

# The Housing Liaison Service

**Practical help and advice to keep you independent**

**Housing Liaison is a new service that helps people over 55 years of age to maintain their independence at home. We do this by identifying better housing to meet your needs.**

**This leaflet tells you what is available, who can get it and how to get it.**

Help is available if following an accident or ill health, you find walking, climbing stairs or managing day-to-day tasks difficult and need help with personal care.

We will provide practical help, housing advice and put you in touch with services that can support your independence.

## **What help is available?**

- Discussion with you and your family to look at options that are available.
- Discussion with the health professionals involved in your care.
- Liaison with the Housing Department.
- Liaison with Intermediate Care Services to help with your rehabilitation and independence.
- Assistance applying for benefits and grants.
- Assistance completing forms for housing and social care services.
- Assistance in transferring from residential accommodation to sheltered accommodation where necessary.

## **Who can get it?**

### **You are eligible if:**

- you are over 55 years of age;
- are an ordinary resident of Hounslow; and
- are able to move from bed to chair independently.

## How it works

We will assess whether you are eligible for the service, once you or the hospital has made contact with us.

Part of that process will be to gather more information from you and others involved in your care and rehabilitation.

Once we have all the facts, we will be able to offer advice and liaise on your behalf with housing and social care services.

## Will I have to pay?

Most services do need to be paid for, though how much you pay will depend upon the service you need and your financial circumstances.

For more information on paying for day support centres, please see our fact sheet **Paying for Adult Social Care Services**, available on line at [www.hounslow.gov.uk](http://www.hounslow.gov.uk) or contact:

**The Adult Access Team,  
41 New Heston Road, Heston, TW5 0LW**

**Telephone: 020 8583 3100**

**Minicom: 020 8583 3186**

**E-mail: [adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk)**

## **How do I apply?**

If you require more information or would like to apply for the Housing Liaison Service, please contact:

**The Housing Liaison Officer**

**The Mobile Office Unit  
Heston House Gardens  
201 - 209 Vicarage Farm Road  
Heston  
TW5 0AH**

**Phone 020 8583 6217**

**Fax 020 8583 6452**

**This leaflet can be supplied in community languages, large print, audio tape or Braille.**

**We welcome your comments and suggestions about communications.**

**Contact the Communications Team:**

 **020 8583 3535**

 **[hcscommunications@hounslow.gov.uk](mailto:hcscommunications@hounslow.gov.uk)**