

# CAIRN HOUSING ASSOCIATION FLORA MACDONALD HOUSE

***‘Providing single women with the support and opportunity to make informed housing choices and to realise their potential’***

## **Objectives of Flora MacDonald House**

The housing support service seeks to:

- Prepare residents for independent living in the community or other appropriate alternative housing options.
- Work with residents in developing structured support plans
- Provide practical support and maximize choices within a safe and secure environment.
- Work in partnership with other professionals and agencies
- Meet the diverse needs of individuals and help in the realisation of their personal aspirations.

**Cairn Housing Association is committed to equal opportunities, anti-discrimination and respect for the rights and individuality of residents. We will take appropriate action in our efforts to ensure that residents are not harassed or discriminated against.**



## **The Accommodation**

Flora MacDonald House offers all residents their own bedroom with other facilities being shared with the other occupants.

Communal facilities include:

- **Lounge**
- **Dining area**
- **Kitchen**
- **Bath/shower rooms**
- **Toilets**
- **Laundry room**
- **Garden**
- **Central heating**

The accommodation and communal facilities are distributed over a number of floors, therefore applicants should state if they have difficulty with mobility. It should be noted that the front door of the property is reached by a small flight of stairs.

The communal nature of the project means that some basic house rules are in place to ensure the safety and security of all occupants. These rules include no alcohol or other non-prescribed drugs on the premises and there are restrictions on visitors.



## **Referrals**

Flora MacDonald House provides accommodation and support to single women without children, who are at least 16 years old.

Women should be relatively independent and not require 24-hour support.

Applicants may apply directly to Cairn Housing Association or be referred by other agencies, both statutory and voluntary for housing at Flora MacDonald House.

## **Assessments**

When an application is received at Flora MacDonald House, staff will arrange to meet with the applicant to make an assessment of the housing support needs. We use this information to assess if we are able to offer suitable accommodation and that the housing support services are appropriate for the applicant's needs and aspirations.

With the agreement of the applicant, we may be required to contact other agencies to seek additional information.

## **What Support is Available?**

We work with the residents to identify areas of concern and facilitate services that enable residents to deal with the issues themselves.

Typically these concerns may include the following:

- **Benefit Advice**
- **Correspondence/form filling**
- **Debts**
- **Money management/Budgeting**
- **Daily living skills**
- **Managing a Tenancy**
- **Neighbour relations**
- **Addressing social isolation**
- **Accessing local services**
- **Alcohol/substance abuse**
- **Mental Health**
- **Physical Health/Disability**
- **Personal Safety**
- **Reducing Accidents around the home**

Flora MacDonald staff are not able to carry out nursing or personal care, but will ensure adequate support is provided by the appropriate agencies. Staff may act as the first point of contact with a range of other specialist service providers.

## Support Planning

With the staff of Flora MacDonald House, the resident agrees a Housing Support Plan, which sets out what support Cairn HA can provide.

If the resident wishes, family, friends, other agencies can be involved in the development of the Housing Support Plan.

By working in partnership with a broad range of people who are involved in the support and care, we will agree a housing support plan with you.

This plan will be reviewed within one month and then regularly thereafter to ensure that the support we are offering still meets the resident's needs.

If there is a change in the resident's circumstances, the plan can be reviewed earlier. This will be arranged with the Project Worker.

***It is a condition of living at Flora MacDonald House that residents actively participate in the support planning process. This ensures that changing housing support needs can be accommodated.***



## Charges for the service

We make certain charges for living at Flora MacDonald House, these are:

- The rent, which pays for maintaining and insuring the accommodation, for example.
- Service charges for the provision of certain communal services including, heating, lighting, cleaning and gardening and security.

*Residents may be able to get help in paying for the rent charge and the service charge through Housing Benefit.*

- The provision of heating and lighting to the individual bedroom.

*This cost is not eligible for housing benefit and will be borne by the resident.*

If a resident is on a low income, they may be entitled to Housing Benefit which will help pay for the rent and service charges. All residents have to pay for the cost of heating and lighting to their own room from their own income.

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If applicants have any queries regarding charges at Flora MacDonald House, please feel free to contact the project directly and speak to a member of staff. All applicants are welcome to look around Flora MacDonald House before making an application.

## Cairn Housing Association, Flora MacDonald House

### Delivering the Service

Support will be provided primarily at Flora MacDonald House or as agreed with staff.

Staff are normally available at Flora MacDonald House Monday to Friday 9.00am to 5.00 pm.

When staff are not on duty an emergency on-call system is in place. This can be used to summon help when required. The project staff will ensure that all new residents are shown how to use the on-call system from the outset of their stay at Flora MacDonald House. CCTV is in operation assisting with the safety of residents.

All alarm systems, including the fire alarm are tested on a regular basis to ensure every ones safety. The resident's co-operation in these tests is essential.

### Feedback, consultation and monitoring

Cairn Housing Association is always keen to receive feedback on our service. The feedback provides us with the information we need to help us to monitor and to continually improve the quality of our services.

We seek comments through a number of ways, including house meetings, questionnaires, the support planning process and through individual responses.

The information provided allows us to monitor our performance and report to our Committee of Management and to our regulators.

### Regulation and Inspection

The housing support service provided by Cairn Housing Association is subject to regulation and inspection by the Scottish Commission for the Regulation of Care (The Care Commission).

The Care Commission's job is to ensure the safety and well being of people who use housing support and care services.

If any one wishes to raise any queries or concerns with the Care Commission, they can be contacted at:

Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

Tel: 08456030890  
E-mail: [web.enquiries@carecommission.com](mailto:web.enquiries@carecommission.com)

**For more information about Flora MacDonald House, please contact:  
Flora MacDonald House, 30 Old Edinburgh Road, Inverness, IV2 3HJ**

**Tel: 01463 236609**

**Area Office North – Cairn House, 30 Waterloo Place, Inverness, IV1 1NB**

**Tel: 01463 230666**

**Fax: 01463 229470**