



# Older People's Services

## Older People's Services

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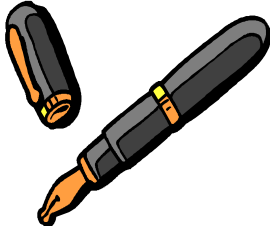
Web: [www.connecthousing.org.uk](http://www.connecthousing.org.uk)  
Email: [corporate.services@connecthousing.org.uk](mailto:corporate.services@connecthousing.org.uk)

Connect Housing Association

[www.connecthousing.org.uk](http://www.connecthousing.org.uk)

A charitable housing association

YOUR PERSONAL NOTES



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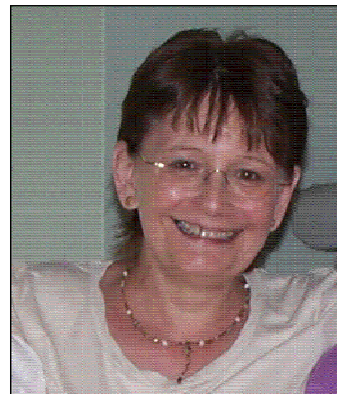




## 11. How do I contact Older People's Services?



If you have any queries relating to our Older Peoples Services please contact either the Senior Housing Officer, Simon Calland on **01484 353510** or email [simon.calland@connecthousing.org.uk](mailto:simon.calland@connecthousing.org.uk)



Or alternatively contact the Senior Scheme Manager, Sue Hendry on **0113 2311 561** or email [sue.hendry@connecthousing.org.uk](mailto:sue.hendry@connecthousing.org.uk)

## 2. Service Statement

### Service Statement

Connect provide 1 and 2 bed homes for people in Calderdale, Kirklees, Leeds and Wakefield. Some of our homes are designated specifically for over 50's, others for people of retirement age and over and some specifically for disabled people.

We are committed to meeting the housing needs of older people by providing good quality housing.

We will provide the support services older people want to enable them to maintain their tenancies whilst promoting independence and choice.

We will work with voluntary and statutory agencies to improve the services provided to older people.



We are committed to providing a service that is outward looking and is a resource to the local community wherever possible and is accessible and welcoming to all social, cultural, ethnic and religious groups.

Some of our older person's schemes have Scheme Managers who provide a housing related support service to tenants.

Our older people's properties have access to an Emergency Call Centre.

### 3. Scheme Manager Service

#### **Scheme Manager Service – roles and responsibility of the Scheme Manager**

#### **What a Scheme Manager can do:**

Scheme Managers provide housing related support at some of our Older People's Schemes to enable tenants to maintain independent living.

The main duty of the Scheme Manager is to provide a support service to tenants based on individual need during the working hours for each scheme and this includes;

- To be alert to the degree of health and independence of each tenant and to ensure any specialist or external support service is accessed where required.
- To respond to emergency calls from or on behalf of tenants, providing the appropriate assistance, promptly and in a calm and efficient manner.
- To establish and maintain links with appropriate support services, including statutory services, benefit agencies, relatives, voluntary organisations and local authority supporting people teams.
- To liaise with hospitals, ensuring adequate support services are in place before discharge.
- To be aware of Health & Safety, Fire Safety & Security precautions, and to act in accordance with Connects' policies and procedures.

### 10. C.O.P.S

If you would like to be more involved in the work we are doing in our Older People's Services then you may be interested in our **COPS** group (See also our C.O.P.S. booklet for further information).

#### **What is COPS?**

COPS stands for Connect Older People Strategists and is a newly formed group of like minded tenants who want to help Connect improve services for all our older people.

The COPS group will help us implement our Older People's Housing Strategy 2006-11 and will focus on areas that tenants have told us are important to them, such as:

- ◇ **Having an adequate income**
- ◇ **Being active and healthy**
- ◇ **Being safe and secure**

If you would like more information on COPS please contact our Senior Scheme Manager at Hawthorn Mill, Sue Hendry on **0113 231 1561**.

If you are a BME tenant and would like to be more involved but English isn't your first language we have a Scheme Manager who speaks Urdu and Punjabi and can provide a translation service. We may also be able to provide translation services in other languages on request.



Some of the group in deep conversation

## 9. Aids & Adaptations

If you have an illness or disability that makes everyday activities difficult or uncomfortable then you may be eligible for adaptations to your home.

If you would like more information on this area please contact your Scheme Manager (if applicable) for a leaflet or alternatively contact the Aids and Adaptations Service on **0113 285 0404**.



### What a Scheme Manager can not do:

#### What a Scheme Manager cannot do:

- Undertake day-to-day personal care of any description.
- Collect shopping, pensions or prescriptions on a regular basis.
- Look after tenants' finances.
- Cook for tenants.
- Carry out Home Care tasks.
- Give or apply any medication or supervise the taking of drugs.
- Lift a person unaided.



Upper Butts-Cleckheaton

## 4. Community Alarms

All housing for older people comes equipped with an Emergency Alarm Service to provide essential back up support in a personal emergency when Scheme Managers are off duty or not available or if there is no Scheme Manager.

The type of alarm system you have will depend on where you live.

If you live in Calderdale or Kirklees our older persons' housing comes equipped with a Tunstall Lifeline 4000 system with a linked smoke detector. If the alarm is activated a call is placed to the Tunstall Call Centre.

If you live in Leeds then you may have one of a number of types of alarm system that we currently use. All the systems in Leeds are linked to the Care Ring Call Centre operated by Leeds City Council.

All the Emergency Call Centres operate 24 hours a day, 7 days a week, 365 days a year.

Tenants are advised to inform the Scheme Manager or the Emergency Call Centre (if you do not have a Scheme Manager) about any changes in next of kin contacts, GPs, your medical conditions or your own telephone numbers.

The Emergency Call Centres need to have up to date information about you and your next of kin, remember, in an emergency they will need to contact people on your behalf.

**If you have any problems with your Emergency Call Equipment, report these at once to:**

### **During Office Hours**

Leeds 0113 2850404

Calderdale, Kirklees, Wakefield 08453 313 121

### **Emergency out of hours**

Attendo 01977 663667

## 8. Repairs

The Scheme Manager is responsible for reporting any security or maintenance issues and will report any repairs on your behalf. Alternatively you may report your own repairs direct to our contractors if you live in Calderdale, Kirklees or Wakefield. If you live in Leeds you can report your repairs by ringing the Leeds Office

The repairs contractor for Huddersfield based tenants is Trinity Property Maintenance and the telephone number is **0845 313 121**.

The repairs contractor for Leeds based tenants is Baldwins and the telephone number is **0113 2850404** (Connect—Leeds Office)



Please refer to the repairs section of the Tenant Handbook for further details.



## 7. Health & Safety, Fire Safety & Security

Scheme Managers carry out regular Health and Safety, Fire & Security inspections of the Sheltered Housing Schemes. Any tenant who has a Health and Safety, Fire Safety or Security concerns should in the first instance report this to the Scheme Manager.

If a Scheme Manager isn't available or you don't have a Scheme Manager then your concerns should be reported to the Housing Management departments at either the Leeds or Huddersfield office depending on where you live.

If you would like to be more involved with Health and Safety, Fire safety or Security issues at your Scheme please contact your Scheme Manager.



Belmont Close. Huddersfield

## 5. Supporting People

### What is Supporting People?

Supporting People may fund the housing related support services that you receive.

#### Q. Which services will it cover?

- The 24/7 community alarm service
- Access to a Scheme Manager support service (not available at all schemes) based on individual need. Support services, in this context do not include Home Care services.

#### Q. How can I get more involved in Supporting People?

- One of the aims of Supporting People is to give tenants and service users more influence over their support services, so that services will be more able to meet people's needs. This means that Connect and the local Supporting People teams want and value your views particularly regarding:
  - How good is the quality of the support services?
  - How can support services be improved?
  - What gaps in support services exist?



Carr Street, Liversedge

If you would like more information please ask your Scheme Manager, Senior Housing Officer or alternatively contact your local authority Supporting People Team.

## 6. Independent Living (Support Services)

In addition to the support from the Scheme Managers we have additional internal support services that we may be able to provide depending on your circumstances.

### Kirklees

If you live in Kirklees and need additional help to maintain your tenancy, you might be able to get additional support from our **Independent Living Team (TILT)**.

The independent living team aims to provide effective support to enable clients to live independently. The emphasis is on both practical and emotional support. Help is given to set up a new home if necessary, to complete forms, help in accessing other services and improving self-esteem and confidence.

The length of time support is provided will be agreed between the support officer and the person who needs the support.

If you feel the service can help you, or if you want to know more please telephone **01484 353 523**.



One of the TILT projects

## Independent Living (Support Services) (continued)

### Leeds

If you live in Leeds and do not have a Scheme Manager and need additional help to maintain your tenancy, you might be able to get help from the following floating support services we offer:

- **Disabled People Floating Support Scheme** – the purpose of this is to provide intensive housing support for householders (any age) who have disabilities or life affecting illnesses and are in any form of tenure and in any household type.
- **Older People Floating Support Scheme** – the purpose of this is to provide housing support for householders over the age of 55. The aim of the service includes sustaining service users in their tenancy and contributing to community stability.

Both of these services are provided by Housing Support Workers from the Leeds office. If you require further information on these services please ring **0113 235 0202**.

### Calderdale & Wakefield

Although we don't provide any direct support services in these areas we may be able to assist you in receiving support from other providers.

If you live in either of these localities and feel you need support please contact the Senior Housing Officer, Simon Calland on **01484 353 510**.