

# Older Persons Housing

## SHELTERED HOUSING

The council manages 34 sheltered housing schemes, located throughout the county borough.

## WHO CAN APPLY

- **Sheltered Housing**

Generally sheltered housing is available to single people and couples usually 60 years of age and over, who wish to remain independent but who would also benefit from the additional services and support at the schemes. People with disabilities who are under 60 years of age may also be eligible subject to further assessment.

## WHAT TYPE OF HOUSING DO WE HAVE

- **Sheltered Housing**

Sheltered Housing comprises groups of unfurnished units of 1 and 2 bedroom accommodation (bungalows, flats and bedsits) designed to meet the needs of older people. Each scheme has a communal area where residents can enjoy the communal facilities available. The aim of sheltered housing is to enable older people to live as independently as possible with the added security of support from dedicated Sheltered Housing staff. It also gives residents the opportunity to make friends and to socialise through the use of communal facilities and activities.

## WHAT BENEFITS DO SHELTERED SCHEMES OFFER

- **Sheltered Housing**

Sheltered housing provides a setting which enables its residents to live independent lives in their own home; it also gives them the opportunity to make friends and to share a social life through use of the communal lounge and other facilities, some of which are listed below:

- Furnished lounges where residents can socialise
- Laundry rooms with washing and drying facilities
- Guest bedrooms for visiting family and friends
- Door entry systems to ensure safety and security
- Communal TV facilities
- Luncheon clubs and day centre opportunities
- Visiting hairdressers
- Sheltered Housing Officer support
- Monitoring Response Alarm Centre (Careline) 24 hour service, 365 days a year

The additional services provided over and above what is normally covered by the rental payments are service charged to residents at the schemes. Utility payments for some schemes are also charged separately. Each year residents are provided with a breakdown of the service charge relevant to the scheme they live in and any utility charges (for gas, electric or water) that may apply. These charges are collected the same time as the rental payment and will be detailed on your rent card.

Each individual property is connected to the Monitoring Response Alarm Service (Careline) facility which can be used at any time to contact the Sheltered Housing Officer when on site, or to call through to the Careline Operators for assistance at any other time.

Our schemes do not have facilities for electric wheelchair or mobility scooter use or charging. These are not generally permitted within our sheltered housing schemes. Please seek further advice and assistance from your local housing office or Sheltered Housing Officer if you have any queries about these items.

PLEASE ALSO NOTE PETS ARE NOT PERMITTED IN SOME OF OUR SHELTERED HOUSING SCHEMES AND YOU MAY WISH TO CHECK THIS BEFORE ACCEPTING ANY OFFER OF ACCOMMODATION AND MOVING IN.

- Communal lounge and dining room serving a mid-day meal and where residents can socialise and pursue social activities
- Laundry
- Health and Beauty Salon
- Guest suite for visiting friends and relatives
- Wheelchair, battery car and scooter store with electric charging facilities
- Assisted bathing room
- Large landscape gardens and car park (fully wheelchair accessible)
- Lift serving all floors
- Door entry system with and CCTV camera around the scheme to ensure your safety and security
- Sheltered Housing Officer support
- Monitoring Response Alarm Centre (Careline) 24 hour service, 365 days a year

## THE ROLE OF THE SHELTERED HOUSING OFFICER

When on duty the Sheltered Housing Officers will provide close but unobtrusive support to residents and it should be noted that their main role is to provide Housing related support, be alert to the needs of the residents and to ensure as far as possible that the necessary services are delivered.

The role of the Sheltered Housing Officers can be summarised as follows:-

- to monitor the general welfare of residents.
- to provide housing related support.
- to help residents live independent lives.
- to provide close but unobtrusive support to residents.
- to be alert to the wellbeing of residents and to summon help when required.
- to welcome new residents to the scheme.
- to encourage and help promote social activities in the scheme.
- to help establish links with the local community.
- to co-ordinate the support needed from social services, doctors, etc.
- to be responsible for the administration and security of the scheme.

It is important that residents and their relatives fully understand the role of the Sheltered Housing Officer.

The Sheltered Housing Officer will provide housing related support but is not expected to provide personal care or assist the residents with tasks that they should be able to do for themselves or with support from other agencies, for example personal care, cleaning, laundry, shopping or collecting prescriptions or pensions.

When a new resident moves into sheltered housing, the Sheltered Housing Officer will complete a support plan with the resident to establish what housing related support is needed. If additional support is needed, the Sheltered Housing Officer will refer or signpost the resident for any further support that may be required.

The Sheltered Housing Officers are on duty normally between the hours of:

8.45am – 5.00pm Monday to Thursday

8.45am – 4.30pm on Fridays

They cover a minimum of two schemes a day. Their expected attendance and length of time at scheme is displayed daily in advance on the scheme office door to enable residents to know when they are available at the scheme.

When the Sheltered Housing Officer is not on site, emergency cover is provided by the Monitoring Response Alarm Centre (Careline).

Sheltered Housing Team Leaders also offer advice and support to Sheltered Housing Officers and residents within the schemes.

General enquiries and advice can also be provided by the Older Persons Housing Team tel: 01443 811431 during office hours or you can email: [olderpersonshousing@caerphilly.gov.uk](mailto:olderpersonshousing@caerphilly.gov.uk).

### **ACTIVITIES CO-ORDINATOR**

All our schemes benefit from the support of an Activities Co-Ordinator who will meet with tenants and promote engagement, well being and social activities within the schemes. Day trips, exercise classes, awareness sessions, charity events and other resident functions such as Luncheon Club outings are also a regular activity.

### **FLOATING SUPPORT SERVICE**

If you live in one of our sheltered housing schemes you will receive a housing related floating support service through your Sheltered Housing Officer.

The plan will be regularly reviewed and the support may be increased or reduced as your needs change.