Support services are provided to enable elderly, disabled and vulnerable people to maintain an independent lifestyle with the added security of 24 hour response and assistance with problems and emergencies.

**Services Available**

Support is provided through three services, they are:-
- Sheltered Accommodation Tenants
- Supported Housing Property Tenants
- Lifeline (telephone) – Tenants & Owner Occupiers

The support provided is outlined in the summary table below.

<table>
<thead>
<tr>
<th>Service</th>
<th>Sheltered Housing</th>
<th>Supported Housing</th>
<th>Lifeline Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact / welfare check</td>
<td>Needs led</td>
<td>Needs led</td>
<td>-</td>
</tr>
<tr>
<td>Support Planning &amp; review</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Liaison – Carers</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>– GP’s etc</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>– Family</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>– Other Council Offices</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>Benefits check</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
</tr>
<tr>
<td>24 Hours Alarm Response</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>24 Call out / family backup</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Key safe /emergency access</td>
<td>-</td>
<td>-</td>
<td>Yes</td>
</tr>
<tr>
<td>Supporting People Funding</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
</tr>
</tbody>
</table>

The equipment provided within the service

Within Sheltered and Supported Housing properties a pull cord communications system is installed. The pull cords are directly linked to our Central Control from a number of points in the flat or bungalow. The call will be answered by a trained operator who is able to talk to the caller through an intercom located in the property. The operator will establish with the caller what assistance is needed and contact the appropriate person or service for the caller.

A pendant may be provided for a tenant who has mobility problems. This is worn by the tenant and maybe used to activate a call in the same way as using a pull cord. The pull cord systems are checked every six months by the Wardens.
Lifeline clients are provided with a Lifeline telephone which has an alert button built in, which when pressed will automatically call the Control Centre. To check the operation of the equipment, Lifeline Users are requested to call the Control Centre each month.

The unit also has a receiver and microphone built in to enable the caller to talk to the Control Operator in the same way as the pull cord system. The Lifeline Unit also has a pendant which may be worn and used to call the Control Centre.

Eligibility

Sheltered and Supported Housing is available to elderly (60+) and disabled or vulnerable people who need support to enable them to live independently. The service is funded and organised through Supporting People (Leicestershire County Council).

Lifeline Telephones can be provided for anyone residing in the borough aged over 60 or are disabled or vulnerable. This service is not funded through Supporting People and is charged directly by Charnwood Borough Council.

Charges

Sheltered and Supported Housing

Accommodation in Sheltered Housing is only offered with Warden Services. The support service is delivered on behalf of Leicestershire County Council Supporting People Team.

In addition to rent payable for the property a charge for Warden Support is payable direct to Leicestershire County Council – Social Services.

A service charge will also be payable to the Council which is added to the rent. This is for the time spent by the Warden attending to property related matters, such as liaising with the Property Maintenance Section and other suppliers over repairs to properties, maintaining communal areas, Health and Safety checks and any other issues related to the properties. These duties cannot be funded by Supporting People.

Termination / Service Options

Support Services must be taken with Sheltered Housing due to Supporting People funding restrictions. Supported Housing tenants can opt in and out of the service. Termination is in line with any tenancy termination. The Lifeline Service may be terminated at any time. The Lifeline telephone and Pendant must be returned otherwise the cost of replacement will be charged.

Grants and Benefits

Sheltered and Supported Housing tenants may be eligible for any of the following grants to assist with rent, Council Tax and Supporting People charges:- Universal Credit (Housing Benefit) Council Tax Rebate, Supporting People Grant. Lifeline subscribers may also be eligible for a Home Safety Grant to help with the cost of a Lifeline.
Comprehensive policies and procedures are followed for a wide variety of issues to safeguard tenant's and clients interests, they include, all appropriate legislative requirements such as:-

Health and Safety safeguarding, equal opportunities, confidentiality, complaints, consultation.

For training and mutual protection all calls to the Control Centre are recorded.

Full details of the above policies and procedures are available on request – contact Warden Services.

Properties throughout the borough consist of 1 or 2 bedroom flats, bed sits and bungalows. Applications should be made to the Council’s housing needs team.

All schemes have Warden Call Systems linked to our Central Control which provides 24 hour help line operator assistance for any problems. Tenants are contacted each day. All schemes have a communal lounge available for social activities and a communal laundry.

There are properties situated inmost parts of the borough which are connected to our Central Alarm Service and are visited by a Warden. The Central Alarm Service provides a 24 hour response help line link to our Control Centre for assistance.
The Role of the Warden

The role of the Warden is to provide support for tenants and liaise with families and care or health service providers to ensure tenants receive the help they need in order that they may maintain an independent lifestyle.

The support provided by the Warden covers personal support and plus other duties associated with the council’s properties. The personal support which is charged by the Leicestershire County Council Supporting People Team is defined as assisting the tenant with:-

Communicating on behalf of the tenant
Budgeting and managing finances
Welfare benefits
Safety and security within the home
Setting up and maintaining the home
Maintaining the tenancy
Personal safety and risk
Mobility, aids and adaptations
Risks to staff and others
Health and hygiene
Emotional well being
Family and social contacts
Social and leisure interests
Cultural and faith needs
Other support services, care etc.
Housing needs
Other concerns raised.

Property related duties performed by the Warden are charged with the rent for the property.

Wardens are not allowed to:-

• Provide personal care such as shopping, personal bathing, help with dressing or providing meals.
• Administer medication of any kind.
• Pick anyone up following a fall (we have to summon the ambulance service).
• Handle cash or legal documents on behalf of a tenant, family member or social group.
Working Arrangements

Wardens are organised into area teams, Loughborough / Shepshed, Soar Valley and South Charnwood. A warden is allocated to each sheltered scheme. Each warden is responsible for their designated scheme and they also visit other Supported Housing tenants in their area. Wardens also cover for each other for holidays or other absences.

Normal working is from 9am to 5pm Monday - Thursday
9am - 4.30pm Friday
Out of hours – on call response team (on a rota system) is on call for emergencies when a member of the family is unable to attend the tenant.
Weekends – on call response/controllers will contact at risk tenants on Saturday and Sunday. They will also contact half of the sheltered units on Saturday and the other half on Sunday.

Wardens operate throughout the year with some on duty on bank holidays.

When a warden is away from their sheltered court calls from tenants are answered by Central Control who operate 24 hours per day, 365 days per year.

Control Centre

The Control Centre is manned 24 hours a day throughout the year and will answer calls when a warden is not on site.

The Control Operators are trained to handle all types of call, from emergency situations to simple requests for help or assistance. They will call and liaise with emergency services, doctors, health service providers and families as the situation demands.

The primary purpose of the service is to respond to emergencies.

Contacting the Warden

Tenants normally contact the warden in person or by calling through the intercom system. If the warden is on duty and on site the call will be answered directly by the warden.

The warden may also be contacted by calling Warden Services on 01509 643970 or email: warden.services@charnwood.gov.uk