

SHELTERED HOUSING



Tai Cymdogaeth is committed to providing a variety of options and choices for older people who prefer to continue living at home, but may need a little help to do so

- We will treat all our customers fairly and consistently, being sensitive to the situation and the needs of the individual
- Our schemes will provide a range of services tailored to individual needs. As a minimum these will include:
 - ⇒ own front door
 - ⇒ privacy
 - ⇒ trained support staff
 - ⇒ 24-hour emergency call service
 - ⇒ social activity
 - ⇒ getting involved and having a say
- We will make a Support Agreement and Plan with every Sheltered Housing Scheme tenant. As a minimum this will explain:
 - ⇒ payment of support charges
 - ⇒ our general support for your scheme
 - ⇒ the support that will be provided to you as an individual
 - ⇒ your rights and responsibilities
 - ⇒ how to change or end the Agreement
- Our Sheltered Housing staff will provide a general level of support between 9.00 a.m. and 5.00 p.m. Monday to Friday. Outside these hours, on public and other holidays, a 24-hour Central Control service operates or emergency response from teams in our Extra Care housing schemes
- Our Sheltered Housing staff will provide the background support to help you maintain independence and quality of life within your own home. As a minimum this will include:
 - ⇒ helping new tenants settle in
 - ⇒ personal visits
 - ⇒ keeping in regular contact and discussing how you are getting on
 - ⇒ contacting relatives and arranging services that you feel you need
 - ⇒ helping with rent and service charge payments
 - ⇒ organising repairs
 - ⇒ working closely with Central Control
 - ⇒ making our schemes lively and interesting

⇒ consulting with you on matters affecting your scheme and the service generally

- Our Sheltered Housing staff will **not** provide personal services such as:

- ⇒ shopping
- ⇒ medication
- ⇒ care

They will, by working with other organisations, make sure that you receive the services to which you are entitled

- We will provide all new tenants with an Information Pack, which will include details of their scheme and Scheme Manager
- We will meet the Welsh Assembly Government service standards for Supported Housing, monitor those standards regularly and use the information to improve future services