

# Guide to sheltered housing

Worthing  
HOMES



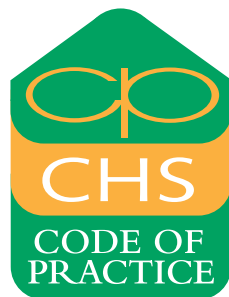
Sheltered housing is accommodation designed especially for vulnerable and older people. Each home is self-contained, with your own front door, so that you can enjoy independence, knowing that help is always available should you need it.

Worthing Homes have seven sheltered schemes in and around Worthing. The properties are a mixture of flats and bungalows, and all are within easy reach of shops and bus routes.

Each property provides an alarm system that enables you to call for help in an emergency 24 hours a day. This gives you and your family complete peace of mind when assistance is required.

A support co-ordinator visits the scheme on a regular basis to ensure the well being of all residents and will assist you to obtain the care and financial assistance you need.

# Centre for Sheltered Housing Code of Practice



Worthing Homes Supported Housing service has achieved the CHS Code of Practice.

The Centre for Housing and Support Code of Practice is a quality standard encompassing long-term housing-related support services delivered to vulnerable client groups in any setting, including Extra Care and Floating Support.

This means that the service you receive as a sheltered housing resident or supported resident in the community has been assessed against strict criteria and judged as meeting a national award standard.

This accreditation is your assurance that you will receive an excellent service from the Supported Services department.



# What you can expect

All of our schemes have a relaxed friendly atmosphere.

In the majority of our schemes we have a guest room, which friends and family can use when they come to see you.

We encourage residents to socialise and help each other where they can. There is a communal lounge in all of our properties where you will find books, games, and puzzles which you can enjoy free of charge.

Some communal activities are organised within the schemes, these can be anything from a strawberry tea, to a fish and chip supper, or even bingo.

The events are advertised in the communal areas and everyone is welcome to join in. You can even help to organise the events if you wish, just let a member of staff know.

There are also opportunities for you to become more involved in Worthing Homes. Our resident involvement strategy includes consultation, surveys, sheltered forums, fun days and mystery shopping. For more details on resident involvement please ask a member of staff for our leaflet.

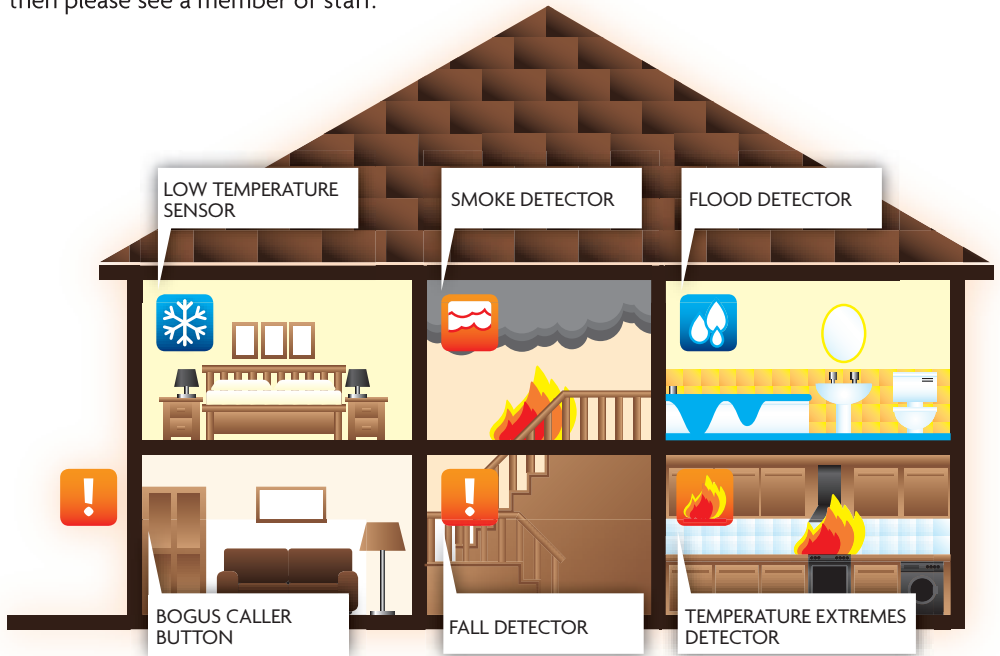


# RedAssure

If you have particular mobility or health needs our RedAssure service can provide products to help you with your independence.

They have a range of items that are compatible to your emergency call equipment including bed sensor, chair sensor, or a fall detector.

If you would like to find out more about the service and products then please see a member of staff.



## Your safety

We take our resident's safety seriously at Worthing Homes and undertake regular checks and drills to ensure all safety and emergency call equipment at our sheltered schemes are in good working order.

# Maintenance and repairs

**We encourage residents to report their repairs direct to our maintenance department.**

**Worthing Homes is responsible for:**

- Security – external locks
- Hot and cold pipe work and taps, including tanks and cylinders and leaking pipes
- Sanitary installations – toilet, bath, sink etc. as originally installed
- Electrical installations – wiring and main fuse, switches, power points as originally installed, immersion heaters and heating
- Ventilation systems – fans in bathrooms and kitchens
- Gas installations – piping and outlets, central heating systems
- Externally – windows, doors, gutters, drain pipes, decoration of all communal areas including lighting
- Fire alarm detection and fighting equipment and the emergency alarm system
- Communal TV aerial, lifts, door entry system



## Service standards

**We have now published our service standards which tell you the level of service you can expect to receive from Worthing Homes. They have been developed after consulting with our residents and are based on the things we were told were important to you.**

Our service standards are our promise to you and we are committed to making these promises happen. We aim to give you an excellent service and these standards will allow you to measure how we are doing.

These standards cover a wide range of our services and many can be read alone but please remember our Equality and Diversity, Value for Money and Customer contact standards apply to all of the other standards too.

# Sheltered housing service standards

The Supported Services teams are committed to providing an exceptional service. In order to achieve this we have developed these standards after consultation with residents.

- We will provide a professional, co-ordinated and caring service to supported housing residents living in a variety of tenure enabling them to retain maximum independence over their own lives.
- We will provide a 24 hour response service for every resident in sheltered housing.
- We will carry out a yearly needs assessment and develop a support plan with every customer or resident to enable them to achieve their maximum level of independence.
- We will carry out a further assessment if there is a life changing event (such as a hospital admission).
- We will visit or call each resident as agreed in the support plan.
- We will work with partner agencies that also support our residents.
- We will promote supported housing in a positive way that ensures the public are aware of its benefits as a real solution to isolation in the community.
- We will offer a variety of options and levels for residents to participate and help us to make decisions about the services we provide.

## **The published standards are:**

Customer Contact Standards; Anti Social Behaviour Standards; Complaint Standards; Empty Home Standards; Lettings and Tenure Standards; Major Work Standards – The ‘bigger’ jobs; Neighbourhood Management Standards; New Home Standards; Rent and other income Standards; Repair Standards – The little jobs; Resident Involvement Standards; Supported Housing; and Value for Money Standards.

If you would like further information on any of these subjects please contact a member of staff and details will be sent to you.

# Worthing HOMES

For further details please contact

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Please contact corporate services if you would like this in Braille,  
large print, audio version or in another language.

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