

GUIDE TO SUPPORTED AND SHELTERED HOUSING



Aire Valley Homes is committed to providing sheltered accommodation which is safe and secure, which enables our sheltered tenants to live independently with privacy and dignity. Our belief is that our older people should be able to continue to live independently within the community for as long as they wish to do so.

The Sheltered Housing Service covers a range of accommodation across sixty schemes, unfurnished flats, bungalows and studio flats (bed-sits) are situated across the whole of our area. The schemes are warm and friendly with a range of homely and accessible communal services. All our schemes have an emergency assistance line which operates a 24 hours a day, 7 days a week response to emergency calls, known as “Care Ring”.

Sheltered housing has other benefits such as:

- having your own front door and the independence that brings, company when wanted, privacy when it isn't.
- opportunities to join with others and share skills in activities.
- a sense of security and peace of mind.
- remaining part of the community.
- support which is individual and that is adjusted to changing needs of the individual.

We always aim to provide a supported housing service that we can be proud of and that you will appreciate. As our customer, you are at the centre of our service.

The Sheltered Housing Team has worked with a group of tenants who live in sheltered housing to develop our service standard.

This standard helps us:

- improve our service and how we deliver it
- monitor how well we are doing
- make changes to ensure you receive the best service we can offer

Our aim is to give you the advice and support you need to help you understand about Sheltered Housing and get the best from our service.

This standard tells you about the level of service you can expect to receive from us if you live in sheltered housing.

We hope that our sheltered housing provides older people with a comfortable, manageable and secure home of their own, preserving dignity and independence, whilst giving you ready access to additional support when you need it.

We will continue to meet and exceed government standards set for sheltered and supported housing.





We will provide a supportive environment where you can live independently

To do this, we will:

- have staff available to check your wellbeing, by daily visits or frequencies which suit your lifestyle
- offer you alternative methods of contact instead of daily visits
- ensure you get the level of support you need, by completing a support plan within 28 days of entering the service
- ensure your support plan is individual
- ensure your support plan is reviewed every six months
- help you maintain or improve your quality of life
- suggest how you can maximise your income and reduce any debts
- help to ensure that you keep up your tenancy.

We will try to be professional in dealing with you

To do this, we will:

- provide well-trained and experienced staff
- have effective policies and procedures, and review them regularly
- offer an excellent standard of customer care
- make it easy to complain if you wish to
- listen to your suggestions and tell you what we have done.

We will ensure your home is safe and secure and suits your needs

To do this, we will:

- keep up-to-date risk assessments and ensure they are completed within 28 days
- ensure risk assessments are reviewed every six months
- have emergency plans for every scheme
- make sure you can always get help in an emergency
- help ensure your home meets your needs
- maintain the communal facilities and areas for you to enjoy
- take seriously and reduce any anti-social behaviour.

We will try to offer flexible services you want and that are available to anyone who is eligible

To do this, we will:

- involve you in how we run services, and respect your views
- make reasonable efforts to ensure everyone can use our facilities
- try our best to communicate with you in your chosen format
- help you maintain your cultural and religious beliefs
- ensure you can live without being harassed or discriminated against.

We will ensure that you and your scheme are part of your local community

To do this, we will:

- work with other people and services to improve your quality of life
- try to involve people who are isolated
- widely promote our services and facilities in a range of ways, to reach as many people as possible.

To find out more please contact:

Sheltered Housing and Supported Services Team

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If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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