

# How much does the service cost?

To ensure we provide a high quality service , we take extra care to:

- Run a specialist Mind training so our support assistants are sensitive to mental health needs
- Provide regular supervision and ongoing training for support assistants
- Allocate a designated support assistant for each client to ensure consistency (a temporary assistant will be offered during periods of leave such as holidays)
- An initial home visit to assess the clients needs is charged at £30.
- A call out fee of £3.50 to cover basic travel costs.
- An hourly rate of £19 per hour, minimum charge is 2 hours per week.
- Extra costs such as travel within the session or attendance at charged activities will need to be covered by the client/funder.
- Our standard contract is for one year, we also offer 6 month contracts. Please contact the co-ordinator to discuss any individual requirements.

The service can be funded through personal budgets or on a private basis.

# Support assistant Service



Mind in Harrow  
First Floor  
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## What can the service offer you?



One to one support with practical tasks such as:

- support around the home, tidying and organizing
- Support with paperwork (organizing paperwork, responding to letters)
- Support to do shopping
- Support to attend appointments
- Assistance with making

phone calls, and to fill basic forms.

- Accompanying you to a community activity/resource.

Whereas befriending is to address social needs the support assistant service is for those whose primary need is practical .

### Why Mind in Harrow?

- Quality Service: We have a track record of 20 years experience
- Care in matching: We aim to find the most suitable support assistant to match your needs
- Trained & Supervised: We carry out comprehensive training & our support assistants are regularly supervised by experienced staff

## How will you benefit from the service

- Help to maintain independence in your own home
- Support from someone who is trained to be sensitive to your individual needs
- Helps you to get involved in new activities within the community

**How to contact us : Please complete a referral form available from our website [www.mindinharrow.org.uk](http://www.mindinharrow.org.uk) or phone the Specialist Community support services team for an informal chat**

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