

Factsheet 8 — Connect to Support

What is Connect to Support?

Connect to Support is an easy to use online marketplace where you will be able to find information and advice about the services, products and support available to you.

Connect to Support gives you more choice and control over your own care and support, by providing you with the option to buy the support you need direct from local and national organisations, online.

The organisations on **Connect to Support** offer various services and activities from home care and equipment, to luncheon clubs, reading clubs and befriending schemes.

As well as health and social care services, **Connect to Support** can put you in touch with organisations that offer practical help around the home, such as gardening services, cleaning companies and handy person schemes. Whatever your needs, it's a great place to start.

How does it work?

You will have choice and control over the services you want. You will be able to look at what is available, the cost of the service and whether it operates in your neighbourhood. More importantly you will be able to see for yourself how other people have rated the service.



Are the organisations promoting services, activities and products online checked and vetted?

No, not all organisations on **Connect to Support** have been checked or vetted by the council. We recommend that you reassure yourself by arranging a meeting with the provider and discussing your needs, just as you would when buying any other service, you could also check on the Care Quality Commission Website (CQC) www.cqc.org.uk

We are constantly adding new organisations to **Connect to Support**, many of which will be accredited.

An accreditation by the council does not mean we recommend the organisation. Although some of the organisations are not vetted by the council, you can support others in their decision making by leaving a comment on the site about the service you have received.



Take a look below to see what Connect to Support can do for you!

This is your Adult Social Care online marketplace, where you can look for and buy products and services to help with your support.

Discover free and low cost activities, support groups and organisations in your area - It's a great way to connect with your community.

The screenshot shows the homepage of the Connect to Support East Riding website. At the top, there is a navigation bar with the logo on the left and links for 'Login to your account / Not a member? Sign up here', 'Report this page', and 'Need help?'. Below the navigation bar are tabs for 'SEARCH & SHOP', 'WHERE I LIVE' (which is selected), 'MY LIFE', and 'MY ACCOUNT'. A breadcrumb trail reads 'You are here: Where I live / Local information'. A search bar is located below the navigation. The main content area features a welcome message: 'Welcome to Connect to Support East Riding! Connect to Support is a new website for people needing support in East Riding. You can find everything you need to help you with your support here, from local to national products and services, plus information and advice and much more.' Below this are three main action buttons: 'Sign up now' (To use Connect to Support), 'Introductory video' (Watch and find out more), and 'Providers and local groups' (Register today). Underneath these are four large icons: 'Search and Shop' (shopping bags and magnifying glass), 'Information and Advice' (blue circle with 'i'), 'View Community Directory' (three people), and 'Accessing Support' (various support icons). At the bottom, there are three smaller sections: 'Visit our buyers guide' (Choosing the right services - how do I know if a service is good and right for me?), 'Our equipment house' (Don't quite know what you need? Our house will help you find the right equipment for you.), and 'Information for providers' (Get involved and advertise your products, services, events and activities.).

Find lots of useful information, advice and contact details about help that is available to you.

Read about Adult Social Care in the East Riding and the care options that are available to you.

For further information about what Connect to Support can do for you, please contact (01482) 392226.