



hpch

Carelink
Sheltered



Sheltered Scheme Handbook

For High Peak Community Housing Tenants

0845 129 4877

www.hpch.co.uk



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SHELTERED ACCOMMODATION

People's ability to live independently in the community largely depends upon the suitability of the housing they live in.

The purpose of our Sheltered Housing is to give people the confidence to maintain their independence for as long as they wish. It is designed with the needs of older people, vulnerable or disabled people in mind and aims to provide secure, centrally heated, self-contained accommodation, with the support of Carelink

The purpose of this booklet is to tell you exactly what you can expect as a tenant in sheltered accommodation. We hope this information will help you settle happily into your new environment and that you will gain the confidence you need to lead as full and active a life as possible. There is a lot more information in your Tenants' Handbook about your rights as a High Peak tenant and the services that are available to you.

Aims of our service

- To provide housing related support, to enable tenants to remain in the community
- To agree a support plan with tenants, which is regularly reviewed as needs change
- To observe and assess tenants' well being on an ongoing basis
- To encourage and promote tenants' independence, respecting privacy and maintaining self esteem
- To assist tenants to access health, welfare, social, financial and community services, liaising with other agencies as appropriate
- To provide a quick response in emergencies
- To provide a well managed and safe environment for tenants, staff and visitors
- To actively involve, consult and respond to tenant's views on the standards of our service delivery
- To offer a professional and excellent quality service working within the Sheltered Housing Code of Practice and the Supporting People Quality Assessment Framework.

SERVICE INFORMATION

Your Scheme Manager

Your Scheme Managers main duty is to provide housing related support to each tenant and to manage the smooth running of the building. The Scheme Manager will arrange to visit you to describe and demonstrate the service and carry out an assessment of needs, support and risks. Carers and family are encouraged to be present during the demonstration and assessment.

The Scheme Manager will discuss with you how often you would like them to make contact with you. This will be done by a personal visit or using the warden call system. When they not on duty the Control Centre or Mobile Warden will contact you. If you do not respond to this contact and the Manager/Warden is concerned about your safety, they will enter your flat to check you are alright.

It is not part of a Manager's role to provide routine personal care, medical, nursing or domestic help, to collect pensions or administer medication. In an emergency, such as illness or a fall, the Scheme Manager will call a doctor or the emergency services and liaise with your relatives.

The Scheme Manager also helps to develop a community spirit within the accommodation by helping tenants with social events.

Hours of Duty

Scheme Manager's work Monday to Fridays and their duty hours are displayed on their office door.

When the Manager is not on site, the alarm call system will be switched over to our Control Centre, which is based at Eccles Fold in Chapel-en-le-Frith. Staff at the Control Centre are available 24 hours a day, every day, to deal with any emergency or problems you may have, and will send a warden to see you if necessary.

THERE IS ALWAYS HELP AVAILABLE IN AN EMERGENCY AND STAFF CAN ADVISE WITH ANY PROBLEMS YOU MAY HAVE.

Providing support and assessing needs.

The Manager will talk to you about your needs and identify what level of support you need from the service. Carelink aims to provide fair access to all. There are no automatic exclusions, all customers will have their needs and risks assessed on an individual basis.

The needs assessment record includes basic information about you to provide the most appropriate services such as:

- Your name and contact details
- Personal details including date of birth, ethnicity, preferred language.
- Emergency contacts, doctor and key holding arrangements
- Details of health problems, mobility and disability
- Vulnerability including communication problems, drink/drug problems, loneliness, isolation, recent bereavement, mental health problems
- Details of the support package in place from other agencies and family
- Agreements on the services Carelink are providing and how frequently you would like to be visited/contacted.

If you have needs which we cannot meet, we may ask your permission to refer you to Social Services or your GP for a full professional assessment of need. The Manager will also identify the support which you may require from Carelink including:

- Help with finances and claiming welfare benefits
- Support to ensure your home is safe, healthy and secure
- Advice and assistance in maintaining your home and reporting repairs
- Support to overcome social isolation

Your support needs will be re-assessed annually or as your needs change.

Risk Assessments

Before a service is provided a risk assessment is completed which identifies the risks to you, risks to others and risks from others (including staff and the wider community).

Risks might include :

- Medical conditions- impaired sight, hearing, mental health problems, chronic illness, falls, allergies, infectious diseases
- Mobility problems and risk of falls- moving and handling risks to carers and Carelink staff
- Ability to use the facilities in the property such as kitchen, WC, bathroom, bedroom, stairs, paths
- Obstacles in and around the property- repairs, trip hazards, condition or furniture and furnishings, poorly maintained paths, fire risks, health risks
- Your behaviour- mental health issues, drug/ alcohol problems, violence or aggression, offenders, self harm
- Other household members, visitors and pets - friction, stress, behaviour, bereavement, abuse or neglect
- Risks to staff visiting and attending night time calls

The information you give is confidential and will only be shared with those people who need to know in order to help you. All staff have a duty to protect service user information and keep it confidential. Disclosure of personal information to third parties without your consent is not normal, unless there is a significant risk to you or others.

You will be asked to sign the form to confirm that you agree with the content. You can request an amendment if you feel that any of the information recorded is inaccurate. You can request a paper copy of the information held on you at any time by contacting your Manager. We can also provide copies to your carers if you would like us to.

HPCH Sheltered Accommodation Service Standards

- Provide a warden service and visit at a frequency that meets your needs
- Make sure you receive the right support and care to help you stay independent by working with other agencies such as social care providers
- Help you stay in your home and get involved in local community or other activities if you want to
- Provide help and support via Carelink when the Scheme Manager is off duty

Sheltered Housing Code of Practice

In April 2008 we achieved audited compliance with the Sheltered Housing Code of Practice for our services.



We have also achieved the Telecare Services Association code of practice parts 1,2 & 3 for our Carelink service.

CARELINK

24 Hour Emergency Response Service

All flats and communal areas are fitted with alarm call equipment. In your flat you will find a pendant to wear around your neck, pull cords and a speech unit. The speech unit is a grey box fixed to the wall in the lounge. Please do not attempt to move this unit or disconnect it.

To make a call for help, just press the button on your pendant or speech unit, or alternatively you can pull one of the emergency cords. If your Scheme Manager is on duty in the building they will answer your call and come to your assistance.

When the Scheme Manager is off duty, alarm calls go through to the Carelink Control Centre where highly trained staff are available 24 hours a day to answer your call. We aim to answer calls within one minute and all calls are voice recorded for training and monitoring purposes.

Carelink staff will:

- Give advice or reassurance
- Send one of our Mobile Wardens to help
- Contact other emergency services
- Contact your friends or family
- Keep talking to you and offering reassurance until help arrives.

If you need a mobile warden in an emergency we aim to have someone with you within 20 minutes, whatever the time of day or night. Carelink staff are all trained to administer first aid and also have access to specialist lifting equipment.

Carelink Service Standards

- Answer alarm calls quickly, courteously and efficiently
- Answer 98.5% alarm calls within 60 seconds and 80% within 30 seconds
- Aim to visit you within 20 minutes of receiving an emergency call (if a home visit is the most appropriate course of action)
- Have adequate levels of suitably trained staff to provide the service 24/ 7
- Ensure that if we hold a key to your property it is checked annually
- Ensure your alarm battery is checked annually
- Act immediately if you report a fault with the alarm equipment installed in your property. We will contact you everyday until the equipment is repaired.
- Staff will wear uniforms and show identification when visiting customers
- Personal information will be treated in a confidential manner and only shared on a need-to-know basis
- Treat customers fairly without discrimination regardless of age, disability, race, religion or belief, gender, or sexual orientation

Carelink Telecare

In partnership with Supporting People, Carelink can also provide Telecare services. This is where we provide more sophisticated equipment linked to our alarms, and is aimed at people suffering from dementia or to who are prone to falls.

The equipment includes smoke detectors, flood detectors, carbon monoxide detectors, bogus caller alarms, door exit sensors, bed sensors, epilepsy sensors, medication dispensers and fall detectors. If you think you might benefit from this equipment then please speak to your Scheme Manager.

How the service is paid for

The services of your Scheme Manager, Carelink and the Mobile Wardens are all included within the warden charge, which is collected along with your rent.

Tenants on low incomes are able to get help with their rent through Housing Benefit. Tenants who receive Housing Benefit to pay for their rent, can have their warden charge paid by Supporting People. You will be asked to sign a Supporting People form when you sign up for your tenancy.

Even if you do not qualify for Housing Benefit you may be able to get help with your warden charge from Supporting People by applying for a 'fairer charging means assessment'. You can contact Supporting People on 01629 532073 for more information.

Prescriptions

Routine Prescriptions

The Manager will arrange to collect prescriptions if you are unwell or housebound and have no able-bodied relative or friend who can do this.

Your doctor's surgery may arrange for the prescription to go directly to the chemist and some chemists have a delivery service. Ask your Manager for more information on how to arrange this.

Emergency Prescriptions

If you are ill and a doctor has been called out to see you, they may leave a prescription. If this needs to be dispensed immediately and you have no one who is able to go to the chemist, please press your pendant and tell the Manager or our Control Centre staff that you have an emergency prescription.

SECURITY

‘THE SECURITY OF THE BUILDING IS THE RESPONSIBILITY
OF EVERY TENANT’

Your home is designed to be self-contained and all residents have their own door keys. Managers have a master key so that they can gain entry in an emergency. If we were unable to gain access to your flat in an emergency because you put additional locks, bolts or door chains on, then we will have to break in.

The master key is only used by our service when an emergency call is made to the Control Centre, or if your Manager has become concerned about your welfare or safety. We will only give access to your flat to people you have nominated on your personal details, or to the emergency services.

If access is required to your flat to carry out repairs you will need to arrange to be present. Please note that your Manager cannot allow unattended workmen to have access to your flat.

Access to the Building

Sheltered Accommodation has a door entry system fitted. As a resident you have a responsibility to your neighbours for the security of the building.

- Always regard the door to your flat as your front door and keep it locked.
- All High Peak Community Housing staff carry identity cards. If you are worried or unsure about someone's identity, or feel anxious about strangers in the building, pull the nearest emergency cord or press your pendant and pass on your concerns to the Manager. Genuine callers, relatives and friends will be happy to wait while you check their identity.
- Never wedge doors open, and keep external doors locked at all times.
- Never let anyone into the building unless you know who they are.

Windows

If you open any windows in the corridor or communal areas please ensure that they are closed in the evenings.

FIRE PROCEDURES

Your Sheltered Accommodation complies with all the appropriate fire regulations. High Peak Community Housing has maintenance contracts for smoke detectors, emergency lighting and all fire fighting equipment. They are checked on a regular basis and your Scheme Manager tests the fire alarm every week.

When you first move in, your Manager will explain our fire procedures to you and will take you to your internal assembly point. There is a fire instruction notice on the back of your flat door. Please familiarise yourself with these instructions and follow them when the fire alarm sounds.

If the fire alarm goes off when the Manager is off duty, the Control Centre staff are automatically alerted and will send for the Fire Brigade. On hearing the fire alarm, you must go directly to your internal assembly point and stay there until the Fire Officer, your Manager or warden tells you that all is well and that you can return to your flat.

Practice Evacuations

We hold at least one annual fire drill and evacuation of the building. Your co-operation in this exercise is essential.

Familiarity with the evacuation procedure and a knowledge of the position of both your internal and external evacuation points will help ensure your safety in the event of a real fire.

SOCIAL ACTIVITIES

Your accommodation will have a social club or social activities programme. Decisions about trips, outings and events are the responsibility of the residents. Your Manager will be happy to help you make any arrangements or bookings if required. The Manager will also help you to organise events, and activities during their working hours. The success of all activities relies on considerable input from tenants, and the tenants' treasurer is responsible for collection of any money.

There is no pressure on residents to participate in social activities, but if you wish to join in, any help you can give will be welcomed. Everyone has something to offer.

Communal Lounge

The communal lounge is available to all tenants for social and recreational activities. It can also be used as a place to meet and relax at any time. It is largely up to residents themselves to decide the type of social events and activities that take place in their scheme. High Peak Community Housing provides all the furniture in the communal areas.

Communal Kitchen

This is available to all residents to make light refreshments when using the communal lounge. Please observe any safety notices and always switch the kettle and cooker off after use.

GENERAL INFORMATION

Repairs

Where possible tenants should report their own repairs to the repairs hotline on 0845 129 8071, but your Manager will assist you if you need help to do this.

Whilst on duty, your Manager is responsible for the caretaking of the building. They will advise the relevant department of any repairs needed in the communal areas and be alert to problems regarding heating, lighting, fire equipment etc.

High Peak Community Housing are not responsible for providing new tenants with 'white goods'. However if your property has a cooker when you move in High Peak Community Housing will maintain it.

Cleaning

Cleaners are employed to clean the communal areas, corridors, stairs and external windows.

Rubbish Collection

Your Manager will explain how refuse is collected and the recycling facilities available. You will either have a dustbin or chute system. Please wrap rubbish or put it in a plastic bag before disposal.

If you need to get rid of any large items such as furniture or carpets, you will need to contact Environmental Services on 0845 129 7777 who will remove them for a small charge. Please also inform your Manager.

Pets

You should ask the permission of your Manager and Neighbourhood Co-ordinator to bring pets with you when you move in. If you have a pet, you are responsible for their behaviour. All dogs must be kept on leads in the communal areas and gardens and you must make sure that they do not cause a nuisance to any of your neighbours. We ask you not to replace cats or dogs when they die.

Lodgers

You must apply in writing if you want someone to live with you. Permission will only be granted if you are not overcrowding your property.

Motorised Buggies

You should ask permission from your Manager before purchasing a motorised buggy, as storage space is limited. Please speak to your Manager about where these can be safely stored within the scheme. When in the building and gardens, keep to the lowest speed and use horn/lights when going round corners to let others know you are there.

If using the landlords supply there is an additional fee payable to cover the expense of the electricity used to charge your motorised buggy. Please take care when charging the battery that there are no trailing wires that could trip anyone up.

If any damage is caused to accommodation whilst using your motorised buggy you will be liable to cover the cost of the repairs. Please note that extra care is needed when using the lift.

Fuel Charges

A charge for the heating and lighting to the communal areas of the building is collected along with your rent. This charge is 'rebateable', which means that you can claim Housing Benefit towards it.

If your accommodation has gas central heating, there is a charge for the heating and hot water to your flat, which all residents have to pay, regardless of whether or not they are eligible for Housing Benefit. These charges are set according to the amount of fuel used, so please be careful about leaving windows open.

Your Manager will provide a leaflet giving information on how to operate your radiators and regulate the temperature in your flat.

The electricity for your flat is separately metered, which means that you pay your electricity bills direct to your supplier. Your Manager will show you where your meter is located.

Television Licence

A digital communal aerial is connected to each flat so there is no need for you to have a separate aerial of your own. In some circumstances you may no longer need to buy a Television Licence, discuss this further with your Manager.

Smoking

You can smoke in your own flat, but smoking is illegal in the corridors, lifts and all communal areas.

COMMUNAL FACILITIES

Laundry Room

There is a laundry room on the premises where washing machines and dryers are provided for the use of residents. These machines take coins or tokens - your Manager will explain and show you how to use the machines.

Guest Room

There is a guestroom available for short periods if your relatives or friends wish to visit you. This must be booked in advance with your Manager and they will advise you what the current charge is.

Gardens

The communal gardens are maintained by the Company and are for the use and enjoyment of all residents. However, if you are interested in doing some gardening yourself, then please see your Manager as they may be able to allocate a plot for you to tend.

PERFORMANCE

Performance Review

We check that tenants are happy with the service that they receive by carrying out regular surveys. We continually monitor the time it takes Carelink staff to answer emergency calls and to send a mobile warden to respond to emergencies. There are also regular scheme walkabouts.

Seeking your views

Quarterly coffee mornings are held at each scheme which your Scheme Manager and Neighbourhood Co-ordinator attend.

In addition there is a One Voice Panel that meets twice a year for all residents of sheltered housing and users of the Carelink service.

Details of meetings are posted on scheme notice boards.

Complaints, Suggestions and Compliments

If you have any comments to make about our service there are feedback leaflets available in all our schemes or you can ring Carelink on 0845 129 4877. We will acknowledge complaints within 3 working days and confirm the outcome within 15 working days.

If you have any serious concerns about the service you receive you can also write to:

Code of Practice 'Serious Concerns' Panel
C/o Code of Practice Co-ordinator
CSHS
Elgar House
Shrub hill Road
Worcester
WR4 9EE