

supported housing

We aim to provide modern facilities and services for older tenants to enable them to enjoy their independence and a good quality of life. We provide sheltered accommodation and a Careline service, and we work with other agencies to provide aids and adaptations.

as our commitment to you we will

- Answer emergency Careline calls within 30 seconds.
- Visit you according to your Support Plan request.
- Respond to requests for major adaptations with an initial visit from our Occupational Therapist within 4 weeks.
- Replace faulty alarm equipment within one working day.

as part of our routine service we will

- Maintain sheltered housing schemes that provide pleasant places to live, with a range of social activities that are open to older people in local communities.
- Offer a Careline emergency alarm system to older or vulnerable tenants and residents.
- Help older people and people with special needs to complete forms and applications where requested.
- Arrange help to maintain your independence and continue to live in your own home.
 - Ensure your contact details are up to date in case of an emergency.
- Prepare a Support Plan, which includes the number of visits that you require each week.
- If you require assistance, we will contact the appropriate person or agency.
- Check all alarm equipment in your home regularly to ensure it is working properly.
- Arrange for minor and major adaptations to homes, to enable you to maintain independence.