

Supported Housing

Handbook



November 2009

1) What is Sheltered Housing?

Sheltered housing is a group of flats or bungalows designed to assist older or disabled people to lead independent lives. They provide certain facilities that ordinary housing does not include, in particular, 24-hour emergency cover and a Community Warden (or Housing Support Worker).

2) The Community Warden's Role and Responsibilities

The Community Warden is employed to ensure, as far as possible, the safety and well being of the tenants, and helping them to remain as independent as possible. Their role is that of adviser, friend and advocate. Essential Role of the Community Warden:

- i) To arrange contact with the tenant once during each day to determine that all is well. This is flexible and arranged with the tenant.
- ii) Respond to emergency calls.
- iii) Arrange for other services required by the tenant, eg. medical, financial, personal care assistance. The Community Warden will assist the tenant in contacting the necessary people to give these services. For safety reasons, the actual dispensing of medicines by Community Wardens / Housing Support Workers is not allowed.

When you first take up your tenancy, the Community Warden will need to take some details, eg. date of birth, next of kin, doctor and health details. This is confidential and assists our staff and Call Centre in the event of an emergency and could save your life. The Community Warden will supervise the running of the scheme and encourage tenants to organise activities in the communal lounge such as lunches, bingo, coffee mornings and other entertainment. The

Community Warden is, unfortunately, not able to act as Home Help, Night Attendant, collect prescriptions, provide transport or do shopping. They will, however, be only too pleased to arrange for someone to assist you to do it yourself. This may be family, friends or other agencies. In an emergency the Community Warden may carry out these tasks if:

- i) the resident is unable to do so.
- ii) there are no other persons available to assist, eg relatives, home help.
- iii) in assisting in this way, it does not hinder the Scheme Manager in carrying out the essential duties to other residents.
- iv) it is only a short-term solution.

The Community Warden will do everything to ensure the welfare of the resident. The support given by relatives is, however, recognised as being extremely beneficial and comforting to the residents. This will be strongly encouraged by the Community Warden. Due to the large number of residents, the Community Warden is not able to provide this added support, except in very exceptional circumstances.

Community Wardens work Mon - Thurs, 8.30am - 5pm and Fri, 8.30am - 4.30pm and, like all other workers, have days off and annual leave. Outside of these hours, the scheme will be switched through to the Call Centre. The Call Centre will deal with any emergency calls.

3) The Call Centre

This is the tenant's emergency link when the Community Warden is not on the scheme. An emergency button or pull cord, with a two-way speech facility, is fitted in your accommodation. This is to enable you to summon help at any time on a 24-hour basis. This help may come from either a Community Warden, relatives or the emergency

services. The emergency call care system should only be used if a genuine emergency should arise.

4) Resident Committees and Social Groups

Most schemes have a Committee or Social Group to help raise funds for outings and Christmas Dinners, etc. Although your Community Warden will encourage this, giving advice and assistance where required, they must not act as the Chair or Treasurer. The Community Warden will not be responsible for holding the Resident's social fund and residents will be encouraged to open a scheme bank account.

5) Keys

In most schemes, the Scheme Manager has a master key to your property which will only be used at the Scheme Manager's discretion to ensure your health and safety. It is also advisable for a friend or a relative to have a spare key to enable them access. Please ensure the Community Warden is told who is keeping this key.

6) Facilities

Most schemes have a communal lounge, kitchen, laundry and guest room. Some schemes have lifts to first floors.

7) Delivery of Goods

Delivery of goods, eg. milk, papers and mail, are made in the normal way. You must arrange for the security of any goods delivered to the scheme for you, as Spire Homes does not take any responsibility for loss of items.

8) Pets

Pets are not allowed on schemes unless the tenants have their own front door and do not share a communal entrance or walkway. Dogs are only allowed in properties where the tenant has direct access to his or her own garden. It is the responsibility of the resident to ensure that secure fencing is erected to keep the dog in the garden and that the dog complies with the Dangerous Dogs Act, 1991. If you are considering having a pet, please contact your Community Warden for advice.

9) Television Licence

Some schemes, where the accommodation is within a common boundary, are entitled to a concessionary TV licence, currently £7.50 per year. Contact your Community Warden for further details, unless you are 75 years or over where there is no licence fee to pay.

10) Laundry

Most schemes have a laundry room for use by residents. Although the Community Warden will not actually do the washing for you, you will receive every assistance and guidance on how to use the machines.

11) Guest Room

A number of schemes have a guest room which may be used by a resident's relative or close friend. Priority is given to relatives who need to stay owing to a tenant's illness. Then consideration can be given to relatives and friends who just wish to visit residents. The booking of the room is done through the Community Warden and on a first come first served basis, subject to their discretion if a resident is ill. A small charge is normally made for this facility.

12) Fire Prevention

Instructions relating to fire precautions must, at all times, be observed. They are displayed in the communal areas of your scheme.

13) Smoke Alarms

Where provided, they are often linked to your emergency pull cord system. It is advisable to fit smoke alarms in your home if they have not been provided.

14) Nature of Tenancy

Apart from the special arrangements made for ensuring the resident's safety and well-being, the tenancy is a perfectly normal one. The rent is paid in the normal way and the resident is free to come and go as they please. However, it is essential to let the Community Warden know, for safety reasons, if you are to be away over night. If you have visitors staying in your property overnight, you will need to let the Community Warden know due to Fire Regulations.

15) Complaints

The Community Warden can report any complaints or repairs for you to the relevant department. If any problem cannot be resolved you may contact your Housing Officer, telephone 01572 755465. Complaint forms are available on the scheme or from staff.

Sheltered Scheme Facilities

Scheme	Lounge	Kitchen	Laundry	Lift	Guest Room
Carver Court, Ketton	✓	✓	✓		
Manor View, Ketton			✓		
Samuel Court, Uppingham	✓	✓	✓	✓	✓
Dolphin Court, Uppingham	✓	✓			
Gerard Court, Uppingham	✓	✓			
Francis Court, Ryhall	✓✓	✓	✓	✓	✓
Gainsborough Ct, Cottesmore	✓	✓	✓		
The Lodge, Oakham	✓✓	✓	✓	✓	✓
Barlow Road, Oakham	✓	✓	✓		
Finkey Street, Oakham	✓	✓	✓		
Dean Street, Oakham	✓	✓	✓		
Beckworth Court, Empingham	✓	✓	✓	✓	✓

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



=



Lãngüagê Liñè

Rushden Office

1 Crown Court
Crown Way
Rushden
Northamptonshire
NN10 6BS

t: 0845 603 5399

text: 447797 800062

Rutland Office

Pinewood
1 Cold Overton Road
Oakham
Rutland
LE15 6NT

t: 01572 755465

text: 447797 800062

email: spirehomes@longhurst-group.org.uk

www.spirehomes.org.uk

