

Living Well

in North Yorkshire

Living Well Coordinators work with you to find ways to avoid being isolated, to take steps to improve your health and; to discover opportunities to develop more interests. They provide help with practical and emotional issues. This is a free, time limited service for those people who are eligible.

Who can they help?

- People who are bereaved or have lost a support network.
- People who have had a recent loss of confidence.
- People who are lonely or social isolated.
- People who need help with finding information, advice and guidance.
- People who need support with employment

They cannot help people who have had a social care assessment and have ongoing care and support needs.

They help adults who need a little extra help to overcome some of life's challenges and changes; people who have a caring role, who are frail or physically disabled, people with a learning disability or autism, people with mental health problems or sensory impairments.



How do you refer?

Contact the council's Customer Service Centre on **01609 780780** (Option 2 Social Care). One of the advisors will listen to you and ask for some more details.

What can you expect?

A Living Well Coordinator will:

- Contact you within 5 days to talk to you and find out more about what support is required.
- Arrange to visit you at a place of your choice.
- Spend time with you on a one-to-one basis to help you to think about areas of your life that you would like to change.
- Work alongside you and listen to what help you may need.
- Support you to make simple changes to manage your health and stay well.
- Support you to make a plan of what you need to do to make those changes and help you to achieve your goals in an agreed time frame.

What do you need to do?

- Let us know what is important to you so that we can develop your goals.
- Think about your goals and agree what you can do to reach these goals.
- Try your best to do what you have agreed to do.
- Let us know if you are not available for appointments.
- Let us know if you are unhappy about your support or the service you get.