What is the Night Support Service?

The Night Support Service provides out of hours assistance; between 10pm and 8am; for people aged 18 or over who need support following an unexpected emergency and who would otherwise be admitted to hospital or respite care.

The service is available all year round and provides:

- help with personal care, such as changing soiled clothing
- physical help with toileting
- help lift a person from the floor following a fall (where appropriate)
- support to carers.

Night Support is a flexible and responsive service that can meet a range of individual needs and circumstances as well as reducing the pressure on carers.

Service description

The service operates using a community alarm unit connected to a telephone line. The alarm can be raised using either the built in button on the unit or a remote portable pendant. The range of the pendant allows use throughout the home.

The alarm call will be answered by a trained operator who will find out what support is needed and will respond accordingly. If assistance is required, this will be provided within 20 minutes.

All Night Support service users will be supplied and fitted with a key safe to store a key to the property so that if needed, mobile respondents can gain access to the home.

How much does it cost?

The cost of the Night Support service depends on your own financial circumstances. You may have to pay a small amount, we may expect you to pay the full charge, or you may have to pay nothing at all. Ask your social worker for more details and a copy of the leaflet ‘Paying for community care services’.

How do I arrange for Night Support

To find out whether you’re eligible to access the service, you first need to have your care needs assessed. Assessments are made using the Department of Health guidance ‘Fair Access to Care Services’

For further information about Night Support, or to arrange for an assessment of your needs, contact the Central Duty Team on 01942 828777 (minicom 01942 828791).