

Supported Housing

Everything you need to know
about living in a scattered
property



Welcome to your new home. This leaflet is designed to give you information about your Spire Homes supported property. Spire Homes provides a support service to this property and we are responsible for the emergency alarm equipment installed.

Your responsibilities

In order for us to be able to deliver the support service to you **it is necessary for you to be connected to a BT telephone line and maintain this**. Your emergency alarm equipment is a box with a pendant attached and when activated, this uses the phone line to contact our call care centre. **Failure to maintain this line would mean that the equipment would not work and should an emergency arise you would be unable to summon help.**

The support team do not hold keys for the properties; therefore it is important that key holders are aware that they will be called for access in an emergency, day or night.

For this reason it is important that you notify the support worker when you are on holiday or not going to be in to receive the weekly visit.

What does this mean?

When you move into your property and use your emergency alarm equipment to notify Call Care, that you have moved in, you will be visited by a member of the support team. They will need to take some details from you about your doctor, next of kin etc. Following this an assessment and support officer will arrange to visit you at a mutually convenient time to complete an assessment and support plan with you. This will be devised individual to your needs and to ensure that you can live as independently as possible. Any information will be confidential and only used in an emergency by the Call Care operatives or the support team.

You will receive a weekly visit as standard, or you can request an alternative by asking the support worker and completing the relevant form. The support worker will have to visit once a month to test the call care equipment.

What is Call Care and how does it work?

When you activate your pendant a call goes through to the Call Centre in Northampton. Then dependant on the problem they will alert the appropriate help that you need. This could be your family or key holder, doctor or an ambulance. The call centre is operational 24hours a day every day of the year.

It is very important to let the support worker know of any changes in your next of kin details, or if you change your phone number etc.

You can pass information to them by pressing your pendant and telling Call Care, who will inform the relevant member of the support team.

What service will I receive from the support team?

The role of the support worker is to ensure that our customers are safe and able to manage their lives. If they feel that you are not managing to cope, they will arrange to complete with you a review of your assessment and support plan. They will liaise and consult with families and external agencies etc. They will try to arrange help and support to enable you to live as independently as possible.

It is important to remember that they cannot necessarily provide the support, or help themselves but they can arrange for other agencies to be involved.

- The support workers are able to report repairs that you have if you

wish them to do so

- They can pass on tenancy issues to the relevant housing officer
- The assessment and support officer alongside the support workers will assist customers to access help for medical, social, domestic or financial problems
- The support team will attend in an emergency until families or emergency services take control
- In an emergency situation there is little that a support worker will not do.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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