and open 24 hours a day, every day.

**Occupational Therapy (Tel: 0300 300 3333, Option 2)** Provide equipment and adaptations to people with a permanent and substantial disability, to enable them to be independent in their own home. It might involve the **Adaptations Agency** who provide a one-stop service to people who need to adapt their home because of a disability or due to the problems associated with increasing age.

**Preventative Adaptations (PAD) (Tel:0115 8762485)** Offer a free service to anyone aged 60 or over comprising a comprehensive range of minor adaptations to reduce the risk of falls and to increase safety in the home.

**Priority Services Register Western Power Distribution (Tel: 0800 6783 105)**

To minimise the effect that any planned or unplanned Power cut would have on those who are reliant on Electricity for Medical or Age or Disability reasons.

**Sixty Plus Support Service (Tel: 0203 535 5150)** Support with housing related issues to enable people to live safely, comfortably, and independently in their own homes. This free and confidential service provided by Metropolitan offers a range of support.

**STEPS (Tel:0203 535 5244)** If you need support for wellbeing and positive mental health and have a problem in accessing services due to a language barrier, or lack of information, then STEPS maybe the service that can help. You will get one to one support while accessing health services or support to attend local group activities to improve your social life. Do you have a carer or are caring for someone who has mental health issues? If you do and are from the BAMER community, registered with a City GP and 18 years of age or over, then contact STEPS for support.

**Integrated Technology Services (Telecare) (Tel: 0115 876 3222)** Combine technology and support to provide help in an emergency. It aims to help you and your carers feel more confident about living independently in your own home.

**Trading Standards (Tel: 03454 04 05 06)** via the Citizens Advice Bureau provides support and advice for people who have had problems with rogue traders or scams. We can also give preventative advice if you want to know how to protect yourself from these.

**Nottingham City Council Sport and Leisure – Community Activators (Tel: 0115 8761600)**

Community Activators are supporting people of Nottingham living with a disability or long-term health condition to become more physically active, promoting the benefits of leading an active lifestyle and supporting their journey into a range of community opportunities that meet an individual's needs to be more active.

**Age UK Notts: Forces Friends (Tel: 0115 8414447)** Offer a trained volunteer visiting service for isolated and lonely military forces personnel and their dependants. We aim to provide short term support to enable older veterans and their dependants to reconnect with social networks and help overcome loneliness. We also have access to other military welfare charities such as SSAFA and other Age UK services and are able to offer support in referring into these.

