

Supported Housing



Information for relatives of
tenants on sheltered schemes



November 2009

This leaflet is designed for relatives of tenants to explain very briefly what the service is and how as a relative you will be involved.

Initial contact

When your relative moves into the property the Support Worker on duty will need to complete forms concerning their support needs and contact details.

On this form there will be details of their next of kin, which may be you. These contact details will be used to pass information to you concerning your relative, or for use in an emergency.

Keys

It is advisable for relatives to hold a key in case of emergencies, or when the tenant has mislaid their set.

It is important to remember that if your relative locks themselves out this is not classed as an emergency. Therefore staff will not make attending a priority.

Health and Safety

When your relative moves in the staff will explain the health and safety aspects of the scheme.

Fire Prevention

Your relative will be informed about the fire alarm testing, equipment testing, and procedures in event of a fire.

Information

It is important that your relative keeps the support worker informed of any changes in their personal circumstances including next of kin contact details.

Subsequently if there is any information that you feel the support worker should know, please inform them. This will help your relative to receive relevant support.

Medicines

It is important to remember that support worker cannot administer medication. Therefore it is imperative that this is organised prior to the tenancy commencing. If you need help, staff can contact people who can assist with this.

The most important responsibility for you is to provide both support and assistance for both your relative and the support team.

Change or ending of tenancy

If you have to give notice, or change a tenancy on behalf of a family member, the following procedure should be followed:-

You should inform Spire Homes as soon as possible on 0845 603 5399.

The amount of notice required varies on the circumstances of the ending of the tenancy.

- **Move to care home in the district = two weeks**
- **Move to care home out of the district = four weeks**
- **Move out of area = four weeks**
- **Death of a tenant where no succession - one week**

If the tenant was in receipt of housing and council tax benefit these will end on the date of death, this may mean that any further rent incurred would have to be paid back from their estate.

If you are still unsure contact the office and ask to speak to the Housing Officer for the area, who can assist with any queries.



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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