

Services to the Elderly, Disabled & those with Special Needs



1 Aims of policy

To ensure support is provided to all tenants who require it, to enable them to live independently and sustain their tenancies.

2 Scope of the policy

This policy relates to all tenants of Chorley Community Housing (CCH) who may require support to sustain their tenancies.

3 Monitoring, review and consultation

CCH will develop a range of performance indicators that will be reported monthly to Directors and quarterly to the Board.

The policy will be reviewed annually to ensure it continues to meet Housing Corporation requirements and is in line with current good practice.

4 Responsible Officer

Director of Customer and Neighbourhood Services

5 Contact details

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Executive Summary

Some tenants will require support to enable them to live independently within the community. Chorley Community Housing (CCH) will develop partnerships with customers, their families, advocates, statutory and voluntary agencies to ensure delivery of a range of appropriate support services to those who require them.

This policy will contribute towards sustainable communities by offering housing support to tenants to enable them to have independent and quality lives within the community.

1 Introduction

This policy defines customers with potential housing support needs as those:

- Aged 60 or over
- With a disability
- Young people
- With mental health issues
- With addiction issues
- Other needs e.g. people fleeing domestic violence

(This list is not exhaustive nor does it imply that people who fit a particular category necessarily have special needs for housing or require additional care or support.)

2 Policy

Chorley Community Housing (CCH) will provide, in partnership with other agencies, a range of services that will assist customers with support needs to sustain their tenancies.

This policy will contribute towards sustainable communities by offering housing support to tenants to enable them to have independent and quality lives within the community.

Key principles:

CCH aims to provide support services which:

- Promote independence
- Treat all individuals with respect, dignity and fairness
- Promote a healthy and active lifestyle

And are:

- High quality
- Cost effective
- Inclusive
- Equitable
- Flexible

The emphasis is on working with the individual to identify housing support need and to tailor services accordingly

Tenant Support

Tenant Support services are available to any CCH tenant who may require support to let up and/or sustain their tenancy. Tenant Support staff can provide practical advice and support.

They will:

- Assist in setting up a tenancy e.g. liaison with utility companies
- Listen to tenants in confidence
- Provide advice on welfare benefits and debts, rents and other payments
- Assist tenants to ascertain what services and/or benefits they are entitled to.
- Signpost and refer tenants to other agencies who can provide more specialised support to them.

Sheltered Housing

CCH manage over 400 sheltered properties over 11 schemes. These properties are intended for residents aged 60 or over, although consideration is also given to people with disabilities who are under pensionable age. Sheltered accommodation enables residents to maintain their independence by providing some additional support through the service of a Scheme Manager.

The support provided by Scheme Managers includes:

- making daily contact (Monday- Friday) with each resident. Contact can be made by visit or via the intercom system. The only exception to this is at one location, Charnock Richard, where contact is made twice a week.
- Assisting residents to access a range of services available to support independent living, including:
 - making contact with external agencies on behalf of the tenant e.g. GP's, Social Services, Occupational Health etc
 - help in claiming benefits/maximising income e.g. housing benefit, Attendance Allowance
 - assistance in reporting repairs
 - assistance in organising social activities and events.

The Scheme Manager is not responsible for:

- personal care i.e. washing, nursing
- collecting and administering medication
- helping with washing, ironing, cleaning of accommodation or shopping and errands

A support plan will be developed for each tenant in consultation with him or her.

Systems are in place for all CCH sheltered residents to enable a quick and effective response to an emergency.

Residents have pull cords in most rooms and are provided with a pendant (to be worn round the neck) to enable them to call for help. Emergency cover is provided 24 hours a day 7 days a week.

When the Scheme Manager is on duty all calls go directly to them. At other times, calls will automatically be diverted to staff at a monitoring centre who will deal with the emergency.

Handyperson Service

A Handyperson service is available free of charge to all tenants of sheltered housing. This service enables older residents to live independently in their homes for longer. The Handyperson will maintain gardens and do small jobs and repairs around the house e.g. putting up curtain rails or shelves.

In addition, CCH will:

- provide access to digital TV in each sheltered block scheme
- where possible, provide access to the Internet within each scheme and provide training on the use of computers.
- Provide free specialist white goods (cookers and fridges) for tenants in the sheltered block schemes.
- Set up an older person's forum
- Where practicable, provide a community facility for those sheltered schemes that do not have one.

Community Alarm Service

CCH provides accommodation that due to its layout, location etc is particularly suitable for the elderly/disabled. These properties are classed as supported housing and benefit from hardwired or portable lifeline alarms.

Lifelines, however, can be installed in any property where the tenant has a support need. Having a lifeline allows people to remain in their own homes whilst having the peace of mind that they can contact someone for assistance should they require it.

The lifeline is a telephone unit or a unit that works alongside a telephone. If the tenant requires help, at the touch of a button they will be connected to an operator at a 24-hour monitoring centre. Within seconds of pressing the button an operator will answer the call and instantly know who is calling, where they live and retrieve health and personal details. Contact details for friends, relatives, neighbours, doctor and emergency services are supplied to the monitoring centre and can be called for assistance if needed.

Telecare

CCH in partnership with other statutory and voluntary agencies will participate in the development and supply of telecare services. Tenant Support officers will install telecare services where needed. Telecare services are those that use technology (e.g. fall detectors, pressure mats, wandering monitors, pill dispensers etc) to enable residents to remain living independently as long as possible.

Partnerships

CCH believes partnership working is essential to enable its tenants to access the full range of care and support services available. CCH will develop and maintain constructive working partnerships with any agency that can provide support to tenants with special needs.

In particular CCH will link with:

Social Services

Chorley Borough Council

Chorley & South Ribble PCT

Citizens Advice and welfare advice agencies
Other voluntary sector agencies
Other statutory agencies
LCC Supporting People Team

Aids & Adaptations

CCH will set a budget each year for disabled adaptations.

In order to fast track minor adaptations, Tenant Support Officers and Scheme Managers are trained to make assessments for minor adaptations such as grab rails and lever taps. Once the assessment has been carried out the work will be done within 21 days.

For larger adaptations, CCH will pay for a dedicated Occupational Therapist in order to reduce waiting times for an assessment.

CCH aims to carry out all adaptations within 13 weeks of receiving the recommendation from the Occupational Therapist.

Associated Policies

- Allocations Policy
- Customer Care Policy
- Neighbourhood Nuisance & Anti-Social Behaviour Policy
- Equality & Diversity Policy
- Repairs & Maintenance Policy

3 Monitoring, review and consultation

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The policy will be reviewed annually to ensure it continues to meet Housing Corporation requirements and is in line with current good practice.