Housing Options for Older People (HOOP) in South Cambridgeshire

This leaflet explains who we are and how the HOOP service works.
Home is important. It is the place where we spend most of our time, and can make all the difference to our quality of life.

This is why several agencies have come together to trial a unique service for older people in South Cambridgeshire. Our aim is to ensure that every older person in the District has access to good information and independent advice to help them plan ahead for living safely and well at home.

This leaflet explains who we are and how the service works, and invites you to use it.
Who are we?

**Elderly Accommodation Counsel (EAC):** Is a charity which offers an independent, free service to help older people achieve or maintain a home in which they can live safely and well, with any help or support they need.

**Care Network Cambridgeshire:** Supports local people to lead happy, healthy and independent lives. We can connect you with older volunteers who have had to make decisions about their housing and can share their experience with you.

**Age UK Cambridgeshire & Peterborough:** Provides a handyperson service to tackle small jobs around the home, as well as gardening and home help services.

**Cambridgeshire Home Improvement Agency:** Repairs, improves and adapts homes and advises on eligibility for any financial help towards the costs of major works.

**Cambridgeshire County Council Adult Early Help:** Can support your independence by providing advice on housing options and connecting you to services, including reablement, occupational therapy, telecare equipment, benefits advice and social care.

**South Cambridgeshire District Council:** Our Housing Advice and Options team provides free, expert advice to everyone in the district. Our Visiting Support Service offers confidential emotional, financial and practical support; and our Community Lifeline Service provides a rapid response to emergencies.
In this conversation we will:

- Give you the time to tell us about your home and how you live in it;
- Ask whether you already have ideas in mind to address any concerns that you have identified;
- Suggest other options that you may not be aware of, or have not considered;
- Ask whether you would like us to provide more information about these options;
- If appropriate, suggest that you might like to speak to one of our partner organisations;
- If appropriate, invite you to complete our short questionnaire *How well does your home suit you?*
- Discuss what your next steps might be;
- Ask whether you would welcome a follow up call.

We will then reflect on our conversation and send you any information we have promised.

A second call would enable us to:

- Hear whether your thinking or priorities have changed since we last spoke;
- Discuss any new information you have provided on our questionnaire;
- Provide any further information you would like;
- Ask you whether you would like to arrange a further conversation with us, or with one of our local partner organisations.

The housing advice charity Elderly Accommodation Counsel (EAC) is the gateway to the new service. Contact us to arrange an appointment for a confidential telephone conversation with one of our Advisors.

What does our Housing Options for Older People service offer?

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