

INFORMATION FOR RESIDENTS

7. Sheltered housing for older people

This booklet explains our services to leaseholders living in sheltered accommodation.

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Sheltered housing for older people

We manage some sheltered-housing schemes for leaseholders aged 55 years or over. We assess all residents before they move in to see what their support needs are and whether they need sheltered housing. The service that we provide depends on the type of housing. However, all our services will include:

- housing management (for example, collecting rent and service charge payments);
- maintenance and repair work that is our responsibility; and
- in some cases, scheme managers.

What services do we provide in sheltered schemes?

The service we provide will vary from scheme to scheme and will depend on your needs and what is in your lease. Most sheltered schemes have a scheme manager who provides support by:

- helping you settle into your home;
- showing you the features within your building and within your flat (for example, where the fire escapes are, how to work the central heating and so on);
- visiting you regularly, and more often if you are ill or at risk of falling;
- contacting you using the entryphone during the working week;
- telling you how to report repairs;
- helping to set up residents' associations, social clubs and coffee mornings;
- giving advice about claiming benefits;
- working with voluntary and other organisations to provide support;
- helping to organise social activities such as days out;
- offering general support and advice;
- putting you in touch with local religious or other community groups; and
- managing the building and equipment at the scheme.

Your scheme manager's role is to look after the safety and wellbeing of the residents, as far as possible. They will offer you support, advice and help whenever you need it.

Your scheme manager will offer you support without interfering and will always respect your privacy and independence. They are your first point of contact within PCHA.

It is not the scheme manager's duty to provide medical, nursing or domestic services (for example, cleaning your home).

When is the scheme manager on duty?

The scheme manager is generally on duty from 9am to 5pm, Monday to Friday, apart from public holidays or when they are on annual leave. When the scheme manager is off duty, you can use the intercom or alarm system if you need help, but you should use this system for emergencies only.

What is the alarm system?

The scheme manager will show you how to use the alarm system when you move in. It is linked to a 24-hour helpline centre. If you pull the cord, the scheme manager, or the helpline centre, will be able to hear and speak to you through the intercom system. You should only use this system in an emergency, for example if you have fallen or you are ill. You should never remove the pull cord or tie it up in case you can't reach it in an emergency.

The scheme manager will check the alarm system regularly to make sure it is working.

Support plans

Your scheme manager will work with you to produce a support plan, if appropriate, which is basically a list of what day-to-day tasks you need help with. This allows us and other agencies to give you the most appropriate help to help you stay independent and look after your health.

Safeguarding vulnerable adults from abuse

What is abuse?

Abuse is any behaviour towards a person that puts their life at risk or does not respect their rights. It could be a single act of abuse or repeated acts.

The following are some examples of abuse.

- Physical – for example, hitting or shaking someone.
- Sexual – any kind of sexual activity that a person does not want or understand.
- Psychological – threats of harm, abandonment, humiliation, intimidation or verbal abuse.
- Financial – stealing money or belongings from a person or not giving them access to their belongings.
- Neglect – ignoring someone’s medical or care needs, not feeding them and so on.
- Discrimination – because of someone’s race, age, sex or disability.
- Institutional – as a result of poor care or professional practice.

Who could be an abuser?

Anyone with access to vulnerable adults can be an abuser, for example:

- a partner, child or relative, or someone else living with them;
- a friend or neighbour; or
- a voluntary worker.

It is important to tell someone if you are worried or concerned for your own safety, or if you suspect that someone you know is being abused, neglected or being stolen from.

Getting you involved

We would like to encourage you to get involved so that you can help us to improve our services, in particular how we:

- assess your needs;
- meet your support needs;
- deal with health and safety matters;
- protect vulnerable people from possible abuse;
- promote diversity (in other words, value people's differences and welcome their opinions); and
- deal with complaints.

We regularly ask for your comments at scheme meetings. If you would like to become involved, please contact our resident involvement manager.

Valuing people's differences and including everyone

We consistently and positively celebrate people's differences. We recognise the importance of valuing this diversity because we:

- believe each person should be treated with respect;
- are committed to giving people equal opportunities and treating all people fairly;
- have legal and performance responsibilities;
- understand that effective policies for valuing people's differences are important to a good-quality business; and
- realise that certain groups and individuals in society are discriminated against.

As an organisation, our strategy is to:

- work towards a society in which every person has a fair and equal place; and
- tackle unacceptable behaviour where necessary, and ask for it to change.

We will take positive and effective action to deal with the effects of all types of discrimination and disadvantage, including those relating to:

- race, colour, religion, culture, class and background;
- political beliefs;
- sex, sexuality, marital status and responsibility for dependants (for example, children or elderly relatives); and
- disability, age, health, physical ability or appearance, sight or hearing problems, mental-health problems, intelligence or HIV status.

Our positive approach applies equally to all our responsibilities as:

- individuals;
- a housing association, charity and company;
- a recruiter, employer and trainer;
- a landlord or freeholder;
- a developer;
- a service provider; and
- an organisation that buys services from other providers.

As well as any help that we can provide if you are suffering any kind of abuse or discrimination, you can contact any of the agencies listed below.

Useful numbers

Action on Elder Abuse

Phone: 0208 765 7000
 Helpline: 0808 808 8141
 (Freephone between 10am and 4.30pm)
 Website: www.elderabuse.org.uk

Alzheimer's Society

Website: www.alzheimers.org.uk

Carers UK

Phone: 0207 490 8818
 Website: www.carersuk.org.

Carers Line

Phone: 080 8808 7777

**National Care Standards
Commission**

Phone: 0191 233 3556
Website: www.carestandards.org.uk

Public Concern at Work

Phone: 0207 474 6609
Website: www.pcaw.co.uk

Refuge (national helpline)

Phone: 0207 395 7700

**24-hour National Domestic
Violence Helpline**

Phone: 0870 599 5443

Translations

This document gives information about sheltered housing. If you need any part of this information in large print, Braille on audio-tape or explained in your own language please contact us on the number below.

English

Dokumentigan wuxuu ku saabsan yahay hooy-siinta. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre habitação protegida. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

تمتلك هذه الوثيقة بالمعلومات اللازمة عن حماية الإسكان. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি শরণার্থী শিবিরে সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur les logements protégés. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ આશ્રય સ્થાનવાળા ઘરો વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ઊંઘેલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona información sobre viviendas protegidas. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone: 020 8451 8000

