



The Handyperson Service

Information on the Handyperson Service
provided by Cordia (Services) LLP

call:
0800 587 2239



CARING AT HOME

www.cordia.co.uk

What is the Handyperson Service?

The Handyperson Service provides practical support for people aged 65 and over who require assistance with tasks in their own home.

The service is delivered by a team of trained handypersons to meet the varying needs of people living at home in a modern and diverse city.

Who is eligible for the service?

The service is available to any person aged 65 and over, excluding GHA tenants (GHA operates their own handyperson service), who requires assistance in their own home.

There is no requirement for an assessment of need by Social Work Services, and service-users do not necessarily need to be receiving other Home Care Services.

How is the service accessed?

The service is available by calling The Handyperson Service on **0800 587 2239**, between the hours of 8.45am – 4.45pm Monday to Thursday, 8.45am – 3.55pm Friday.

What assistance is provided by the service?

The service can provide the following practical support:

- Changing fuses
- Changing plugs
- Changing washers
- Hanging curtains
- Changing smoke alarm batteries
- Changing light bulbs
- Internal window cleaning
- Minor household repairs
- Room re-organisation
- Spring cleaning
- Furniture flat pack assembly
- Turning of bed mattress

Whilst this service aims to help with most odd-jobs around the home, tasks such as carpet fitting, gardening or painting of whole rooms are not undertaken.

Is there a charge for the service?

Service users will be required to provide materials needed to undertake the agreed work. No charge will be made for the handyperson's time or travel expenses.

When is the service available?

The service is available between the hours of 8.30am and 5pm, Monday to Friday.

What standards are used to deliver the service?

It is Cordia's aim to provide the Handyperson Service in accordance with The Regulation of Care Act (Scotland) 2001.

This means the service is delivered in a way which offers dignity, privacy, choice, safety, the ability to realise potential and equality and diversity.

The Regulation of Care Act (Scotland) 2001 can be viewed at:

www.scotlandlegislation.hms.gov.uk

The National Care Standards can be viewed at

www.scotland.gov.uk/publications

You should also be able to view both documents at your local library or social work area office. **Tel: 0800 587 2239**

How are comments, complaints or compliments about the service made?

Cordia welcomes feedback on any aspect of the Handyperson Service from service users, or anyone acting on a service user's behalf.

Comments, complaints or compliments about the service can be made by telephoning the Duty Officer on 0800 587 2239, or by writing to:

The Quality Assurance Officer

Home Care Services

Cordia (Services) LLP

100 Borron St, Glasgow G4 9XE

Email: direct@cordia.co.uk

Web: www.cordia.co.uk

This leaflet is also available in Braille, in large print, on disc and on tape.

We can also provide the information in this leaflet in other languages.

If you need this service, please contact us on **0800 587 2239**

