

Cairn Housing Association Sheltered Housing Service

“Providing and promoting the aspirations and choices of older people to enhance their quality of life.”

Objectives of Cairn HA Sheltered Housing Services

The sheltered housing service seeks,

- To enable tenants to successfully manage and maintain their tenancies and their independence.
- To work with tenants in developing appropriate support plans.
- To provide practical support and maximise choices
- To work in partnership with other professionals and support agencies.
- To meet the diverse needs of individuals and help in the realisation of their personal aspirations

The Association is committed to ensuring that services are provided efficiently and fairly and will aim to promote Equal Opportunities and comply with legal requirements. We will take appropriate action to ensure that tenants are not harassed or discriminated against.



The Accommodation

Our sheltered housing courts have a variety of accommodation options

- studio flats (kitchen, bathroom and combined living-room/bedroom) for single people
- one bedroom properties (kitchen, bathroom living-room and double bedroom) for single people and couples.
- two bedroom properties. These are limited in number and are generally used to house couples who require separate bedrooms for medical reasons.

In some cases the properties may be on the first floor or above. Applicants should state if they have difficulty climbing stairs or if they would prefer ground floor accommodation.

Communal facilities at our Courts typically include:

lounge with kitchen area
a guest room
laundry room
central heating
garden area

Due to the nature of our Courts tenants may not be allowed to keep certain pets in accordance with the Association's Pet's Policy.



Xxxx xx Sheltered Housing Court,
Anywhere town

Applications

Our Sheltered Housing Courts provides accommodation and support to single people and couples aged 60 or more who would benefit from visiting housing support staff and an emergency response system.

Younger people may sometimes be accepted if it is considered that they would benefit from these services because of a medical or physical disability.

People may apply directly to Cairn HA or be referred or nominated by other agencies.

Assessments

If you are short listed for accommodation Cairn HA staff will meet with you to make an assessment of your housing support needs. We use this information to ensure that if we are able to offer you the accommodation appropriate housing support and care services are also available.

With your agreement this assessment may require Cairn HA to contact others to seek additional information.

What support is available?

We will work with you to identify your concerns and try to help you obtain services that enable you to deal with those issues yourself.

Typically these concerns may include the following:

- Benefits advice
- Correspondence/form filling
- Rent arrears
- Payment of rent/bills
- Money Management/Budgeting
- Household tasks and cleaning
- Managing the tenancy
- Neighbour relations
- Addressing social isolation
- Accessing local services
- Protection from crime
- Reducing accidents around the home
- Maintaining security and personal safety

Our staff are not able to carry out nursing or personal care, but will aim to ensure that tenants receive adequate support. Staff may act as the first point of contact with a range of other specialist service providers who may be able to help you with, for example, alcohol and substance misuse or mental health issues.

Support Planning

We will agree with you a Housing Support Plan which will set out what housing support Cairn Housing Association is able to provide.

This might involve working in partnership with a broad range of people who are involved in your support and care .

If you wish, we will involve, your family, carer, friends, other agencies, staff & managers in the development of your Housing Support Plan.

To ensure that the support we are offering continues to meet your needs we will review your Housing Support Plan within three months of you moving into the Court and then every 6 to 12 months thereafter.

If you wish to review the Plan sooner ,because of a change in your circumstances, this can be arranged with our staff.

It is a condition of living at the Court that tenants actively participate in the support planning process. This ensures that your changing housing support needs can be met.



Sheltered Housing Charges

Cairn HA make certain charges for living at the scheme these are ;

- **Rent** -which pays for managing and maintaining the accommodation.
- **Service charges** - for the provision of certain **communal services** including, lighting, heating, cleaning and gardening.

You may be able to get help in paying for the rent charge and the above housing service charges through Housing Benefit

- **Heating charges** - to your own flat.

This cost is not eligible for Housing Benefit.

- **Supporting People Charges** - The local authority may charge you for the housing support services provided by the Warden and other Cairn Housing Association staff.

If you are in receipt of Housing Benefit you will receive the housing support services for free. If you are not in receipt of Housing Benefit but on a low income you may be entitled to help with the cost of the housing support.

If you are assessed by the local authority as having to contribute towards the cost of your housing support services then you will receive a bill directly from the Council.

Delivering the services

Support will be provided primarily in your own home or as agreed with our staff. Our housing support staff will contact you via the call system Monday to Friday morning to ensure all is well. At some Courts we are able to contact you at weekends as well.

When our staff are off duty an emergency response system is available which can be used to summon help if required. Our staff will ensure that you know how to use this from the outset of your stay at the Court.

The emergency response system along with the fire alarm is tested on a regular basis to ensure your safety. Your co-operation in these tests is essential.

Feedback, consultation and monitoring.

Cairn Housing Association is always keen to receive feedback on our service. Your 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 in a number of ways including tenants groups, questionnaires, the support planning process, and through individual responses

The information you provide allows us to closely monitor our performance and report this to our Committee of Management and to our regulators.

Regulation and inspection

The housing support services provided by Cairn HA are 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 you wish to raise any queries or concerns with The Care Commission they can be contacted at:

Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 0854 60 30 890
E-mail: web.enquiries
@carecommission.com

For more information about our sheltered housing services please contact your local area office:

Area Office East,
43 London Street, Edinburgh, EH3 6LX
Tel: 0131 556 4511
Fax: 0131 557 8666

Area Office West,
5 North Claremont Street, Glasgow, G3 7NR
Tel: 0141 353 1944
Fax: 0141 353 1507

Area Office Coatbridge,
64A Leven Road, Townhead, Coatbridge, ML5 2LT
Tel: 01236 43210
Fax: 01236 441850

Area Office North,
Cairn House, 30 Waterloo Place, Inverness,
IV1 1NB
Tel: 01463 220666
Fax: 01463 229470

Local Office North
12—14 Dunnet Road, Thurso, Caithness,
KW14 8HY
Tel: 01847 894483
Fax: 01847 894388