



# SHELTERED HOUSING

HELPING PEOPLE TO STAY INDEPENDENT





## WE OFFER A RANGE OF INDEPENDENT LIVING SERVICES FOR PEOPLE AGED OVER 55

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Many older people want to lead an independent life in a home of their own. Sheltered housing is designed to provide this independence in a secure and friendly environment.

Sheltered schemes are made up of flats and/or bungalows with or without a communal area with a Sheltered Coordinator delivering an Intensive Housing Management role and a 24-hour emergency alarm service.

The purpose is to enable you to remain independent for as long as possible. You have your own key to your own front door and may come and go as you please.



## EMERGENCY ALARM SERVICE

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We provide an emergency alarm service which offers reassurance that help is at hand around the clock if needed.

By pressing a button on a pendant or pulling a cord, a message is sent to the Sheltered Coordinator (if they are on duty) or to a monitoring centre, which is staffed 24 hours a day. If help is needed, the Sheltered Coordinator will attend or the monitoring centre will alert relatives or friends, or contact your GP or the emergency services as necessary.



## HOW MUCH WILL I PAY FOR SHELTERED HOUSING?

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The cost of sheltered housing will vary depending on the scheme that you choose and the area in which you live. Some will be more expensive than others.

As well as rent and/or mortgage payments, you have to pay Council Tax, water and energy bills, as well as a regular service charge.

The price of the service charge and what it covers varies from scheme to scheme, but it typically includes contributions towards communal repairs and cleaning, grounds maintenance, servicing and maintaining any lifts and security systems, and building insurance. It may also include charges for a Sheltered Coordinator, an emergency alarm and other services.

Before you move in, you will need to check that your service charge can be covered by Pension Credit or Housing Benefit.



# THE ROLE OF THE SHELTERED COORDINATOR

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The Sheltered Coordinator is one of the most important features of sheltered housing. They are trained and experienced in dealing with the needs of older people, encourage independence, help tenants to organise social activities and to maintain their tenancies. Working closely with Health and Adult Services and health professionals, they play a major role in the planning, coordinating and monitoring of your care needs.

The Sheltered Coordinator will arrange for appropriate help and provide support in an emergency.

## Further help

Sheltered Coordinators are not on duty 24 hours a day and cannot provide nursing or home care services. If you need these services, the Sheltered Coordinator or Health and Adult Services will make an assessment. It is therefore very important that if you have supportive relatives and friends, support should continue after you move into sheltered housing. All Sheltered Coordinators have access to Language Line and large print information. If necessary, we will find ways to meet any other special needs.



# MINIMUM SHELTERED HOUSING STANDARDS GUARANTEE

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## **The Sheltered Housing team guarantee to:**

- ▶ welcome new tenants and introduce you to others in the scheme
- ▶ offer you a planned appointment at your convenience when you move in
- ▶ agree with you about how you would like us to contact you
- ▶ discuss and monitor your care needs, and represent your interests to relevant agencies
- ▶ help you to retain your independence by arranging adaptations and support services
- ▶ respond to emergencies and take action
- ▶ assist all tenants with the organisation of social events
- ▶ hold consultation meetings with tenants on matters affecting the scheme
- ▶ keep communal areas clean
- ▶ order repairs and follow them up on your behalf
- ▶ provide a community alarm service to your home
- ▶ treat any personal information about you as strictly confidential
- ▶ always treat you in a polite and helpful manner

## **We will also provide advice on:**

- ▶ benefits
- ▶ local services
- ▶ housing and other services
- ▶ health & safety
- ▶ medical services
- ▶ security
- ▶ tenancy matters



# ADAPTATIONS AND SPECIALIST EQUIPMENT

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Specialist equipment or adaptations to your home can make a real difference to your ability to live independently. If you are having difficulty using the bathroom or getting to the toilet, Social Services may be able to provide grab rails, bath seats or portable equipment.



If these do not resolve the difficulty, changes to the bathroom, a downstairs WC or a stair lift may be possible. A Disabled Facilities Grant (DFG) may be available if you are assessed as needing major adaptations. Contact your Social Services department for an Occupational Therapy assessment or your local Home Improvement Agency for advice and possible assistance.



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**FOR MORE INFORMATION PLEASE  
CONTACT YOUR SHELTERED  
HOUSING TEAM ON: 0300 123 6000**

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[www.emhhomes.org.uk](http://www.emhhomes.org.uk)

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