Your council working for you

Tenants' handbook Booklet 9

Supported housing

January 2011

South Kesteven District Council

STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS

We have 40 supported housing schemes throughout the district. A scheme is normally a group of flats or bungalows which are visited by a scheme manager on a regular basis.

The level of visiting service you receive is usually agreed between you and your scheme manager when you take up your tenancy. You will complete a support plan that identifies the things you may need help with.

Levels of visits available	
Core	A monthly visit
Level 1	A weekly visit
Level 2	Monday, Wednesday and Friday visits (or other days by arrangement)
Level 3	Daily visits, including weekends
Level 4	Twice-daily visits

Different charges apply to each level. You will be notified of these each year at the same time as your rent is reviewed. You may be entitled to have your charges paid by a Supporting People Grant. This normally happens if you receive Housing Benefit. Please talk to your scheme manager for more information. Any changes to your needs may mean you will be advised to change the level of support and visiting service. Your scheme manager will discuss this with you. Please ask if you need more information.

If you require extra support for a short period, due to illness for example, your scheme manager will increase the frequency of your visits as appropriate.

The Care Centre

All of our supported housing dwellings are connected to our Care Centre in Grantham via two-way speech units or special Lifeline telephones.

The Care Centre provides you with 24-hour, 365-days-a-year support. Our staff are trained to deal with a range of situations and will know instantly who is calling. They will be able to use information you have supplied – for example, your family details or medical history – to provide you with the best possible support.

Please be aware that all calls to the Care Centre are recorded to assist you and to help us maintain our quality standards.

If you need assistance, the Care Centre staff will contact the scheme manager or our team of mobile staff to visit you and assess the situation. The scheme manager and mobile staff hold master keys to gain access to your dwelling in an emergency.

In emergency situations, we will also contact relatives and the relevant emergency services (doctor, ambulance, police or fire brigade).

Scheme manager

Your scheme manager will:

- help you to settle into your new home and give advice on facilities
- ensure that you are contacted on a regular basis
- monitor your wellbeing and your need for support
- be an advocate and adviser to you when required
- work with our Tenancy Services team to deal with any repairs and home maintenance problems you may have
- arrange additional services from other agencies and organisations when necessary
- help you with applications for financial benefits
- work with doctors, health and social services staff on your behalf
- keep in contact with and encourage the involvement of your relatives and friends in your support
- deal with tenant disputes and where appropriate refer them to our Neighbourhood Services team

- respond to emergencies and call for assistance from others – eg doctors, police
- arrange emergency shopping and collection of prescriptions if you become ill
- encourage/organise communal activities
- encourage you to use the communal facilities.

Scheme managers do not provide nursing care or cleaning services and do not administer medication. However, through their contacts in Adult Social Care (Social Services) and doctors' practices, they will help you access appropriate care and health services. Where necessary, they will also participate in the assessment processes you may have to undertake to secure these services.

When a scheme manager is absent they may be replaced with an interim manager, but the level of support will remain the same.

For further information about supported housing services, please contact the supported housing manager on 01476 406066 or the Care Centre on 01476 406375.

In order to achieve and maintain excellent customer service, we have developed a series of Service Standards with the help of our customers. They explain what services we provide and how we will respond when you contact us about them, so that you know what to expect from us.

- We aim to offer a community alarm (intercom) system and visiting service to all South Kesteven District Council supported housing tenants who have a health or disability problem, or support needs
- Our Care Centre provides a 24 hour monitoring and response service, and is fitted with the most up to date equipment necessary to ensure that all calls from our customers are received and handled as quickly as possible
- Where an equipment fault is reported to the Care Centre, we will respond to investigate the problem within two working days

- We will carry out a full assessment of tenants receiving our service at least once per year, set up a Support Plan, and come to an agreement on how often we will visit you

- We will carry out a review of your situation every six months, though you can request a review of your Support Plan at any time

- Our service will be responsive to your changing needs

- We will work in partnership with Adult Social Care (Social Services), the Lincolnshire Primary Care Trust, Health Services, and the Voluntary Sector to help provide effective services for you in your own homes, and with the Supporting People Partnership in Lincolnshire, which provides the funding for housing related support services

- We will act as an advocate on your behalf, assisting you to receive care and home support services, and to maximise your welfare benefit entitlement

- We aim to promote the dignity, independence, security, confidentiality, choices, rights, privacy, equal opportunities and well being of our customers

- We will respond to requests from tenants for small scale adaptations to properties, such as grab rails and handles, extra stair rails, and half steps within 4 weeks. If you have a more severe mobility problem, we will help you contact the Occupational Therapist Section of Adult Social Care (Social Services) to arrange for a full assessment

- We will work with tenants and users of supported housing schemes and community centres to ensure that they are well maintained and pleasant places in which to live, and that all equipment is checked and maintained on a regular basis

- We will monitor the staff or contractors who carry out the cleaning of buildings, window cleaning, refuse collection, maintenance of lifts and laundry equipment, and grounds maintenance, to ensure that they provide the service we expect

- We will work with residents to support Social Committee's at supported housing schemes and community centres.

Alternative formats
and languages

To ensure all residents of South Kesteven have access to our information material, our information is available in the following languages and formats:

Large print, Braille, audio tape, audio CD or computer disc
This information can be made available in large print, Braille, on audio tape, audio CD or computer disc. If you, or someone you know, might benefit from this service, please contact us.

繁体中文 / Cantonese
本資料有繁体中文版。若你本人或你認識的某些人會受益於此版本，敬請聯絡我們。

Česky / Czech
Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto serviru, obraťte se prosím na nás.

Magyar / Hungarian
Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer igényt tart erre a szolgáltatásra, kérem, keressen fel minket.

Latviski / Latvian
Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu pazīstamām šādi pakalpojumi nāktu par labu, lūdzu kontaktējiet mūs.

Lietuviškai / Lithuanian
Šią informaciją galite gauti lietuvių kalba. Prašome kreiptis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

Polski / Polish
Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś kogo Państwo znają, może z tej usługi skorzystać, proszę nas kontaktować.

Português / Portuguese
Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contacte-nos.

Русский / Russian
Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые посчитаете такую услугу необходимой, пожалуйста, свяжитесь с нами.

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24 hr no: 01476 406375
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