



Your Local Neighbourhood Offices are:

Dines Green

39a Gresham Road, Dines Green WR2 5QR.
[t] 01905 670177

Ronkswood

35 Wells Road, Ronkswood WR5 1NN.
[t] 01905 670182

Tolladine

121 Rose Avenue, Tolladine WR4 9QN.
[t] 01905 670195

Warndon

56 Cranham Drive, Warndon WR4 9PA.
[t] 01905 670206

Customer Service Centre

Independent House, Farrier Street WR1 3BH.
[t] 01905 670100



If you would like this booklet:

On audio CD, in large print, in a format that you can read on your personal computer
please contact **Customer Services** on **01905 670100**.

ইংরেজি ভাষার বিষয়ে সাহায্য চান – এথনিক অ্যাকসেস [Ethnic Access] এর সঙ্গে যোগাযোগ করুন, টেলিফোনঃ 01905 25121

“如需我們幫助你理解英文—聯繫 Ethnic Access (少數民族服務獲取組), 電話: 01905 25121”

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Supported Housing in Worcester

*Independent living for people over
retirement age and people with a disability.*

Making a Difference

We want you to live independently in your own home. Supported Housing helps you to do this with the added reassurance that emergency assistance and support is at hand day and night. Read on to find out more...

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What is Supported Housing?

Supported Housing – sometimes referred to as Sheltered Housing – is designed to provide self-contained accommodation for people over retirement age and people with a disability. Each tenant lives independently in their own flat with their own front door.

Supported Housing schemes vary in terms of the type and size of accommodation and communal facilities. All are self contained flats, some are within a complex and others in blocks of flats. In both types of schemes all tenants enjoy the privacy of having their own front door. Flats are fully self contained and have a bedroom, living room, kitchen and bathroom. A few homes in some of the schemes are bed-sits but also have a kitchen and bathroom.

Supported Housing is there to help people live independently with the reassurance that emergency help and support is at hand day and night.

It should not be confused with residential or nursing care. Supported Housing staff are there to advise and support you and to help you live an independent life. If you do need help with personal or nursing care tasks staff will be able to help you access those services.

More about Supported Housing

WCH has thirteen Supported Housing schemes and three Very Sheltered Housing schemes, all in Worcester. Most have a communal lounge area, a laundry and all of them are connected to the call alarm system. Full details of all the schemes are on page 9.

There is a guest bedroom available in schemes for short-term stays by relatives and friends, for which a small charge is made. All schemes have a door entry security system.

In the three Very Sheltered Housing schemes a two-course lunch is available every day, in the dining room, at a subsidised cost. Very Sheltered schemes also have a medic bathroom with a level access shower.

The role of the scheme manager and community warden

The Scheme Manager and the Community Warden are there to help you live as independently as possible.

On Supported Housing schemes a member of the Community Warden Team will visit each day from Monday to Friday. Visits can also be arranged at the weekend if needed. On the Very Sheltered schemes a member of the team will visit every day of the week.

On all schemes staff will respond to emergencies up to 10pm each day. After this time all alarm calls will

be dealt with by our alarm centre, Worcestershire TeleCare. Here fully trained operators will take the most appropriate action, dependant on the nature of the call. This might be to summon the emergency services, contact your family or ask a member of the Warden Night Team to visit.

When you have moved into your home, the Scheme Manager or Community Warden will meet with you to tell you about your flat, the scheme and the local area. They will also help with any queries you may have.

Once you have settled in the Scheme Manager or Community Warden will arrange to meet with you to agree your Support Plan. This plan will identify any areas of support that you may need to help you live independently. It will enable our staff to help you access these services. You will be provided with a copy of your Support Plan which will be reviewed every six months or sooner if your needs change or you request an earlier review.

The information you provide will be treated with the strictest confidence.

Worcestershire Telecare

All homes have an alarm system. There are pull cords in every room, and when activated, the signal is

sent through to the Scheme Manager or Community Warden who can speak to you from anywhere on the Scheme.

When the Scheme Manager or Community Warden is off duty or temporarily away from the scheme, the system is transferred to **Worcestershire TeleCare** which is our 24-hour Call Centre.

The alarm monitoring service provided by our partner, Worcestershire TeleCare, is of the highest possible standard. This is demonstrated by their successful achievement of audited compliance status. This followed a comprehensive independent quality inspection by the TeleCare Services Association (TSA).



Social activities

Many tenants enjoy activities which may take place in the communal lounge or quiet room. The Scheme Manager or Community Warden will help residents to organise and run activities such as coffee mornings, lunches, outings, bingo sessions, bridge meetings and chess clubs. They will also organise things like library services and religious services to meet your needs.

It really is up to you to shape the range of social activities available on your scheme. By playing an active part you can help make sure your needs and preferences are being met.

It is also important to remember that it's **your** choice as to whether or not to attend any or all of the Scheme activities.

More benefits of supported housing

Concessionary TV Licences

If you are of pensionable age, or have a disability and live in a qualifying Supported Housing Scheme, you are eligible for a reduced fee television licence. If you are over 75 you are entitled to a free licence.

Laundry

Many of the Supported Housing schemes have a laundry with washing machines and tumble dryers.

Security and Safety

All Supported Housing schemes have a door entry system which allows you

to talk to visitors through an intercom system before you open the door. This helps reduce the risk of unwanted callers.

Please remember you and your fellow scheme residents have a responsibility for the security of the building. It is important that you:

- ▶ Look on your door flat as a front door and keep it locked;
- ▶ Never let anyone into the building unless you know who they are;
- ▶ Always check the identification of visitors. All WCH staff, our contractors and gas, electric and water contractors carry ID cards – don't be afraid to ask to see it;
- ▶ Never wedge doors open;
- ▶ Keep external doors locked at all times.

Your Scheme Manager or Community Warden will do regular inspections, called Site Audits of the scheme to make sure there are no hazards or safety concerns. When you move in they will also make sure you know the procedures to be followed in the event of a fire.

Applying for supported housing?

To be eligible to move into Supported Housing you need to be of pensionable age or have a disability and have a support need. You also need to be able to live independently.

If you choose to apply a Supported Housing Officer may need to visit you to

make sure Supported Housing is the right choice for you and will meet your needs.

If you are interested in Sheltered Housing for yourself, or think accommodation of this kind may be suitable for a relative or friend, please speak to the Supported Housing Team. They can also arrange for you to view, without obligation, any Supported Housing schemes. Call them on **01905 670143**.

What does supported housing cost?

All Supported Housing schemes have a rent, plus a Supporting People charge and a service charge. Rent and service charges vary from scheme to scheme.

As a tenant you are responsible for paying your own rent, council tax and service charges associated with your home and scheme. In some of the Supported Housing schemes there is a separate charge to cover heating; this is on top of the rent. You may be able to claim full or part Housing Benefit to cover some of the charges.

The Supporting People charge covers the warden service and the call alarm system. If you are eligible for Housing Benefit this charge is fully subsidised.

If you are liable to pay for housing-related support and do not receive Housing Benefit, you can apply for an assessment as part of Worcestershire County Council's Fairer Charging policy. This is called a **Fairer Charging Assessment** and it will tell determine if

you are entitled to a subsidy to reduce the charge for your service.

All costs including Housing Benefit eligibility can be discussed with you at time of viewing or signing up for your tenancy.

You and your neighbours

We know that anti-social behaviour and harassment are important issues for you. They are for us too.

All of our tenants have the right to enjoy their homes and the area in which they live. In support of this, the WCH tenancy agreement includes a clause in which all tenants agree not to harass or cause offence to others on the grounds of race, colour, age, religion, sex, disability or sexual orientation.

We also have a dedicated Community Safety Unit. Together with other local agencies, they work to stamp out behaviour that affects people's right to live peacefully in their homes.

If you feel you are being subjected to anti-social behaviour or harassment from another tenant, or any of your neighbours then please get in touch with your local Neighbourhood Office or Warden Team.

Access to personal information

We know how important it is for you to protect your personal information. That's why we are committed to the principles of the Data Protection Act.

The Act regulates how your personal information is used and protects you from misuse of your details. At the heart of the Act are eight common-sense rules known as the Data Protection Principles. These require personal information to be:

- › fairly and lawfully processed;
- › processed for limited purposes;
- › adequate, relevant and not excessive;
- › accurate;
- › not kept longer than necessary;
- › processed in accordance with your rights;
- › kept secure;
- › not transferred abroad without adequate protection.

The Act gives stronger protection for sensitive information about your ethnic origins, political opinions, religious beliefs, trade union membership, health, sexual life and any criminal history.

Getting access to your information

The Act, with some exceptions, gives you the right to find out what information is held about you. To request information under the Act a written request and £10 fee are usually required. To find out more contact our Data Protection Officer on 01905 670118.

What can you expect from us?

Here are the standards of service you can expect from us:

- › Our service will be responsive to your changing needs;
- › We aim to promote the dignity, independence, security, privacy and well being of our customers;
- › We will treat the information you provide to us in the strictest confidence;
- › We will carry out an assessment of your needs and set up an agreed Support Plan with you. This plan will be reviewed at least every six months or earlier if your circumstances change;
- › We will treat all our customers equally regardless of their age, gender, race, sexual orientation or disability.

Aids and adaptations

If you are elderly or disabled and feel that you could benefit from aids and adaptations to your home then we may be able to help.

So we know exactly what type of help you need you must ask your Doctor to refer



you to an Occupational Therapist. They are trained to decide what adaptations are best to help you within the home.

Here's what you need to do:

- › Go and see your Doctor for his/her opinion and advice on the help you feel you need;
- › If he/she feels you need help then he/she will write and tell the Community Occupational Therapists;
- › The Occupational Therapist will assess your referral and arrange a home visit if appropriate;
- › They will assess your needs and put together a list of the aids or adaptations they feel you need;
- › The list will be sent onto us for consideration, We will do all we can to do the work you need up to a maximum cost of £3,000.

If the work that needs doing is major and likely to cost over £3,000 we will contact your Occupational Therapist. They will send a referral to Worcester City Council for a Disabled Facilities Grant.

For some aids and adaptations you do not need to wait for an Occupational Therapist to visit you. They can be done within 28 days as part of our home repair service.

This includes:

- › Grab rails in the bathroom;
- › Grab rails in doorways or corridors;
- › Extra handrails to stairways or external steps;
- › Handles to kitchen cabinets;
- › Lever taps in bathrooms and kitchens.

If you think you could benefit from this please contact your Scheme Manager, Community Warden or Local Office for an application form.

Protection of vulnerable adults

In March 2000 the Department of Health issued a guidance document entitled 'No Secrets.' This tasked local council and other agencies to put policies and procedures together to protect vulnerable adults from abuse.

The Worcestershire Vulnerable Adults Protection Policy and Procedure has been developed by Worcestershire County Council. It aims to protect those adults who are vulnerable from abuse and promote their safety.

We have signed up to this policy and agreed what we must do to work with others to protect adults at risk of abuse, based on respect for an individual's human rights. All staff have been trained to make sure we respond to any circumstances giving grounds for concern, formal complaints or expressions of anxiety about adult abuse.

It is our aim to respond effectively and sensitively to any concerns or reports of abuse.

Mobility scooters

We encourage you to live independently. Mobility scooters are a part of this and can help improve the quality of life for those who find it hard to get around.

At the moment our Supported Housing Schemes have **not** been specifically designed or adapted to accommodate the storage, charging and use of mobility scooters. This investment will be considered over time.

We have a responsibility to protect and preserve the health and safety of all our sheltered scheme residents, staff and visitors. With this in mind we currently restrict the use and storage of those mobility scooters that are unsuitable for the scheme.

There is not an issue if you have a mobility scooter and are able to store and charge it safely within your own home.

However, if you are considering buying a mobility scooter and you can't store and charge it in your home please talk to your Scheme Manager or Community Warden, before you make your purchase. We will then be able to see if there is enough space to store and charge it safely within the communal areas of the scheme. This also applies to those who have scooters and are thinking about moving into a WCH Supported Housing scheme.

Useful information on this subject can be found in a leaflet called 'Get Wise Highway Code for Electric Scooters and Wheelchair Users'. Get a copy from your Scheme Manager or Community Warden. Or call the British Healthcare Trades Association (BHTA) on 01732 458868.



Where the schemes are

Name	Address	Contact no.
Sheltered housing schemes		
Bilford Court	Off Southdown Road, Astwood Farm	670247
Brookthorpe Close	Off Cranham Drive, Warndon	670244
Chantry House	Bromyard Road, St. John's (inc Grosvenor Walk)	670148
Cherwell Close	Off Tolladine Road, Tolladine	670242
Cranham Court	Cranham Drive, Warndon	670146
Dancox House	St. Clement's Gardens, St. John's	670147
Field House Gardens	Off Wylds Lane	670248
Furness Close	Off Langdale Drive, Warndon	670249
James Close	Off George Street, Blockhouse (inc St. Paul's Court)	670246
Langdale Close	Langdale Drive, Warndon (inc Keswick Drive)	670241
Lincoln Green	Off Liverpool Road, Ronkswood	670243
Merrick House	St. Clement's Gardens, St. John's	670147
Russell House	Henwick Road, St. John's	670147
Rowland House	St. Clement's Gardens, St. John's	670147
Sharman Close	Sharman Road, Barbourne	670238
Westhaven Place	Off Martley Road, St. John's	670239
High Rise Flats	St. Clement's Close, St. John's (Severn, Henwick & Cripplegate)	670147
Very sheltered housing schemes		
Chelmsford Court	Newcastle Close, Ronkswood	670254
Himbleton House	Himbleton Road, St. John's	670145
Rowan Court	May Avenue, Tolladine	670149

Useful contacts

Supported Housing Section

Progress House
Midland Road
Worcester WR5 1DU
[t] 01905 670143

Warndon Neighbourhood Office

56 Cranham Drive
Worcester WR4 9PA
[t] 01905 670206

Ronkswood Neighbourhood Office

35 Wells Road
Worcester WR5 1NN
[t] 01905 670182

Dines Green Neighbourhood Office

39a Gresham Road
Worcester WR2 5QR
[t] 01905 670171

Tolladine Neighbourhood Office

121 Rose Avenue
Worcester WR4 9QN
[t] 01905 670197

Customer Service Centre

Independent House
Farrier Street
Worcester WR1 3BH
[t] 01905 670100

WHABAC

Housing and Benefits Advice
13a Lowesmoor
Worcester WR1 2RS
[t] 01905 612774

Occupational Therapy

South Worcestershire NHS
Primary Care Trust
Occupational Therapy
Moor Street Clinic
7 Moor Street
Worcester WR1 3DB
[t] 01905 681655

Age Concern

Worcester and District
9a/10 Mealcheapen Street
Worcester WR1 2DH
[t] 01905 724294

Age Concern

Herefordshire and Worcestershire
6 Sansome Street
Worcester WR1 1UH
[t] 01905 726652

Disabled Facilities Grant

Private Sector Housing
Worcester City Council
Orchard House
Farrier Street
Worcester WR1 3BB
[t] 01905 722233

DIAL

Disability Information Advice Line
[t] 01905 27790