

Support Planning

All residents entering sheltered accommodation should have a support plan regularly reviewed to ensure that they are getting the support they need.

The Support Plan will be completed and agreed with you and the key features will be explained. You can obtain a copy upon request.

Support Officers will work with other outside agencies to help meet your support needs. These arrangements will be made with your agreement.

We are aware some people will want to move into sheltered accommodation before they have a specific or immediate support need. However, needs may change over time. Support Officer will need to regularly reassess residents support plans.

What is a Support Plan?

A Support Plan is a confidential document, which we complete and agree together. This will look at areas you may need help with and how we can meet these needs such as help in daily tasks, form filling or meeting new friends.

Why do I need a Support Plan?

We want to make sure that you are satisfied with the services you receive and that they help you live independently and look after your health and well being.

How often do I need a Support Plan?

Together we will complete your Support Plan when your tenancy begins and then it will be reviewed at least every 6 months.

If your circumstances change or you would like to discuss your Support Plan at any time, please let your Support Officer know.

Is my Support Plan confidential?

Your Support Plan is a confidential document. This means other providers such as Social Services will only be contacted if you agree to us doing so. We only share information with others when you agree we can. You can obtain a copy upon request.

Who will complete my Support Plan?

A Support Officer will complete your Support Plan with you. If you need help in putting your point of view across you can ask a friend or relative to be present.

Will my views be listened to?

Our Sheltered Housing Team works hard to provide you with the highest standards of Support Service. Your views are very important to us. We want to know your opinions on the services you receive and how they can be improved.

How to contact us:

- Talk to the member of staff concerned
- Ask to speak to the Support Officer or Team Leader
- Ask to speak to the Support Team Manager
- Ask to speak to your Sheltered Housing Officer

Alternatively you can contact the Supporting People Team at 4-6, Brook Street, Syston, Leicester, LE7 1GD on 0116 264 5880

What to do if you are dissatisfied

We welcome feedback from service users about sheltered housing accommodation and the support service. It is important that we know if your needs and rights have not been met so that we can do something about it. For more information see the insert 'CUSTOMER SERVICE STANDARDS'.

What does the Support Officer do?

Support Officers are employed by the Council to ensure, as far as possible, the safety and well being of residents and to help and support where required, enabling residents to enjoy assisted independence within the scheme. Support Officers are in regular contact with residents by personal visits or through the intercom system, which enables them to monitor resident's health and needs.

At all other times, the schemes are covered through the pull cord system, by the Control Centre, which is based at Hugglescote. Each resident will complete a support plan with the Support Officer to assess their individual support needs. This will identify the amount of visits/contact you require. All council employees carry identity cards and are happy to show them. If someone you do not know calls and claims to be from the Council, you can check if they are genuine.

Support Officers are pleased to offer help and advice in any situation – you don't need to wait for an emergency. If the Support Officer is unable to help they will be able to refer you to someone who can.

If a resident falls ill, the Support Officer/ Control Operator will contact medical services and/or a relative (unless instructed otherwise by the resident). If a residents illness results in them becoming incapacitated, the Support Officer will call in support services and/or relatives.

The Sheltered Housing Officer is responsible for the building as a whole including the communal facilities and making sure that fire and safety regulations are observed.

Support Officers do not:

- Give medicines to residents. A doctor, nurse or relative must do this
- Pay bills, or deal with any other personal finance for residents
- Provide domestic or personal care services, such as preparing meals or assisting with bathing
- Lift a resident up off the floor if they have fallen
- Collect pensions
- Collect prescriptions
- Undertake regular shopping
- Clean individual flats
- Change light bulbs

What would be expected of the resident?

- Leave the pull cord to the alarm system hanging down at all times for ease of use and do not remove any part of the alarm system or pull cords. If you are issued with a pendant, it is your responsibility to wear it. If you press it by mistake please speak to the operator and tell them it is a false call. (The pendants will not work upon leaving the property).
- Leave shared toilet and bath/shower rooms and laundry room clean and tidy
- Observe fire precautions at all times, do not block fire exits
- Keep your flat door closed where possible (Fire Protection) and do not remove door closures
- If you are going away please inform your Support Officer or the Control Centre



EQUALITY STATEMENT:

INCLUSION OF AVAILABILITY:

This leaflet is available in other languages, formats, on computer disc on request.

Please contact the Business Support Team on 01530 454545 or e-mail: Housing@nwleicestershire.gov.uk

It will also be posted on the council's website at: www.nwleics.gov.uk

How can relatives help?

It is important that relatives provide a high level of support to people who move into sheltered housing. Wherever possible, the Support Officer will try to involve relatives in the scheme and will try to keep the relatives informed of the resident's health and well being.

Practical examples of areas where relatives can help include:

- Responding to emergency calls from either the Support Officers or the Control Centre
- Let the Support Officer know when you are away and who the alternate contact will be
- Helping with meals
- Paying bills
- Giving medicines
- Collecting pensions and/or prescriptions
- Help with regular shopping
- Helping with internal decoration and cleaning
- Keep the front entrance clear for ambulances (on a residential scheme)

Opportunities for involvement

Resident involvement starts with signing and keeping a tenancy agreement, paying rent regularly, caring for your home, reporting repairs and being a considerate neighbour.

Your Support Officer will:

- Encourage residents to be involved in social events
- Assist with social events

Out of hours

During the hours of 5:00pm – 9:00am, the Control Centre covers the scheme through the pull cord intercom system, which is the Council's 24 hour alarm system.

If you need assistance during this time you can pull the cord and speak to the Control Centre who will provide reassurance and contact other services, friends and/or family as necessary. If there is an emergency situation they will contact the emergency services and your next of kin.

Pull cord system and Pendants

- **Pull cords** – are in all the properties. Residents can pull this for assistance at anytime. If the Support Officer is unavailable the call will go through to Control Centre who will help. Please ensure your pull cord is left hanging at all times. The Support Officer will test these periodically to make sure they are working.
- **Pendants** – Some Support Officers are able to offer pendants to very vulnerable residents depending on the type of equipment on the scheme. These work the same way as the pull cord but it is a button you wear round your neck/wrist. This will be tested regularly by your Support Officer.

Communal facilities in a residential scheme

The following facilities are available in some or all of the residential schemes and may be used by the mobile schemes in the surrounding area.

- **A Communal lounge and kitchen** – for use by all residents and their visitors. Most schemes run regular social activities such as coffee mornings, bingo and luncheon clubs, which are held in the lounge. We encourage resident involvement and participation. Sometimes the lounges are also used for social events by other sheltered housing schemes, who do not have their own lounge. Lounges may sometimes be used for resident's private functions, though these must be booked through the Support Officer in advance.
- **Laundry Rooms** – Residents are responsible for their own laundry and facilities that are provided within most of the schemes. Please note that Home Care Assistants use the laundry room on behalf of some residents and have first use of this facility as they are working to a strict time schedule.
- **Library** – Some schemes have a library or reading area for use by the residents. This is stocked by the library van and books are changed regularly. Some libraries offer a delivery service to housebound residents.
- **Computers** – Some schemes have a computer that can be used by residents in the scheme with training classes available. Computer, keyboard, internet access, printer, paper, desk and chair are all provided. If you do not have this facility on your scheme there may be a nearby scheme that you can use.

- **Guest Rooms** – Some schemes have a guest room available for visiting friends and relatives. These can be booked in advance through the Support Officer for a reasonable nightly charge. The room sleeps two people and the charge is per person per night.
- **TV Licences** – Some schemes qualify for a concessionary television licence, which currently costs a small amount per unit per year. The Support Officer collects this money. She/he will be able to tell you if you are eligible for this. If you are over 75 years of age you are eligible for a free licence. The Support Officer will need to see proof of your National Insurance number so the correct form can be completed.

Fire Safety in a Residential Scheme

There will be a fire procedure to follow at each scheme. Your Support Officer will discuss this with you individually the location of the fire alarm, break glass call points and emergency exits. The Sheltered Housing Officer completes a fire risk assessment once a year with guidance from the Health and Safety Officer. Details of this and a fire plan are locked in a fire box near the entrance for easy access for the Fire Brigade.

All the fire doors are fitted with door closures, which must not be removed. Structural items such as the beams, floors and enclosure to the stairwell all have fire resistance design of half an hour, to safeguard the residents and staff.

Door Entry Systems in a Residential Scheme

To maintain security

- Please make sure that the door locks behind you
- Never leave the entrance door propped open
- Try not to allow people who do not live in the scheme to follow you in.
- **Visitors** should press the button for the flat they are visiting or press the call button that will direct them to the Control Centre, who can then make the decision if they should enter the building.
- If someone calls the intercom system at the front door, the resident needs to ask who it is before letting them in.

Health and Safety

We want your home to be comfortable and safe for you. Please do follow the advice given by your Support Officer and Sheltered Housing Officer.

Familiarise yourself with the communal areas, location of your fire alarm break glass call points and emergency exits.

Pets and Animals

- Residents are allowed to keep fish, caged birds, small caged animals and other domestic pets if under proper control. However, animals such as cats and dogs are not allowed in flats and maisonettes having communal entrances, staircases or lifts unless otherwise agreed by the Council at the commencement of the tenancy.
- You are responsible for any animal in, or visiting your property, which must not cause any annoyance, or nuisance, including frightening and endangering other people.
- Dogs must be accompanied by the resident, or a responsible member of the household, and kept on a lead in communal areas.
- You must comply with any signs displayed on a grassed open space, which prohibit or regulate fouling and not allow your pet to foul or soil any other communal areas or children's play areas. You must also clean up any fouling by your pet.
- You and any person living in, or visiting the property, must keep any animal in his or her care in a responsible manner and under proper control at all times.
- You must not keep any livestock. Examples of which are (but not limited to) horses, donkeys, goat's pigs, cattle, ducks, geese, chickens, or pigeons at the property without the written consent of the Council.
- Any pets and animals that you keep in your home must not cause damage to your home and/or a nuisance to your neighbours and/or their lawful visitors.