

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 Community Warden / Housing 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 alarm testing is completed twice yearly. Your relative will be informed about the fire alarm testing, and the equipment testing. Annually a fire drill will be carried out to ensure your relative knows what to do in this instance.

Information

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

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

Medicines

It is important to remember that Community Wardens 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 Community Warden.

POSTAL ADDRESS	OFFICE PHONE
The Community Warden's Office, Carver Court Communal Lounge, Carver Court, Ketton PE9 3RT	01780 721207
The Community Warden's Office, Samuel Court, Branston Road, Uppingham LE15 9RJ	01572 823611
The Community Warden's Office, Francis Court, Rutland Way, Ryhall PE9 4ES	01780 765116
The Community Warden's Office, Gainsborough Court, The Leas, Cottesmore LE15 7DX	01572 812696
The Community Warden's Office, Barlow Road Sheltered Housing Scheme, Oakham LE15 6BL	01572 722634
The Housing Support Worker's Office, Beckworth Ct, Beckworth Grove, Empingham LE15 8PL	01780 460680
The Community Warden's Office, Dolphin Court, Uppingham LE15 9SH	01572 821027
The Community Warden's Office, The Lodge, Stamford Road, Oakham LE15 6JX	01572 770526



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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