

# **SHELTERED HOUSING POLICY**

## **Aim of the Policy**

The aim of this policy is to seek to ensure the provision of high quality services that meet the needs of customers who would like to continue living independently in the community.

## **Objectives of the Policy**

1. To clearly define the service we provide
2. To explain how to access the service

## **Statement**

Sentinel wishes to provide high quality older persons accommodation together with a comprehensive sheltered support service, acknowledging that some customers may need additional or specialist support in achieving their full potential. In this respect, the overall guiding principle of this policy is one of empowerment.

## **Policy Principles**

We will:

- Endeavour to meet the strategic requirements of local authorities.
- Strive to improve our service on a continual basis and to achieve excellent value for money operating within a sound financial framework to ensure continuity of the service.
- Actively promote our service to stakeholders, local authority partners, healthcare professionals and the general public.
- Work closely with external agencies to provide an integrated and seamless service for customers.
- Consult with our customers and wider stakeholders; This will be undertaken on a regular basis through meetings and expert focus groups.
- Avoid discriminating against any service user on the grounds of their race, colour, ethnic or national origins, religion, sexual orientation, disability, gender or age. We will monitor the service we provide to ensure that no individual or group of individuals receives less favourable treatment in accordance with our Equality and Diversity Policy.
- Respect all service users right to freedom of choice, dignity, privacy and confidentiality.
- Deal with complaints in relation to the service in accordance with our organisations Complaints Policy.
- Obtain enhanced Criminal Records Bureau checks for all employed staff.

## **Service Details**

We will:

- Focus on the needs of the customer within an individually tailored care and/or support package.
- Regularly review the service with individual and corporate customers to check service standards and appropriateness of the service provided.
- Monitor service delivery annually through customer satisfaction surveys.
- Take into account any change in the circumstances of service users and if necessary amend care and/or support accordingly.
- Deal with any verbal or written correspondence in a polite, courteous and appropriate manner.
- Employ suitably experienced, high quality, well trained staff.
- Ensure that all staff present a photo ID card when visiting the homes of service users and wear suitable clothing at all times.
- Promote the service continuously both within the organisation and with external agencies.
- Accept applications from anyone over 55yrs of age, and in certain circumstances younger people may be considered.
- Allocate properties to those waiting on the appropriate Local Authority Housing Needs Registers.
- Accept applications from those living outside the Basingstoke and Hart area.
- Visit applicants prior to an offer of accommodation to assess their needs.
- Monitor performance against targets through reporting in our 'Sheltered Housing Logbook' which has been produced in conjunction with the 'Sheltered Housing Network'.

Staffing levels vary for each scheme and are determined according to the nature of the scheme and the needs of the residents. Sheltered Housing staff provide support in a number of ways:

- Helping newcomers to settle in and explain how everything works
- Make regular contact with each resident
- Encourage social activities
- Report and monitor repairs and maintenance work
- Assess needs and, in consultation with residents, liaise with families, statutory, voluntary and private agencies to ensure needs are met
- Act as an informal information provider on services available

Our Sheltered Customer Service Standards, developed in conjunction with residents, address the following:

- Staffing & Customer Care
- Communication
- Health & Safety
- Repairs & adaptations
- Estate management
- Tenancy management
- Participation & Involvement

## **Policy Review**

The Business Director in conjunction with the Care & Support Manager will review the operation of the current policy, on a regular basis and report the outcomes of the review to the Policy Committee.