

Sheltered Housing



This leaflet explains:

- Sheltered Housing
- Who is eligible for Sheltered Housing
- Accessing Sheltered Housing
- Support plans
- Equipment provided
- The role of the warden
- Social activities
- Guest rooms
- Paying for support services
- Your personal Information



Language Line

We subscribe to Language line, a telephone interpretation service to help us in communicating with customers who do not speak English as a first language. If you require further assistance, or information in another language, please contact us.

نحن مشتركون مع لانغويج لاين (Language line)، وهي خدمة الترجمة الفورية عبر الهاتف لمساعدتنا على التحدث مع الزبائن الذين لا يتكلمون اللغة الانجليزية كلغة أولى. يرجى الاتصال بنا إذا اردت المزيد من المساعدة أو المعلومات بلغة أخرى.

Arabic

我们使用语言线 (Language line) 公司的电话翻译服务, 帮助我们与英语不是母语的顾客沟通。如果你需要更多协助, 或需要此信息的另一种语言版本, 请与我们联系。

Mandarin

W celu komunikowania się z klientami, których jęz. ojczysty nie jest jęz. angielskim korzystamy z usług tłumaczenia przez telefon Language Line. Prosimy o kontaktowanie się z nami w celu uzyskania pomocy lub informacji w innym języku.

Polish

Temos uma assinatura com a Language Line, um serviço de interpretação por telefone que nos permite comunicar com os nossos clientes cuja língua materna não é o inglês. Se necessitar de informação ou de assistência noutra língua deve contactar-nos.

Portuguese

Наша организация является пользователем услуг компании Language line. Language line оказывает услуги телефонного перевода для общения с лицами, не владеющими английским языком. Если вам нужна дополнительная информация об этих услугах или если вы хотите получить информацию на другом языке, просим сообщить нам об этом.

Russian

Council tenancies

Sheltered Housing - Council tenancies

The Council provides Sheltered Housing throughout the district to meet the needs of older people. It provides an environment which allows residents to live independently in homes which are suited to their needs and have the peace of mind that someone is always at hand if help is needed. Help is provided either through the Warden or the 24 hour emergency alarm system.

The Council has 993 sheltered dwellings located at 28 schemes, which range in size from small groups of 10 dwellings to larger sites covering over 100.

Who is eligible?

Who is eligible for Sheltered Housing?

You are eligible for Sheltered Housing if you are:

- over 60 years old
- and
- not in employment, or you work less than 16 hours per week.

Accessing services

Accessing Sheltered Housing Services

If you wish to apply for Sheltered Housing, you should complete a housing application form, and indicate that you would like this service.





Support plans

Support plans

When you move into Sheltered Housing a Scheme Manager or Warden will visit you within 3 days of moving into your new home to agree a support plan. Generally the support plan will be reviewed annually, unless your needs change in which case the plan can be reviewed more frequently.

Equipment provided

Equipment provided

Every Sheltered Housing dwelling is fitted with the emergency alarm equipment. This consists of a speech unit and pull cords in every room. When you activate the alarm you are connected to the Warden or the call centre.

We can also provide an alarm unit that is connected to a telephone. You will be given a pendant which would allow you to activate the unit from wherever you are in your home. The system is easy to operate. If you cannot reach the phone, pressing the pendant calls the call centre.



The Warden

The role of the Warden

Support is provided by Resident and Scheme Managers. Resident Wardens live in a property on the Supported Housing scheme. Mobile Scheme Managers visit those sites without a Resident Warden each day. All tenants are provided with an equal level of support. Each day, a Warden will call on residents to ensure they are safe and well and will contact relatives, doctors or any other service if required.

In addition a Warden is available when on duty to respond to emergencies should a resident summon assistance through the emergency alarm system. When not on duty this service is provided through the Care Centre at Grantham who will summon either relatives or emergency services.

The Wardens do not carry out any nursing duties, domestic cleaning or preparation of meals for residents.

The Wardens are generally on duty from 8.30am to 5.00pm Mondays to Thursdays and 8.30am to 4.30pm on Fridays. During those periods wardens are available to respond to emergencies. Outside these hours and during periods of holiday/illness, cover is provided through the Mobile Scheme Managers and the Care Centre in Grantham for emergencies.

The services you receive will be tailored to your individual needs. Your Warden will discuss with you a service level based on your circumstances.

If you are ill or have had an accident or fall you can summon help by activating your alarm system. If the Warden is not on duty, the alarm call will go through to the Care Centre and staff there will call a Doctor or ambulance, and will notify relatives or friends as appropriate.



Social Activities

Social Activities

Some of the Sheltered Housing Schemes have a Community Centre which is available for the use of residents. Residents are free to make full use of the Community Centres and the equipment provided. At many sites there are active residents groups which organise activities that range from Whist Drives to Entertainment Evenings.

In addition other agencies such as Age Concern and Social Services make use of the centres for providing Day Care and preparation of Meals on Wheels.

Guest rooms

Guest Rooms

Guest rooms are provided at some schemes for the use of residents' relatives or friends who wish to stay for short periods. Rooms provide basic accommodation for which a small nightly charge is payable. This allows residents who may not have sufficient room within their home to have visitors stay overnight.

Paying for support services

Paying for Sheltered Housing Services

Depending on your financial circumstances you may be eligible for assistance towards the cost of Sheltered Housing Services. If you would like help in assessing whether you may be entitled to assistance with the charge contact the Housing Benefits team at the Council.

Your personal Information

Your personal Information

If you are ill or in difficulty, Wardens or Care Centre staff will take appropriate action.

The action may be alerting relatives, friends, calling a Doctor or ambulance. To ensure we do this efficiently we agree a support plan with you. This requires up to date contact details for your next of kin, key holders and your Doctor. We also need details of any medication you may be taking. It is important that you let us know if any of this information changes. This information will be held on our database for emergency use and will be treated in strictest confidence.



Sheltered Housing

This leaflet forms part of a series of Housing Advice leaflets:

Leaflet 1	Private Rented Accommodation
Leaflet 2	Rent Deposit Loans, Rent in Advance Loans
Leaflet 3	Relationship Breakdown
Leaflet 4	Homelessness Advice
Leaflet 5	Housing Advice for Young People
Leaflet 6	A Guide to the Housing Register
Leaflet 7	Low Cost Home Ownership
Leaflet 8	Sheltered Housing

How to get in touch with us:

Write to us at:

South Holland District Council
Housing and Property
PO Box 8, Priory Road
Spalding, Lincs PE11 2XE

Telephone: 01775 761161
ask to speak to Housing

E-mail: info@sholland.gov.uk

Website: www.sholland.gov.uk

Call in and see us at the Council
Offices in Priory Road, Spalding -
any weekday from 8.30am to 5.15pm,
except on Fridays when we
close at 4.45pm.

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