



1. What is Sheltered Housing?

- Sheltered Housing Service Aims and Objectives
- Rights and Responsibilities
- Valuing Diversity
- Living Independently
- Lifestyle and Social Activities

2. Services provided within Sheltered Housing

- The Scheme Manager
- Staff training and professional standards
- Central Control
- Out of hours
- Data Protection
- Support Planning
- Protection from Abuse
- Risk Assessment
- Health and Safety
- Privacy and Confidentiality
- Social Funds

3. Your Sheltered Home – Living in your Flat

- Facilities in sheltered housing
- The Intercom System
- Door Entry Systems
- Television licences

Contents

- Insurance
- Pets in sheltered housing
- Smoking Policy
- Fire safety and procedures
- Security
- Heating and hot water
- Grounds maintenance
- Cleaning services
- Car parking
- Aids and Adaptations

Information on the following areas is contained within the Nehemiah-UCHA Tenants Handbook:

- Your Tenancy Rights and Responsibilities
- Listening and Involving You
- Complaints, Comments and Compliments
- Repairs to your flat
- What you pay for?

If you have any questions on any of the above areas after referring to the Tenants Handbook please discuss these with your Scheme Manager

1. What is Sheltered Housing?

Sheltered Housing Aims and Objectives

We are committed to providing a first class supported housing service that promotes independence and quality of life for older people and other vulnerable adults.

As part of this service we have 5 supported housing schemes within the West Midlands offering 186 self contained flats. We also have 50 properties that are classed as category one supported accommodation; these properties receive a fortnightly visit from a local member of scheme staff.

Our supported housing properties are ideally suited for older people or people with a disability who can manage their own home but have individual support needs.

Our residents enjoy living independently in their own self contained homes while having the peace of mind that the Scheme Managers and Support staff are available to call on should they require assistance.

We are committed to offering a non intrusive service that will enable you to live safely, independently and securely in your own home. In order to apply for sheltered housing applicants must:

Be single or a couple over 55 years of age

Be able to live independently with a low to medium level of assistance

Have a housing need

Rights and Responsibilities

You can expect us to:-

Be courteous and treat you with respect at all times

Ensure all personal information disclosed to us will be treated in Confidence

Respond to enquiries and complaints quickly

Discuss and agree with you the content of your support plan

Provide a regular call to monitor health and wellbeing

Regularly visit you as agreed in your support plan

Facilitate social events within your scheme

Regularly consult you and involve you in decision making

Respond to intercom calls quickly and effectively

Assist you in liaising with health and social services agencies

Mediate in minor neighbour disputes

Ensure communal areas are kept clean, tidy and safe

Your responsibilities are to:-

Provide us with all the information requested promptly

Let us know of any changes in your circumstances as soon as Possible

Let us know if you will be away from your home

Treat our staff with the courtesy they extend to you

Give us regular feedback on the quality of service delivery and suggestions for improvement.

Valuing Diversity

Nehemiah-UCHA recognises that all people are different and must be treated as individuals. We value the diversity of our customers and want our services, facilities and resources to be relevant and appropriate to their individual needs.

We are committed to consistently promoting equality and diversity in all our day to day activities and deliver support services without discrimination regardless of sex, race, colour, religion or religious beliefs, age ethnic or national origin, marital status, or disability, social or economic status.

Living Independently

Sheltered housing allows you to maximise your independence and continue to live an active and fulfilling life as you grow older. We will work with you to provide a “home for life” so that as you grow older and frailer, support services will enable you to remain at home for as long as possible.

Lifestyle and Social Activities

Many of our residents living in sheltered housing have a varied and stimulating lifestyle with plenty of company and social engagement as and when they want it.

Sheltered housing gives you the choice of either mixing with other people of your own age in the communal areas or spending time privately in your own home. You can come and go as you please and live the lifestyle you've always wanted in your retirement.

2. Services provided within Sheltered Housing

The Scheme Manager

The Scheme Manager is responsible for the day to day management and supervision of the sheltered scheme. They will liaise and communicate with you through regular visits, intercom checks, support plans and general social interaction.

The Scheme Manager will:-

- Provide daily support and contact to ensure your continued well Being
- Encourage independence by helping you to remain in sheltered housing for as long as possible , liaise with GPs, Community Health Services, Social Services, Benefits Agencies, Disability Services and relatives on an advocate basis
- Signpost you to other services not provided by Nehemiah-UCHA when you need them

We have a number of supported housing service standards which we aim to meet:-

- When you move into your new home we will visit you in the first week and tell you about the services we provide
- We will contact you usually before 10am, Monday to Friday to check on your welfare. Residents that live on a supported scheme will have a personal visit to their flat at least 4 times a week
- We will also contact you at weekends
- If you request a visit from your Supported Housing Manager he will visit you within 5 working days
- We will update your Support Plan on a six monthly basis or more frequently if required

Scheme Managers are also responsible for the day to day management of the scheme which includes:-

- Ensuring that the environment within the scheme is safe
- Checking health and safety issues and following Nehemiah-UCHA Health and Safety policies and procedures.
- Being responsible for the security of the scheme
- Ensuring that the Central Control alarm equipment in your home is working
- Writing accurate reports of all relevant events and keep the scheme diary on a daily basis
- Working closely with residents to facilitate social events
- Promoting opportunities for residents to get involved in issues

concerning their scheme, their local community and across the whole of Nehemiah-UCHA

- Showing potential new residents around vacant properties
- Helping to resolve neighbour disputes
- Reporting general scheme repairs
- Offering advice on rent issues or putting you in touch with specialist staff if required

Scheme Managers are unable to carry out the following services:-

- Collection of shopping, pensions or prescriptions for residents on a regular basis, although Scheme Managers may do so in an emergency.
- Cooking meals or doing laundry for residents
- Providing personal care or acting as a home help.
- Lifting or manual handling
- Administering medication

Staff Training and Professional Standards

All our Scheme Managers have attended an intensive training programme to make sure we provide consistent and high standards of professional practice and behaviour.

Central Control,

All sheltered housing residents are automatically connected to the emergency alarm system which operates 24 hours a day, 365 days a year. Calls will be directed to Central Control if the Scheme Manager is off duty or absent from the scheme.

All calls made to Central Control are dealt with by operators who are highly skilled, friendly, helpful and courteous and who are trained to quickly assess your situation and respond appropriately. If necessary they will call a doctor, friend or relative, or where appropriate one of the emergency services.

Out of Hours Support

Out of hours support is provided by Central Control, Central Control operators are available 24 hours a day.

Central Control holds all the relevant details about you and your personal circumstances, such as your family members' details, your doctor's details and your property details.

It is vital that your Scheme Manager and Care Control have correct and up to date personal details about you in order to provide you with a quality service.

In an emergency situation if it was necessary for a member of scheme staff to attend the building Central Control have details on how to contact them.

Data Protection

All personal information is treated as confidential and is covered by the Data Protection Act 1998. Information may be shared with associated partners for the purpose of delivering the service to you e.g. to enable you to claim Supporting People Grant.

Written records are kept in locked cabinets to which only authorised personnel have access and computer records are protected by security protocols.

Under the Data Protection Act 1998 customers have the right to make a written request to be supplied with or have access to data held about them.

Support Planning

A Support Plan will help us identify any assistance you may need to help you stay independent and in good health. Your Scheme Manager will assist you, your relatives or carer, to co-ordinate existing services provided and to link with additional services that you may require.

Under Supporting People legislation we are required to record and monitor the services we provide to you and to demonstrate that they are appropriate to your needs and wishes. The Support Plan will form part of this evidence.

The Support Plan is a confidential document stored on your personal file which is kept securely in the scheme office.

Support Plans highlight areas such as:-

- Economic wellbeing and help and advice with benefits
- Referrals to the Occupational Therapist for aids and adaptations to your home.
- Referrals to other agencies for help with daily living, for example, cleaning or shopping.
- Referrals to other agencies for help with personal care
- Scheme activities, such as social events, outings and coffee mornings
- How to stay safe through detailed Risk Assessments

You will have a copy of the completed form and will be asked to sign the form to verify that the information it contains is correct.

We will review your Support Plan every 6 months but you can update it at any time if your circumstances change or you feel that you need any further help. Speak to your Scheme Manager to arrange an

appointment to discuss this. Any reviews will be arranged at a time convenient to you.

Protection from Abuse

Nehemiah-UCHA is committed to making sure that your supported accommodation is a safe and secure place to live. However very occasionally someone may do something that may cause harm or distress to one of our residents.

This may include:-

- Physical assault, threats of assault, neglect, abandonment or misuse of medication
- Verbal or emotional abuse
- Sexual abuse
- Financial abuse
- Racial abuse
- Discrimination in any form
- Self abuse
- Any infringement of civil rights

Scheme Managers are fully trained to recognise when a resident is being abused by another person and will fully support you confidentially if any of the above incidents occur. If you are experiencing abuse, or have reason to believe that another resident may be the victim of abuse, then you should report your concerns to the Scheme Manager or another member of staff.

In some circumstances abuse may be being carried out by either a family member, a friend, a neighbour, a paid carer or other professional.

Risk Assessments

A risk assessment approach is carried out covering many aspects of our service delivery.

Risk Assessments form part of the Support Planning process. They are also undertaken when considering Health and Safety issues.

Health and Safety

Nehemiah-UCHA has a Health and Safety Policy which allows the organisation to identify hazards to Health and Safety and to remove or control any such hazards in order to minimise the risks.

If however you have any concerns regarding a Health and Safety hazard, please speak with your Scheme Manager.

Privacy and Confidentiality

Living in supported accommodation is like living in a community of like-minded people of your own age. Your privacy and independence will be protected as much as possible according to your wishes and needs.

The sheltered schemes have suited locks that allow Scheme Managers to enter your home with a master key in an emergency, or when they have cause for concern, for example, no reply from the daily call.

Other than that Scheme Managers will only enter your property if:

- You call for help through your alarm pull cord
- You don't respond to a morning intercom call or visit
- You or your fellow residents are in danger

If this happens the Scheme Manager will use the master key to enter your property after trying first to contact you. If you are not there they will inform you that they had to enter your property and the reason why when you return to the scheme.

Social Funds

Most supported housing schemes have a social fund which is managed by the residents themselves to pay for and fund social activities.

We advise residents to have effective financial systems in place to manage this money so that all monies collected are held in a bank account specifically set up for this purpose. Residents responsible for this money should provide regular statements to other residents who pay into the fund. The process should be transparent and accountable.

3. Your Supported Accommodation

Choosing Supported Housing

Supported housing consists primarily of flats and bungalows and provides self contained accommodation for people of retirement age who value the benefits of privacy and independence.

As a tenant in sheltered housing you will receive the support of a Scheme Manager who will help you to access the services you need in order to maintain your independence and ensure your continued well being.

You can enjoy your retirement in the knowledge that there is access to help and advice as and when you need it.

Facilities in Supported Housing

Communal Lounges – Supported housing schemes have a communal lounge located within the scheme which can be used by all residents. We encourage residents to make full use of this room for social activities and events.

Sometimes we may need to use the lounge for staff training and meetings and we may allow other local people to use it too – but your activities will always have priority.

Laundry facilities are provided at our supported schemes which are for the use of residents and their carers. The Scheme Manager will be happy to explain how to operate the washer and dryer.

Door Entry Systems –Schemes have a main door entry system that allows you to let people in who are known to you it also allows you to answer and open the door from your flat.

Only let people into the scheme that you know and trust. There are bogus callers around who will use various explanations to gain entry. Always ask for identification and official authorisation. If you are at all suspicious contact your Scheme Manager or pull your cord, and don't provide access.

Most of our schemes have gardens for you to enjoy. The communal gardens are maintained by contractors.

The Intercom System

All supported schemes are fitted with communication equipment so you can contact the Scheme Manager or Central Control in an emergency.

If the Scheme Manager is not on duty, the call will automatically be answered by Central Control, based in Cannock. The system is activated by you pulling a pull cord in your home or by pressing a pendant worn around your neck.

It is important that pull cords are not tied up or cut off as this would mean you couldn't reach the cord if you fell. The pull cord can also be used to inform the Central Control that you will not be in for the daily call or if you are going on holiday.

Television Licences

All supported schemes are covered by a concessionary TV licence so you will not need to pay the full cost of a licence to use in your own home.

Insurance

Nehemiah-UCHA are responsible for insuring the building but this does not cover the contents of your home. You are responsible for

taking out a contents insurance policy. Nehemiah-UCHA can give you information regarding contents insurance.

Pets in Sheltered Housing

If you have a pet you must discuss your circumstances with your Scheme Manager. Permission for a pet depends on the location of your home and the suitability of the pet for the environment in which you will be living, taking into account the impact, on your neighbours.

We are sympathetic to residents who have had a pet prior to coming into supported housing and will try to accommodate your needs wherever possible.

Smoking Policy

Following recent legislation, smoking is not allowed in public areas and this includes the communal areas within supported housing.

You are allowed to smoke within the confines of your own home but we respectfully ask you not to smoke when Nehemiah-UCHA staff or other professionals are visiting.

Fire Safety and Procedures

All our schemes are fitted with smoke alarms and fire alarm systems which are tested regularly.

If you live in a scheme that has internal corridors, it is important to keep the fire doors shut at all times and fire exits clear. Residents should not wedge fire doors open as this will allow a fire to spread more easily.

If you discover a fire in a communal area you must activate the Fire Alarm by using a break glass point. Remain calm and if you are able bodied calmly vacate the building. If you are not able bodied then remain where you are until the emergency services arrive.

The communal Fire Alarm system is connected to Central Control and the Fire Service will be called.

If the fire alarm activates in your own property, the scheme staff will also be aware, if there is no scheme staff on duty the alarm will go straight through to Central Control who will notify the emergency services.

Nehemiah-UCHA have a “stay Put” policy if the fire alarm is activated therefore do not leave your property await the fire service to come to you.

If your scheme has a lift, do not use this in the event of a fire.

Security

Supported accommodation provides a secure environment for older people but it is still important to keep your flat door locked and be aware of safety and security issues.

Your flat has a suited lock to enable the Scheme Manager to gain entry in an emergency situation.

If you remove the suited lock or fit an additional lock or chain we will be unable to enter your flat in an emergency and may need to ask the police to break down your door if we are concerned about your welfare. In these circumstances we may need to recharge the cost of the repair to you.

Heating and Hot Water

All supported accommodation has central heating but you are responsible for paying your own bills. Nehemiah-UCHA will maintain and service the heating system for you.

Grounds Maintenance

Communal gardens at supported accommodation schemes are provided for the enjoyment of residents. Nehemiah-UCHA arranges a

gardening contractor to maintain the grounds, but we also welcome resident involvement if you want to look after or plant things in a particular area.

Cleaning Services

Supported Housing schemes are cleaned regularly to ensure high standards are maintained.

Car Parking

Car parking spaces are available at all the supported housing schemes for residents use. There are no reserved spaces. Some spaces may be marked for use by disabled drivers.

Near the entrance of some of the schemes an area will be marked for use by emergency services. This needs to be kept clear at all times for the use of ambulances or fire engines.

Aids and Adaptations

We may be able to carry out adaptations to your home if you have a disability or mobility problems which make it difficult to move around your home. Minor adaptations are normally fitted within 28 days but more major adaptations will need the input of an occupational therapist. Typical adaptations include:-

- Ramps
- Handrails
- Lever taps
- Lowering light switches or kitchen units
- Walk in showers