

How to Use Our Service

You can contact us yourself, or someone can get in touch on your behalf. Self-referrals are always welcome.

- Call us to speak with the team
- Use our online form
- Ask a friend, relative or representative to contact us
- Home Support staff or other professionals can also refer with your consent

When you get in touch, we'll take a few details so we understand what you need and whether our service is the right fit. We'll arrange a suitable time to visit and keep you informed if anything changes.

We will always check you are comfortable before any work goes ahead.

If you need this information in a different format, or if there is anything we can do to support communication, please let us know.

Our Team

All work is carried out by competent, safety-aware staff who are committed to helping people stay safe and independent at home. For your peace of mind, all staff are -

- Hold a PVG Check
- Trained in Adult Support and Protection
- Follow clear safety procedures working within agreed boundaries
- Carry photo identification
- Always explain what they are doing and check you are comfortable before starting any task.

We aim to provide a safe, respectful and reliable service every time we visit your home.

Home Maintenance Service

Block 8
Muirshiel Lane
Port Glasgow
PA14 5XS

HOME MAINTENANCE SERVICE

"A practical home support service for older people and adults who may be at increased risk due to age, health, mobility or other vulnerabilities."



Eligibility is based on need, not age alone.



Who Are We?

We are a small local charity based at the Muirshiel Centre, supporting people in our community for over 30 years. Our Home Maintenance Service provides practical needs-led help to adults who may be at increased risk, helping them stay safe and independent at home.

Who is the Service For?

Our Home Maintenance Service provides practical, needs led support to help people stay safe, well and independent in their own homes. We carry out small, essential tasks that reduce risk, prevent accidents and support people to live confidently at home. This is a needs led service, meaning support is based on a person's circumstances, vulnerabilities, and level of risk - not their age.

Service Charges

As a small charity, we keep our charges as low as possible, and we will always let you know an estimated cost before any work is carried out. Charges only apply to tasks that meet our needs led criteria, and there are no hidden fees.

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What We Can Do

Some of what we do includes -

- Fitting Key Safes (Installation, Removal and Servicing)
- Moving Furniture
- Securing loose flooring or rugs
- Replacing Lightbulbs
- Hanging Curtains, Rails or Blinds
- Basic DIY and minor repairs
- Sealing Baths/ Sinks
- Building Flat Pack Furniture
- Hanging Photos
- Fitting Shelves
- Prepare a home for hospital discharge
- General safety checks and hazard removal (trip hazards, loose flooring, cluttered walkways etc.)

All work is carried out by competent staff with the right tools and equipment.

What We Cannot Do

To keep the service safe and sustainable, we cannot carry out -

- Work at Height
- Large scale repairs, renovations or specialist trades work (plumbing, electrical, roofing)
- Full gardening maintenance or landscaping

We do not recommend or arrange other providers, but we can explain what type of work is needed so you know who to contact.

Rapid Response

Our Rapid Response support is available when there is an urgent safety concern or a sudden change in circumstances. We prioritise situations where a quick visit can reduce risk, prevent harm or help someone return home safely after a hospital stay.

Eligibility is based on need, not age alone.

Muirshiel Centre



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www.muirshiel.org.uk



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**HOME MAINTENANCE
SERVICE**