

## **COASTLINE HOUSING LIMITED**

### **Sheltered Housing Service Standards**

#### **Mission Statement:**

***We will work in partnership with others to offer our customers a range of professional, assisted support services that will empower them to choose, maintain and enjoy an independent and secure lifestyle in their chosen environment.***

#### **Coastline Sheltered Housing:**

Sheltered Housing is self contained accommodation for people aged over 60 or those who have a disability. It is ideal for people wanting to live independently in the knowledge that help and emergency assistance is available 24 hours a day if needed.

All sheltered properties have a Supported Housing Officer who is responsible for the general health and well-being of the residents. Each property is provided with an emergency alarm system which is connected to the Supported Housing Officer during their time on site or to the 24 hour Emergency Alarm Centre at all other times.

Coastline Housing has 32 Sheltered Housing schemes spread throughout the Kerrier district, the properties within these schemes are available for rent. Each property consists of a bedroom, bathroom, lounge and a kitchen. Some schemes also have communal lounges, laundry facilities, lifts, disabled bathing facilities, guest rooms and door entry systems. Each property has smoke detectors and the schemes with communal facilities have fire alarm systems. Some properties are also fitted with Carbon Monoxide detectors where appropriate.

We publish our Sheltered Housing Policy which explains how we provide the service; a copy is available on request.

The service is externally monitored and reviewed by Cornwall County Council's Supporting People team. Additionally Coastline Housing achieved accreditation to the Centre for Sheltered Housing Studies (CSHS) Code of Practice in February 2006.

### **Service Aims:**

1. To provide customers with a tailored service that allows them choice according to their needs and wishes and where the Support charge reflects the level of service provided.
2. To continually seek to improve our relationships with other agencies such as Social Services, Primary Care Trusts, Ambulance, Police and Fire Services to ensure that we are able to provide a consistently professional response to customer needs and to continually enhance service delivery to residents.
3. To upgrade all alarm equipment as and when necessary to improve efficiency and call response times. We will also provide all sheltered tenants with a radio trigger 'pendant'.
4. We will regularly communicate with the Control Centre provider to monitor our service and to continually seek to improve call response times.
5. We will provide Performance Indicator information as required by the Supporting People team and maintain requirements of the Quality Assessment Framework to an acceptable level. We will also continually strive for continuous improvement in order to achieve excellence.
6. To provide an out of hours service which draws upon the experience and expertise of staff from all areas of the Company.

### **Services you can expect from us:**

1. Coastline Housing aims to be sensitive to the diverse needs of individuals and will endeavour to meet these needs wherever possible – be they potential or existing. This might include providing additional adaptations to the home; copies of documentation in a different language, large print, Braille or audio format and any other requests of a cultural nature.
2. We will offer an accompanied viewing with a Supported Housing Officer (SHO) before you have to decide whether to formally accept the accommodation. We will do this within 2

working days of receiving the notification of a potential allocation. During this visit the Supported Housing Officer will briefly explain the services provided, demonstrate the alarm equipment and give you the opportunity to look around the property. The information given on your Housing / Transfer application form will also be verified with you to ensure that it is correct and up to date.

3. When you move into your property the SHO will welcome you to your new home and explain the facilities including how to use the alarm equipment. We will be happy to repeat any of this information whenever you wish. We will begin this induction process within 3 working days after you move into the property. Your SHO will provide you with an 'Introduction to Sheltered Housing Pack' which will give you information about the service and the local area.
4. Your SHO is required to keep a register of residents' personal information detailing medical circumstances, Doctors' name and address, emergency contacts and Next of Kin in order that we can contact the appropriate person to help you in an emergency. We will treat any information about you in the strictest of confidence. All information held about you is subject to the Data Protection Act and is not divulged to any other person without your permission unless in an emergency and in your best interests. A review of this information is carried out every six months.
5. SHO's generally work between 8am to 4pm Monday to Friday, however, they're hours are flexible in order to meet the service requirements.
6. We will draw up a Support Plan with you soon after you move in, within the first week. This Support Plan will detail the type of service you would like to receive from the SHO. For example it will include frequency of visits, relief cover arrangements and suchlike. The Support Plan will be reviewed with you at six or twelve monthly intervals depending on your needs and wishes or when a change occurs in your circumstances for instance after discharge from hospital.
7. If you are due to receive a visit from your SHO you can usually expect this to take place between the hours of 8.30am –

3.00pm. SHO's look after many residents, therefore, it is inevitable that times of visits may vary depending upon circumstances and other emergencies occurring.

8. Calls via the intercom system can normally be expected between 8.30 and 12.30.
9. SHO's do not work at the weekends, however, if you don't receive visits at the weekend from care agencies or family members you can ask your SHO to arrange for the Control Centre to call you over the weekend.
10. A pendant can be provided on request. This enables you to operate the speech call system without having to be near to the unit or a pull cord. It is strongly advised that you wear this pendant at all times whilst in your home or the building.
11. When your SHO is on holiday or absent through illness we will arrange for you to receive the service from another SHO.
12. Your SHO, or the Control Centre when the SHO is off duty, will respond to emergency calls made via your speech call system within 5 minutes of receiving them.
  - In an emergency we will contact the appropriate service to meet your needs, such as Ambulance, Police, Fire or a member of your family/emergency contact (friend).
  - Your SHO may, if available, be able to come to you, however, if it is not possible to make contact with your SHO or a member of your family Coastline Housing have a team of out of hours Standby Officers and the duty officer will be asked to attend, if necessary.
13. Our key aims are to provide a prompt response and for all calls to be dealt with in a compassionate and professional manner. Close monitoring of call response times takes place; however, occasionally the Control Centre may be extremely busy dealing with other emergency calls which might delay the response a little.

14. We will co-ordinate your care needs with the cooperation of Social Services and your appointed care agencies.
15. Your emergency alarm equipment will be tested once a month.
16. The fire alarm system, (if you live in a scheme with communal facilities) will be tested once a week. Smoke and Carbon Monoxide Detectors will receive an annual test by our appointed engineer.
17. If you are ill and have no-one to assist you small items of shopping and emergency prescriptions can be provided by your SHO for a short time (up to a maximum of one week)
18. We will manage and maintain the communal facilities at sheltered schemes (i.e. lifts, lounges, guest rooms, grounds maintenance, kitchens) in accordance with our Health and Safety Policy. A risk assessment will be carried out annually.
19. To enable access to your property in an emergency your SHO holds a key. We will ask you to give your permission in writing to hold the key for use in an emergency.
20. All calls to Carrick Lifeline are voice recorded.
21. Faults on the emergency alarm system should be reported to your SHO or by contacting Carrick Lifeline direct on 01872 222810. You can expect an engineer to call within 24 hours.
22. In the event of a complete system failure at Carrick Lifeline a reciprocal arrangement exists whereby all calls are automatically transferred to another Emergency Alarm Centre.
23. Coastline Housing is committed to ensuring that all SHO's are professionally trained and all members of the team are required to undertake the Chartered Institute of Housing Supported Housing Certificate. Other training is also given to meet the requirements of the service and in accordance with the Company's training plan.

24. We have to provide our service within budget constraints and take into consideration the organisational requirements of the business as well as wider Countywide strategic objectives when making decisions as to how we deliver our service.
25. If you are not satisfied with any aspect of our service please firstly discuss the matter with your SHO. If the problem is not resolved then please contact the Supported Housing Manager on 01209 722413 or the Contact Centre on 08452 700 720.
26. Should you remain dissatisfied we have a customer complaints procedure which allows your complaint to be assessed independently. Please contact our customer service advisors on 08452 700 720 or ask for a Customer Complaints form.
27. An independent impartial service known as AIMS (**A**dvice, **I**nformation and **M**ediation **S**ervice) is run by Age Concern and is available to people living or working in private retirement or sheltered housing in England and Wales - 02087 657465 / [aims@ace.org.uk](mailto:aims@ace.org.uk).
28. All employees and representatives of Coastline will carry identification.
29. This Agreement will be reviewed every two years.

Please be aware that the following duties are not the responsibility of the SHO:

1. Shopping (other than as stated in paragraph 17)
2. Nursing or personal care (i.e. assisted bathing, administering medication, laundering clothing, dressing or lifting)
3. Providing meals or cleaning
4. Dealing with financial affairs (collecting pensions, paying bills and banking)

### **What we expect from you:**

1. Your co-operation to help your SHO identify your individual needs when putting together your Support Plan and thereafter whatever co-operation is necessary to help us deliver the requirements set out in your Support Plan.
2. That you complete an Information Sheet giving details about yourself including medical details, Doctor's name and address, emergency contacts and keyholder contacts. This information is shared with Carrick Lifeline and is needed to ensure that we deal with your calls appropriately.
3. If you are expecting a visit or intercom call from your SHO and you need to go out before you have spoken to him/her please contact your SHO on his/her mobile or use the speech call system so that we know that all is well.
4. That you give us your written permission to hold and use your key in the event of an emergency.
5. Your comments about the service are always appreciated, positive or negative, so please let us know of your opinions by contacting us at the address below or calling 08452 700 720.

**This document is available in large print, Braille, other languages and on audio tape / CD on request.**

Coastline Housing Ltd  
Ferris House  
Dolcoath Avenue  
Camborne  
TR14 8SD

Tel. 08452 700 720

[www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)