Nottinghamshire Help Yourself

www.nottshelpyourself.org.uk

Training Workbook
Introduction

It was acknowledged that many departments within Nottinghamshire County Council (NCC) all had their own database of information and websites making it hard for the residents of Nottinghamshire to find the services, information and support they required….. Often going around in circles!

In March 2015 the Nottinghamshire Help Yourself website was born, which brought together several valuable sources of information all in one place - so people can find the information they need easily. The website was re-launched in April 2016.

The Nottinghamshire Help Yourself website is a partnership between NCC, health, social care and the voluntary sector.

The website has incorporated and/or replaced the following websites/information sources:

- Family Service Directory (FSD)
- Libraries Community Directory
- Social Care Directory
- Equipment Directory
- Notts50Plus
- NottsInfo4U
- Choose My Support
- NottsInfoScript – Information Prescription
- Self Help Connect UK
- Special Educational Needs and Disabilities (SEND) Local Offer

The website www.nottshelpyourself.org.uk has been redesigned to make it easier for people to find information about a whole range of organisations and services including:

- activities, groups and events in your local community
- childcare providers
- support for children and young people aged 0 - 25 with a special educational need and / or a disability
- housing support and information
- health and social care information and support for adults and children
- information about the workplace health scheme.
Step by step guide to using www.nottshelpyourself.org.uk

This step by step guide will assist you in navigating your way around the Nottinghamshire Help Yourself website. It is advisable that you take the time to explore the site and become familiar with the different types of information stored and how to search for it. Once you have worked your way through the guide there will be a set of questions to recap on the information learnt.

Once you have familiarised yourself with the website you should feel confident in either finding information about the following subjects, or being able to assist a member of the public to do so.

The website also has many great features which will make it your first choice when answering enquiries from customers.

You can find:

- Information on local groups, activities, and support for carers, self-help services, registered childcare, schools and services who offer benefits and housing advice

- Information about a specific health condition and how to improve health and wellbeing by accessing information directly taken directly from the NHS Choices website.

- The services that are available to help people improve their health and wellbeing

- Services and activities for those with Special Education Needs and Disabilities (SEND)

- A registered childcare provider’s latest Ofsted report and review information from the Care Quality Commission (CQC) and Healthwatch Nottinghamshire.

- A Personal Assistant. The Personal Assistant Finder is a facility whereby individuals in receipt of direct payments and self-funders can find a personal assistant
Benefits to using the Nottinghamshire Help Yourself website:

- Available 24/7 (with telephone support from the CSC 8am – 8pm)
- Providers can register to submit a new entry or amend their service details online meaning that information is kept up-to-date
- 100% free and easy to use
- 1200+ web hits per day
- Managed by Nottinghamshire County Council and partner agencies
- Rate and review facility – enabling service users to leave honest reviews
- Can be accessed in audio format or translated into another language

**Accessibility**

The website has the facility to be accessed in audio format or in another language. These resources are provided by Browsealoud.

To use the ‘Browsealoud’ facility please click on the symbol this will enable you highlight relevant text which will then be read to you. This can be the whole page or a highlighted section.

You can click on the world symbol as indicated below and select your language, you can then click the play symbol for it to read in your selected language.
To change the accessibility settings of the site to suit your individual need click on the accessibility button.

You can also contact the Nottinghamshire Deaf Society if you are Deaf or have a hearing impairment and their Interpreters’ will access the information for you.
**How to search for information on the site**

There are different ways to find the information you are looking for on the website. You can enter a keyword in the search bar or find services by subject, age, supported condition or district.

**Search by using the search bar**

Enter a search term in the box indicated by the symbol 🖼️ in this case we have put a search for a MS Support group.

You can the search by directory category, age, district and/or specific condition by ticking the filter boxes on the left hand side as indicated below 🖼️. You can also click on a specific record 🖼️ to get more details about the organisation.
Mansfield and District Multiple Sclerosis

For people affected by Multiple Sclerosis, a local support group offers support and advice. Meetings are held every two weeks. Contact details are available.

01623 218649

Mansfield and Worksop Multiple Sclerosis

Support is provided for those affected by Multiple Sclerosis, including exercise classes and support groups. Contact details are provided.

01623 218649
You can search the site by subject clicking on one of the buttons under “Find services by Subject” category. In this example we will look for an After School Club. Click on the “Childcare” button as indicated below.
You can then click on the After School Category on the left hand side. Whilst within the Childcare section you can access useful information by clicking on the grey boxes shown on the right hand side of the screen shown below.
You can then see the records below that have been generated. Again you can filter your results using the filters on the left hand side in this case you can also filter by specific school pick up. Which will narrow down results to a specific school. You can also see by the marks indicated below which services offer a fee service to 2, 3 and 4 year olds.

Search by Age

You can search the site by age clicking on one of the buttons under “Find services by Age” category. In this example we will look for work training for 16 – 25 year olds. Click on the 16 -25 button as indicated below.
You would then click the Education, training and work category on the left hand side as shown below.

You would then click on the training for work button to get the results for this category as shown on the 2 screen shots below.
Search by Supported Condition

You can search the site by supported condition by clicking on one of the buttons under “Find services by Supported Condition” category. In this example we will look for work training for Asperger Syndrome., Click on the Autism button as indicated below.
You can then click on the Asperger’s Syndrome button under the special condition filter which will bring the results for this search as shown in the 2 screens below.
Search by District

You can search the site by district by clicking on one of the buttons under “Find services by District” category. In this example we will look for clubs and social groups within Bassetlaw. Click on the “Bassetlaw” button as indicated below.

Click on the things to do in the Community button as shown below.

Search Results (1886)

*Energy Saving Advice

There are a range of energy saving measures that you can do to keep your house warmer and also to help you save money. Insulating your home is one of the best ways of helping to stay warm. Visit Energy Saving Trust for more information.

*Personal Assistant Finder (PA)
You can then click on the “Clubs and support groups” filter as highlighted below to bring up the groups within Bassetlaw.

On any of the search results pages you can choose to add an individual record to your list or the first 10 records (like a shopping basket) to come back to later. To do this click on the “Add to my list” or “add first 10 to my list” button as shown below. You can then click on the my list to view your records.
From within the list you can then email the records to someone or print off to post as demonstrated below.

By clicking on the Send Local Offer button on the front page you can access Nottinghamshire's Local Offer information.

The Children and Families Act 2014 places a duty upon the local authority to publish a Local Offer enabling families to access detailed information about the services that are available to their child or young person and how to access them.

This resource is a partnership between education, health, social care, the voluntary and private sector. It is intended to provide you with information relevant to children and young people aged 0-25 years with special educational needs and/or disabilities. Its aim is to bring as much of this information together within one website or where appropriate to provide links to take you through to other relevant sources of information.
Finding a Personal Assistant

If you are looking to find a personal assistant you can do so by looking under the additional service section of the front page where you will find the Personal assistant network as shown below.
Within the Personal assistant finder you can click on the “Find a Personal Assistant” button as shown below:

You can then click on a specific Personal assistant to get more details as shown in the 2 screens below.
To access contact details for the PA you need to be signed in. If you have not done so before you will need to click on the register button shown above where you will be taken to the screen below where you can enter the detail then click create account you will then be emailed a code for you to enter into the next screen you will then be able to sign in. If you have already created an account you just click the sign in button.
Equipment directory

If you are looking for individual pieces of equipment you can click on the “Equipment and Living Aids” button within the additional services on the front page as shown below.
Within this directory you can find individual pieces of equipment which you can purchase directly from the supplier. (You are taken to the supplier’s website as no financial transactions are undertaken through the Notts Help Yourself website). If you are looking for a commode you could click on the “Toilet / Personal hygiene” button shown below, where you will get a list of products and will be able to scroll through to find commodes. Another way would be to type Commode in the search bar as shown below, this takes you straight through to commodes and would be the easiest option to use.

Below you will see the results from typing in Commode. If you then click on a particular product you will be given more information.
If you then wish to purchase the equipment you can click on the “Purchase from” button shown below where you will be taken to the supplier’s website in order to complete the transaction.

What’s On

If you are looking for specific activities you can click on the “What’s on” button shown below.
You can then search for activities using either a specific day as shown below or you can search for a particular period as below.
Ask Libraries

When you are within the “Things to do in the community” subject category if you cannot find what you are looking for you can also use the Ask Libraries chat facility to speak to a library staff member to assist you in your search.

Provider Corner

If you provide a service within Nottinghamshire you can click on the “Do You provide a service” button on the front page to be taken to the provider corner where you will be able to access information to help develop your business including information resources, latest news and training opportunities as well as the ability to share good practice with other providers through the provider forum. Please see below for screen shot.
Case Study

Irene lives alone in rented accommodation. Her partner has recently died and she is experiencing low mood.

Irene is not eating as well as she should as she has stopped preparing meals and often forgets to eat.

She is also forgetting to bathe and change her clothes regularly enough.

Her husband used to take care of maintenance of the property. Since Irene’s husband passed, the property has fallen into disrepair and Irene has been vulnerable for door step rogue traders. As a consequence of this, Irene has given a considerable amount of money over to people but the repairs needed have not been carried out adequately.

Irene’s husband also always used to take care of the finances and day to day running of the house and Irene is now unsure how to take on this responsibility. There are envelopes piling up and Irene is getting phone calls from companies which is causing her considerable stress and anxiety.
Type Bereavement in the text box as indicated above this will bring up results below.

You can then click the “add first 10 to your list” button so that you can return to the results at a later date. You could also click on the filters on the left hand side of the page indicated by the red arrow which would narrow the results down. This can be done by subject, age, condition and district. Irene can then receive information to help with the loss of her husband. In regards to support with meals if you click on the “Help in your home and community” button as indicated below you can find support around this issue.
This will the bring up a landing page where you can choose the Support with meals option as indicated by the arrow below.

This will then bring up results for meal time support and you can choose to click on a specific service and add to list by clicking on button next to the record. In this case county enterprise foods might be the best option as it will enable Irene to have a hot meal delivered to her house on a daily basis and they will also provide a safe and well check whilst visiting so reducing some vulnerability.
It indicates that Irene is unable to undertake household maintenance as her husband used to do for her but is vulnerable to being exploited. If you type Handy person in the search bar as indicated below you will get the results below.

You can then click “add to my list” on The Handy Person Adaptation Service or The Nottinghamshire County Council Approved Trader Scheme in Partnership with Checkatrade as both of these provide a link to approved traders who have been vetted so therefore providing piece of mind to adults and their families when purchasing maintenance support.
In regards to financial support for Irene to help her manage her finances effectively you can click on the “Financial and Legal advice” button indicated below.

This will bring up the results below where you can choose the “Financial advice and debt management” button.

You will then get the results below where you can click to “add first 10 to your list”. Again you could filter by age or district to narrow down the results.
The case study suggests that Irene requires support with remembering to undertake personal care such as getting washed or changing clothes. You could click on the support in the “Help in your home and community” button and then “Home care / care agency” button on the left hand side and this would bring up records or you could type “personal care” in speech marks as indicated below so this searches for the whole phrase so reducing irrelevant search terms.

You can then click on the “add first 10 to my list”. There is a filter on the left hand side at the bottom of the web page not shown in the screen below that would allow you to see NCC contracted providers thereby adding piece of mind that checks have been undertaken on these services.
To then see your results from all of the searches you click on the “my list” button at the top of the page and this will allow you to view all records you have identified as being of interest. If you are a worker you can email or print and post the information out by clicking on the arrows below.