



Empowering Independence – Countywide Outreach Service for people with physical health needs and/or disabilities.

Home Group is proud of making a difference to people, communities, and shaping the future of housing. We are a strategic partner with Homes England and specialise in providing support to people with complex health and social care needs, including mental health, learning disabilities and older people.

The way we make a difference is by understanding where people are in their lives, equipping them with the right tools to remain healthy, independent and connected to the communities in which they live.

We are collaborative, integrating health, social care and housing to create environments where

people get the right support, accommodation and opportunities to thrive.

About the service and eligibility

The empowering independence service is in place to offer short term community outreach support (usually up to six months), to people living in Cornwall aged 18 years and over who have physical health needs and/or disabilities. Customers will also have been identified as benefiting from support to self-manage their health and wellbeing and increase their independent living skills.

Customers accessing the service will have physical health needs and/or disabilities related to one or more of the following primary needs:

- Physical health needs, including but not limited to physical disabilities, mobility issues, HIV, visual and hearing impairments and other long term conditions
- Cognitive impairment, including but not limited to dementia
- Learning disabilities
- Neurological development disorders, including but not limited to autistic spectrum disorder, asperger's syndrome and pervasive development disorder.



Customers who access the service may also be experiencing other multiple disadvantages related to mental health, emotional wellbeing, drug and alcohol issues, acquired brain injury, high risk behaviours, contact with the criminal justice system, social isolation, poverty and/or abuse. We will support people to make links in to other support services and health and social care agencies, as appropriate.

The key outcomes are;

Improved self-management of health and wellbeing

- Increased social inclusion
- Improved emotional wellbeing
- Managing physical health
- Managing mental health
- Managing behaviour/lifestyle.



Increased independent living skills

- Secured and maintaining accommodation
- Managing money
- Accessing education, employment and/or training
- Developing healthy lifestyle skills
- Managing risk of harm from self/others.

It is anticipated that the maximum duration for a customer to be in receipt of support would

typically be no more than six months, but can exceptionally be adjusted by agreement, to fulfil a specific support need.

How to access the service

Advice Line.

This service will be available to anybody in receipt of a service or people who have applied and are awaiting support. This will give people a dedicated number they can call or an e mail address they can use to access information and advice.

This is via a phone line number (Monday to Friday, 9am to 12pm).

How can people access the Information and Advice line?

Monday to Friday between 9am and 12pm, excluding bank holidays

Phone: 07710 709527

E-mail:

EICountywideoutreach@homegroup.org.uk

Postal Address: by letter to: St Nicholas House, 70 St Nicholas Street, Bodmin, Cornwall, PL31 1AG

Referrals into Service can be made either by yourself or via an agency that is already supporting you

By e-mail to:

EICountywideoutreach@homegroup.org.uk using Cornwall Council's Single Referral Form

By post to: Referral Co-ordinator, c/o St Nicholas House, 70 St Nicholas Street, Bodmin, Cornwall, PL31 1AG

Please be aware that we cannot be responsible for the safe arrival of any information that has been posted to us and for the purposes of GDPR, our recommended referral route is via secure e-mail.