

Night Support Service

What is the Night Support Service?

The Night Support Service consists of a small team of dedicated and well trained staff who provide support and care to adults in their own home during night time hours.

This is a free service which may be provided for a period of up to 6 weeks.

Where and when does this service operate?

The team cover the whole of the county borough between the hours of 9pm – 7.30am every night of the week.

How do I access the service?

You can access the service through:

Your Doctor
Adult Services Care Management Team
Your District Nurse
Care Call
Your Hospital Social Worker
Chirk Hospital
Out of Hours Social Worker

The service can be accessed during office hours by a person as detailed above, or by contacting the Manager or Co-ordinator of the Night Support Service.

During the evening and on days when the office is closed, access to the service is via the out of hours social worker, you may wish to make this contact.

This service has been developed to assist you and your family. We welcome your comments and you may be asked to complete a short evaluation.

**This leaflet is available in other media formats.
For more details please contact Customer Services
Telephone: 0800 5876708**

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What will the Night Support Service do?

Staff from the Night Support Service will visit you in your own home or, if you are undergoing a period of rehabilitation, the staff will support you in the Rehabilitation Flat in Springfield Sheltered Housing Unit.

The service you receive will depend entirely on your own situation following the assessment of your needs. These may include help going to the toilet, help turning over, help making a drink etc.

What we expect from you

The staff are trained to carry out a hazard analysis of your environment. They may, for example, ask you to ensure that dogs are restrained or items of furniture are moved slightly during their call. You and other people in the house are also requested not to smoke during the staff visit.

The staff may need to discuss arrangements for them to gain access to your property at a later call. This may be with the use of the safe key or by a relative agreeing to stay awake to let them in or by another mutually acceptable arrangement.

Service Aims

Night-time support that is easily accessible in times of urgent and/or short term need

A flexible and responsive service that can meet a range of individual needs and circumstances

Support for people managing chronic health conditions at home

The avoidance of crisis and unnecessary Hospital or Care Home admission

Reduction in pressure on informal carers and reduction in incident of carer breakdown.

For Further Enquiries Contact

Contact and Assessment Team

1st Floor Crown Buildings

Chester Street

Wrexham

LL13 8BG

Tel: 01978 292066

Fax: 01978 298044

E-mail: socialservices@wrexham.gov.uk