

PCHA Older Peoples Services

PCHA

192-196 High Road

Willesden

London

NW10 2PB

Phone: 020 8150 4560

Fax: 020 8150 4299

This document gives information about how we will help vulnerable residents. If you need any part of this information in Braille, on audio tape or explained in your own language, please contact us on the number below.

English

આ દસ્તાવેજ અમે આંતરિક રીતે નિર્ભય નિવાસીઓને કેવી રીતે મદદ કરીશું તેના વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

تمتلك هذه الوثيقة بالمعلومات اللازمة عن الطريقة التي سنساعد من خلالها السكان الضعفاء. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة منمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আমরা কিভাবে অসহায় বাসিন্দাদের সাহায্য করতে পারি সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেইল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Dokumentigan wuxuu ku saabsan yahay sida noo caawino kireystaha baylah ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xiriir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre como vamos ajudar residentes vulneráveis. 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

Este documento proporciona información sobre cómo ayudamos a los residentes vulnerables. 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

Ce document contient des informations sur notre système d'aide aux habitants les plus vulnérables. 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



INFORMATION
FOR TENANTS

Sheltered Housing Support Service

Telephone: 020 8451 8122

Genesis
Housing Group

Paddington Churches Housing Association Ltd
Registered office: Capital House,
25 Chapel Street, London, NW1 5DT
Housing Corporation No. LH0030

Sheltered Housing in PCHA

PCHA has sheltered housing schemes in Westminster, Brent, Camden and Harrow. We also have a sheltered scheme especially for Asian people which is located in Brent

What services are provided in a sheltered scheme?

Most sheltered schemes have a Scheme Manager who provides support by:

- Helping you settle into your home
- Showing you the features within the building as a whole and within your flat
- Visiting you regularly
- Contacting you via the intercom during the working week
- Visiting you daily if you are unwell or at risk of falling
- Helping you report repairs
- Offering involvement with tenants' associations, social clubs, coffee mornings
- Giving welfare benefits advice
- Working with statutory and voluntary organizations to provide support
- Helping to organize social activities

- Providing general support & advice
- Putting you in touch with groups that match your culture or religion

Your Scheme Manager

The scheme manager is generally on duty from Monday to Friday, 9.00am to 5.00pm. When the Scheme Manager is off duty, tenants can use the careline. This system is intended to be used only in the event of an **emergency**.

Your Scheme Manager will provide background support without interference and will 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. However, they will help you to arrange assistance to enable you to remain in your home as long as possible.

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 which holds information about you which enables them to summon the appropriate assistance. When you pull the cord the Scheme Manager or helpline centre, is able to hear and speak to you over the system.

Support Plan

As part of gathering information about you and your needs, your Scheme Manager is required to complete a "Support Plan" with you. A support plan is a confidential document and it will help identify things that you need assistance with. The support plan is reviewed at least once a year but more frequently if required.

Who can access this service?

You can access sheltered housing if you are over 55 with a support need

How can I apply?

- Existing PCHA tenants living in general needs can apply for a transfer to a sheltered scheme
- Referral by your local authority
- Registering with Locata for a sheltered property

What will happen then?

If your bid or referral is successful you will be assessed by a Scheme Manager on your suitability to live in a sheltered scheme

Who do I contact for further information?

PCHA Older People Services
192-196 High Road
Willesden
London NW10 2PB

Phone: 020 8451 8122
Fax: 020 8451 8121
Email: helen.gray@pcha.org.uk