

Home Shield Norfolk is supported by:



It was identified that you may benefit from other services available through Home Shield. You will be contacted shortly by Home Shield partner agencies to discuss the additional support you may be entitled to in respect of:

Health & wellbeing Income & finances
Daily living Security & Fire safety.

A Home Shield referral has been made following a visit from:

Name of Officer who visited:

Organisation: Date.....

Needs identified.....

.....

Home Shield Norfolk
Vantage House, Level 2
Fishers Lane, Norwich, Norfolk NR2 1ET



How the information we hold about you will be used – Information about you will be kept by the agency who has visited you, Home Shield (Norfolk County Council) and any agency that Home Shield will refer you to. This information will be stored to ensure that you receive the most appropriate service in a timely manner. This information will be kept in accordance with legislation.

Home Shield

NORFOLK

**Working with
agencies
to help you live
independently in
your home**

What is Home Shield?

Home Shield is a cross-agency referral service, for vulnerable and older people and their carers.

The service is supported and coordinated through a group of partner agencies whose aim is to find ways to enable people to stay safe, healthy and happy in their own homes.

The kinds of things these partner agencies help with are:

Health and well-being

- * Reducing hospital admissions
- * Helping you live independently in your own home
- * Identifying problems before they become acute
- * Referring people with unmet needs to the right support services

Income

- * Checking that you are receiving the income and benefits to which you are entitled

Daily living

- * Ensuring you get regular hot meals and help with grocery shopping
- * Advising on how to keep your house warm and have access to hot water and toilet facilities

- * Helping you to have regular contact with other people.

Security and safety

- * Ensuring you are able to secure your house against unwelcome visitors
- * Helping you protect yourself from scams or other forms of “rogue” trading
- * Ensuring you have a working smoke alarm
- * Checking for any fire or trip hazards in your home

How Home Shield works

If a professional, in the course of their ordinary business, finds that you have a need which they cannot address but which could be fulfilled by another organisation, they can refer it to Home Shield, the cross-agency referral service.

The professional will briefly explain Home Shield to you and complete the referral form.

You will then be requested to sign the form in order to show that you have agreed to your details being referred to partner agencies.