

**DRAKEMIRE
SHELTERED HOUSING
COMPLEX**

Foreword

This booklet is for residents in Drakemire Sheltered Housing Complex. It explains what Sheltered Housing is, what facilities our complex has, what services your Warden can and can't provide for you, and what your responsibilities as a resident are. In short, it tells you all about living in your home in our Sheltered Housing. To make the booklet easy to follow, we have arranged the information as answers to questions often asked by our residents.

This booklet can be made available on audio tape, in Braille and large print.

We can also arrange to have the information translated into different languages. If you know of anyone who would like this brochure in a different format or language please contact the office.

What is Sheltered Housing?

Sheltered Housing is a group of homes designed especially for older people. Each home is fully self-contained with its own front door. The idea is that tenants should live as independently as possible, but help is always available if you need it. Each home is fitted with an alarm system so that in an emergency you can immediately get help. You are encouraged to socialise with other residents in the complex and to help each other where you can. The complex has communal facilities where residents can come together and which you share the use of.

What communal facilities are there at our Sheltered Housing development?

The complex has the following facilities:

- ❖ **A Common Room Lounge** – with a small kitchen attached. This is the centre of social life at your complex. Talk to your Warden to find out what takes place there.
- ❖ **Gardens** – and grounds are looked after by our contractors. If you'd like to help maintain the gardens and grounds, or just potter, this is normally possible – and welcomed. Just ask your Warden.

There are also a range of general services provided –

- Lighting, stair-cleaning and window cleaning in common areas
- Kitchen and common room
- Servicing boiler
- Common area cleaning and materials
- Telephone service – rental and calls (for use of the Wardens or for use by residents in an emergency)
- Landscaping
- Miscellaneous (eg. Fire extinguisher services)

Details of rents/service charges/council tax

The average monthly rent for a 2apt. flat is £252.58. The Association also levies a monthly service charge of £112.44 to cover the cost of the extensive range of services provided. You will only be charged for these services if you do not qualify for any housing benefit.

As a tenant you will also be liable for council tax. At present the charges levied by the Council for our sheltered properties are A Band of £1071.05 per annum.

What is a “Warden”?

The complex has a Warden who has her office within the complex. Her job is to help you live independently in your own home as much as possible. To do this, she provides a range of services to make your lifestyle comfortable, secure and enjoyable.

What will the Wardens do for me?

Generally speaking the Warden is there to assist you to live as independently as possible. The list below is not exhaustive but will give you an idea of the type of things she will do.

- ❖ **When you move in** –she will welcome you, show you around the communal areas, explain the “alarm call system” and other facilities, and tell you about the local services and social activities. She will ask you for the name, address and telephone number of your relatives, your doctor and any others that may need to be contacted in an emergency.
- ❖ **Once you are resident** – she will contact you daily to make sure you are all right.
- ❖ **If you have an emergency** – she will respond, and make sure further help is provided if you need it.
- ❖ **If you are ill** – she will contact your doctor and family, and will help to make the best arrangements for your care, always respecting your wishes.
- ❖ **If you have to go to hospital** – you should notify the Warden of the relevant details and she will arrange to contact you again to check on your welfare when you get home.
- ❖ **If you are lonely** – she will help you stay in contact with your relatives, and with social services, health and other organisations who can help you.
- ❖ **If you want to talk** – either for some special help or just to have a chat, she is there. Your privacy and your right to confidentiality will always be respected. If you want a long talk about something, she will probably arrange a special time for that, so that you do not delay calls on the other residents.
- ❖ **If you have problems with your home** – such as a leaking pipe or a broken light switch, she will pass the message on to our tradesmen who will repair it.

- ❖ **If you have to fill-in forms** – about housing and other benefits, she will be happy to arrange for help for you to deal with them. She also has information about the services available through the Social Services, the health and voluntary organisations.

In every personal service they provide, the Warden acts impartially for all the residents for whom they are responsible.

What do the Wardens do for the complex as a whole?

In addition to the personal services already listed, the Warden has other responsibilities. Here's another list and, again, it's not everything they do:

- ❖ **Communal areas** – She is responsible for the cleanliness of communal areas and will appreciate your help in keeping these areas clean and tidy.
- ❖ **Site Security** – She looks after security on the scheme site – and asks your help with this too. How you can help with security is explained later in this booklet.
- ❖ **Resident activities** – she helps organise activities and social events for residents.

Is there anything the Warden doesn't do?

Yes. Although the Warden does a lot of things for you personally and for the complex there are some things she can't do:

- ❖ **Nursing** – she is not a qualified nurse, so she is not allowed to change dressings or give medication of any kind (such as administering drugs or helping with eye or eardrops). Nor can she do any other nursing functions. Instead, she will make other arrangements with your doctor or the health authority.
- ❖ **Cooking and shopping** – cooking your meals or shopping for you is not part of her normal duties. (Remember, you are meant to be as independent as possible.) However, if you cannot do your own shopping or cooking for a while after an accident or after coming home from hospital, she will try to find someone to give you the help you need – whether family or the Home Care Service.
- ❖ **Cleaning** – although she oversees the cleaning of the communal areas, she cannot help you clean the inside of your home. You are responsible for this. If you are having difficulties, please speak to your Warden who will try to arrange for Social Services to provide help.

- ❖ **Banking** – she is not allowed to handle your money. So, she cannot accept money from you, either for safekeeping, or for any other reason.

Despite all the support she gives you, the Warden cannot take the place of your family and friends. So we hope you will maintain contact with your family and friends, and we hope they will continue to give you as much help and support as they did before you moved into your sheltered home.

When is my Warden available?

The Warden is on duty from 8.00 am to 4.00 pm, Monday to Friday. The alarm calls will then be monitored by Hanover Careline. Residents have a 24 hour alarm cover service available to them.

How do I get help if I have an emergency?

We have an emergency-help system that gives you peace of mind, knowing that you can easily summon help if you need it.

- ❖ **The alarm call system** – is directly connected to the Hanover “Careline Centre”. This enables you to call for help at any time if you are suddenly taken ill, have an accident or are faced with a problem. If the Warden is not on duty your call will be answered by the “Careline” staff who are always on hand to speak to you and obtain any help required. Even if you cannot speak, the staff will know who is calling as each alarm has its own special call number.
- ❖ **The spare key** – is just that: a key to your home kept by the Warden in case she needs to get into your home in an emergency; for example, if you have had a fall and cannot get to the door to open it. It is a good idea for a friend or a relative who lives nearby to hold a spare key also (and for the Warden to know who they are).

Your Warden will explain the emergency system to you when you move in, and will show you how to use it. Remember, there is always someone available to help you in an emergency, or if you have a problem, 24 hours a day, every day.

How can I help the Wardens?

There are a number of things you can do to make the Warden’s job easier. Here’s a list but, as always, it’s not the whole list:

- ❖ **Personal data** – give her all the information she might need in an emergency, such as how to get hold of your next-of-kin and your doctor. Please ensure that this information is kept up to date.

- ❖ **Health problems** – tell her about any special health problems you have, such as diabetes or an allergy to certain antibiotics or medication. Keep her informed of any significant changes in your general health.
- ❖ **Absences** – tell her when you are going away for a while, especially if you will be away overnight, so she does not think you have disappeared unexpectedly. You don't want her to spend time looking for you if there is a fire alarm or the building has to be evacuated.
- ❖ **Security** – do not let anyone into your home or the common areas, unless you know who they are and why they are calling. Ask to see their identity cards if they say they are coming for a specific purpose. Keep doors locked and ask your visitors to do the same.
- ❖ **Helping hand** – offer to help other residents with shopping and other things they cannot do for themselves. Then others can do the same for you when you need it.

How do I know that the staff working with me are experienced and qualified?

The Association are committed to ensuring that all staff involved in providing housing support services are experienced and appropriately qualified.

What checks are made on staff to ensure my safety?

All staff are required to advise the Association of any criminal record convictions. All staff are required to go through a criminal records check through Disclosure Scotland before the Association will employ them. Disclosure Scotland is an organisation set up within the Scottish Criminal Records Office to allow organisations to make safer recruitment decisions.

In addition, all housing support services provided by Molendinar Park Housing Association are closely monitored internally and staff have to adhere to comprehensive procedures provided to ensure good practice is observed.

What happens if I am unhappy with the support service I receive?

The Association operates a 'Complaints Procedure' to deal with our Sheltered Housing. Details of how to take forward a complaint is detailed in our Complaints Policy Procedure and in our Tenant's Handbook.

The Association is also happy to hear the views of residents to ensure that we are continually improving our services. Your views will be sought on a regular basis.

Are there any things I can't do in Sheltered Housing?

We try to keep the limitations on our residents to a minimum, but with people living together and sharing some facilities, we have to have some "rules". Here are some that often come up:

- ❖ **Pets** – you may keep a small caged bird, or fish in an aquarium, but you must have written permission for anything else. Cats and dogs are not normally allowed. If you have a pet of any kind, you must arrange for it to be looked after if you become ill. Please tell your Warden what these arrangements are.
- ❖ **Smoking** – in order to comply with the Smoking, Health and Social Care (Scotland) Act 2005 smoking is strictly prohibited throughout the communal areas of the complex.

You and your visitors may smoke in the privacy of your own home, but please do not smoke in bed. You may also smoke outdoors in the gardens and grounds, provided you do not litter these areas with smoke leftovers such as cigarette ends.

- ❖ **Fire precautions** – The complex has a fire alarm system, including smoke alarms. All are tested regularly. Please do not ignore any alarms you hear; instead, know what to do if you hear the alarm – and do it. Please do not prop any fire doors open. They are designed to stop any fire from spreading, but obviously work only when closed. For the same reason, please do not interfere with (or remove) the self-closing mechanism on internal doors. If you have or find a fire, use the fire alarm system immediately.
- ❖ **Door locks** – speaking of doors, you must not fit extra locks to your front door; as this prevents people getting in if there is an emergency.
- ❖ **Gifts to staff** – it sometimes happens that residents want to give a gift to a member of staff on special occasions, but we have strict rules on what staff may accept. Your Warden can explain these limitations to you.

What is the lifestyle like within the complex?

We are committed to excellent customer care for all our residents. We also encourage resident activities. Here some typical lifestyle features:

- ❖ **Management Committee** – if you want to get more involved in the running of the Association as a whole you may want to consider joining our Management Committee. Please contact either the Warden or your Housing Officer for more information.

- ❖ **Communal Lounge** – as mentioned before the complex has a lounge in the communal area where residents can gather for informal activities such as watching television, playing cards or just chatting.
- ❖ **Other activities** – we encourage you to organise as many activities as you like. If you want to pursue a hobby or a special interest, why not see how many others are interested and set things up together?
- ❖ **Electric wheelchairs** – if you are interested in purchasing a battery powered wheelchair or other special vehicle it is advisable to speak with the Warden first who will 1) discuss the available parking and battery charging facilities; 2) suggest you obtain a (professional) assessment so that the most suitable type can be recommended.

What if I need more support than the scheme can provide?

Sheltered housing is designed for people who can live independently with a little support. If you find you need more support than you get in your sheltered home, it is best to talk to your Warden/Housing Officer about it. They can discuss with you other possibilities and help you make contact with the appropriate organisations.

What if I want to make changes to my home?

Because we want to be as comfortable as possible, and because it is your home, we encourage you to make your home your own – within reason.

- ❖ **Decoration** – you are responsible for the decoration inside your home, and can therefore choose how it is decorated.
- ❖ **Aids and Adaptations** – if you would find it easier to manage if you had some alterations or special equipment in your home, please contact your Housing Officer/Warden. We can arrange for an Occupational Therapist to advise on what you need. Where appropriate the Association can sometimes obtain grants for grab rails, a shower or a special bath. There are restrictions on the type of work that is permitted by the Association. It is therefore essential that any alteration/adaptation work is authorised by the Association.
- ❖ **Other changes** – if you want to make any other changes to your home and you're not sure whether it's OK, or how to go about it, just ask your Warden/Housing Officer.

Leaving the Accommodation

A tenant may discharge themselves from the existing housing support services in the following way:

- By terminating their tenancy and moving out of the sheltered complex

To leave your accommodation, the Association will require 28 days notice to terminate your tenancy agreement. You will be asked to complete a tenancy termination form. If you require advice/support to move on to another tenancy, a member of staff will be happy to advise you.

We hope this booklet has answered most of your questions about our Sheltered Housing scheme, but we realise that everyone is different with different needs and perhaps different questions. If you have any concerns or questions still unanswered just ask us.

Remember, we are here to help you.

Contact Details

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Association's Main Office

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