

"I really appreciate my morning calls and enjoy the chat. It's good to know that someone is checking in with you every day."

**Service User, Newtownabbey**

"The service is very good. I really enjoy getting over to the events and lunch club at Radius. They're great and get me out to meet with others. I enjoy my call every morning, it sets me up for the day."

**Service User, Newtownabbey**

"I feel more secure in my home since getting TeleCare – it has helped me feel safe when I am on my own."

**Service User, Antrim**

"I have, without a doubt, benefited from the service. The visits are very worthwhile to me. Your help with contacting other agencies has been very important."

**Service User, Carrickfergus**

"So reliable, bright and cheerful [the calls] lift me when I am down. You put the sunshine into my life."

**Service User, Ballymena**



## About us

Radius Housing provides housing, care and support to over 33,000 homes.

We are a social enterprise employing over 1,000 people and managing 12,000 properties in 80 towns across Northern Ireland.

Services include:

- Family Housing
- Apartments for Older People
- 24 Hour Dementia Support
- Supported Housing
- Daycare
- TeleCare/TeleHealth
- Staying Put Home Adaption
- Floating Support

## Contact us

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Floating Support Team  
12 St Paul's Fold  
Canning Place  
Belfast BT15 1FT

**t:** 0330 123 0888  
**m:** 078 7284 1260  
**w:** [radiushousing.org](http://radiushousing.org)

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# Radius HOUSING



**FREE SERVICE**

## Floating Support Service

Supporting you  
to remain living  
independently  
at home

# Everyone has a place

## Floating Support Service

**Radius Housing Floating Support Service is designed to assist those aged 55 and over who wish to remain in their own home for longer.**

Whether an individual needs help accessing support services, such as occupational therapy, wants to make sure they are receiving all the benefits they are entitled to, or would simply enjoy a daily call and the opportunity to meet other people for outings or at lunch clubs, our Floating Support Service can help.

Our team of Floating Support Coordinators are fully trained and offer access to a broader range of care and support services available to you in the local area.

### We aim to:

- Sustain and promote greater independence – helping individuals stay in their own homes for longer.
- Provide high quality outreach support – helping individuals make connections with services and other older people to enjoy the company of others and feel part of the community.

Our Floating Support Coordinators provide support to those availing of the service between 9.15am and 5.30pm during weekdays.

### The Service will provide:

- Daily contact via telephone and a regular home visit – a friendly voice at the end of the line or someone to pop in for a chat.
- Essential links to other support services – we have built up good local contacts and we know who to get in touch with and what to ask for on your behalf or we will find out who you need to speak to or contact and point you in the right direction.
- A range of housing support services including a tailored support plan – completed jointly with you to identify your needs and help us to get the appropriate support in place.

- Assistance with benefits checks – helping you access all the benefits you are entitled to or making referrals and keeping you up dated on progress.
- Social events including lunch clubs, coffee mornings, outings and entertainment – it's all about getting like-minded people together to do the things they enjoy best.

To be eligible for the Floating Support Service, you must reside in one of the following areas:

- Newtownabbey, Larne and Carrickfergus
- Antrim
- Ballymena
- Causeway
- Mid-Ulster

The Service is easily accessible - apply directly to Radius Housing. Please contact us at:

**m:** 078 7284 1260

**t:** 0330 123 0888

**e:** [coordinatorscheme@radiushousing.org](mailto:coordinatorscheme@radiushousing.org)

