

Help When You Need It – Frequently Asked Questions

What is Help When You Need It?

It is just that! Help When You Need It. It's there to help you with something specific.

It's a great approach because we know that some people just need a bit of support from time to time to stay safe, independent and well. This service is for people who have a learning disability and/or autistic people who do not have any other paid support.

You support people who have a learning disability and/or autistic people, do I need a diagnosis?

We can only support people who have a diagnosis. We can also support you if you are waiting for an autism assessment. Or if you think you are autistic, we can point you in the right direction to get an assessment.

How does Help When You Need It fit with other services in Bristol?

In Bristol there are three levels of support.

Level 1 – Help to Help Yourself or universal support

Level 2 – Help When You Need It or targeted short-term support

Level 3 – Help to Live Life Well or longer-term formal services for people with needs that are eligible under the Care Act

Do you cover all of Bristol?

You can get Help When You Need It anywhere in Bristol.

KeyRing cover South, Central and East Bristol. Another organisation called [SiLS](#) covers the North of Bristol. You can contact them on: Tier2referrals@mysils.co.uk or 0117 960 8855.

Don't worry if you are unsure. Just get in touch with us and we will point you in the right direction. tier2referrals@keyring.org or 07970 466 598.

How do I get your help? Or, in social care speak, how do I refer into your service?

You can contact us yourself, or ask a friend, carer, or family member. Professionals, such as doctors, social workers and social prescribers can also ask us to help you.

Our contact details are tier2referrals@keyring.org or 07970 466 598.

Do I have to pay for my support?

No. It is free for people who have a learning disability and/or autistic people who do not have any other support from professionals.

There is no financial assessment for Help When You Need It services in Bristol.

How long will my support last?

That depends on what you are getting support with. It could be anywhere between a few weeks and a year.

We will start by looking at your goals and what you want help with. You will then make an action plan with us. If you have only one action, then we might only support you for a few weeks. If you have a lot of actions, we can work on those with you for up to a year.

Don't worry though, if you need more support than we can offer, we will help you to apply for the right support for you.

I've got support from someone else already, but would like some extra help, can you support me?

Unfortunately not. The people we support only need help every now and then. If you feel you need more support, you should contact your provider or Bristol City Council.

Our service is for adults who do not have and would not be given access to a care package and care plan from Bristol City Council. This is called Care Act Eligible. Our service is for people who are not Care Act Eligible.

Who is Help When You Need it for?

It is for people who have a learning disability and/or autistic people, who need a bit of support from time to time to stay safe, independent and well. And who do not have any other paid support.

It is for adults who do not have and would not be given access to a care package and care plan from Bristol City Council. This is called Care Act Eligible. Our service is for people who are not Care Act Eligible.

If I have dyslexia or ADHD can I get support from you?

As these are not classed as a learning disability under our contract, we cannot support you. We honestly don't mind sharing our contacts with you though if you get in touch.

Do you provide support for people struggling with their mental health?

We can support people who have a learning disability and/or autistic people with their mental health.

However, we do have a short waiting list. If you need immediate help you can talk with the Bristol Mental Health team on **0300 555 0334**. Other sources of help in Bristol are:

- Bristol Mindline telephone helpline (Wed – Sun, 7pm to 11pm) **0117 203 4419**
- 24/7 Support and Connect (24 hours) **0800 953 9599**
- Samaritans Bristol (24 hours) **116 123** (free to call)

If you don't have a learning disability and/or are neurodivergent there are other Help When You Need It services that help individuals with mental health:

- South and Central Bristol – Second Step – 0117 909 6630
- North East Bristol – St Mungos – 0117 954 2951
- Women only – Missing Link – 0117 925 1811 ext. 2201
- Rethink – Individuals with mental health – 0117 903 1801
- Rethink – carers – 0117 903 1803

What happens after I have been referred to your services?

We do have a waiting list. We will get in contact and arrange an assessment, but it might be several months before you hear from us. You will be met by two people from the KeyRing team. They will ask questions like 'what you are good at?', 'What would like to do?' and 'What do you need help with?'. Together you will then make an action plan.

What happens when I have completed all my actions and my support ends?

Congratulations. When your 1 to 1 support ends, we will arrange a check-in telephone call with you to see how you are doing.

You can still be a part of KeyRing and come to our weekly hubs and groups. If you need more help later on, you can get back in touch. We will talk to you about what you want to achieve and what you need help with. Then you will do another plan with us.

Can I get support at the hubs and groups?

Yes you can. Our hubs and groups are run by KeyRing volunteers and workers. They can help you look at letters, contact people and access other services. Many of our Members have shared experiences, know their local community well and can provide great support. This is sometimes called peer support or mutual support. We call it friendship or being a good neighbour.

When and where are the hubs and group meetups?

We run different hubs across Bristol for our Members. We also have two groups that are open to anyone with a learning disability or autism.

- **Art for All** @ St Luke's Church, Queen Anne Rd Hall BS5 9FB – 1st & 3rd Tuesday of the month; 1- 3 pm
- **Easton Community Hub** @ Easton Community Centre, Kilburn St, Easton BS5 6AW - last Tuesday of the month 13.00 till 15.00

If I've already had support can I get support again?

Yes. We will talk to you about what you want to achieve and what you need help with. Then you will do another plan with us.

Is there a waiting list for your service?

Yes there is. The waiting list time can change but we will tell you how long you will need to wait. If we think you can get the help you need from another organisation we may help you to connect with them.

While you wait for 1 to 1 support, we will invite you to our groups. We may even be able to offer some support while you are there.