

Dalmuir Park 

Housing Association



SHELTERED HOUSING TENANTS HANDBOOK

A Guide to Sheltered Housing and Housing Support Services

Introduction

Welcome to your new home. This handbook is provided to help you understand our Sheltered Housing Service and the facilities it offers.

Please read the information carefully. If there is anything you do not understand please ask a member of Sheltered Housing Support Team for clarification.

What is Sheltered Housing?

Sheltered Housing is a group of 70 properties split between two complexes for older people and people with Additional Support Needs and Physical Disabilities to enable them to live independently for as long as possible within their own homes.

Sheltered Housing is available to vulnerable adults, who could benefit from the additional support of an alarm or Support Services in emergencies.

The Service is available to people living within West Dunbartonshire Area.

Your property is fitted with an alarm system that will enable you to contact help in an emergency 24 hours a day.

Your Sheltered Housing complex has communal facilities such as a lounge, kitchen and laundry facility for you to use.

Charges

Your Tenancy Agreement summarizes the charges for the service. You pay a rent for your home with an additional Service Charge for the provision of the Support Service. You should pay the charges to the Association along with your rent. Housing Benefit is available if your income is below a certain level.

What happens when I move in?

When signing your tenancy agreement with your Sheltered Housing Officer they will introduce you to one of the Support Team who will assist you to settle into your new home. The Support Worker will complete a Sign-up Induction form. The Support Worker will then take you to your new home and go through how to use the intercom system and any other issues you may have regarding moving into your new home.

During your settling-in period a Support Worker will visit you in order to complete a Care Plan/Risk Assessment.

If you require additional aids/ adaptations within your home, please speak to a member of the Support Team will refer you to Occupational Therapy. If you require support with your personal care/daily living the Support Team will arrange an assessment to be carried out by West Dunbartonshire Home Care Team.

A set of keys must be left in the office in order that in an emergency situation access can be gained to your home. These keys are kept in a secure locked location.

Your safety depends on following this advice:

- Please do not use a chain on your door, except when opening it to check who is there.
- Please do not add new locks to your door except with the Associations approval.
- Please do not leave your keys in the lock.

You will have a key safe at your front door you must keep a spare set of keys inside that can be used for emergency access, and in case you get locked out. We will issue you with a code for the key safe. This code will only be given to individuals that you give permission to have the code.

What does my Support team do?

Support Workers will:

Develop and agree your Care Plan/Risk Assessment with you. This will be tailored to your housing support needs to ensure your safety and wellbeing.

Contact you daily, at a time suitable to you, over the intercom system to ensure your welfare.

Work in partnership with other agencies, carers and Support Networks to help you access services you need to live independently.

Assist with the security of your home.

Assist with personal care and medication prompts in the event of an emergency.

Assist in security/emergency situations, (24 hours), by Staff support or Hanover Telecare through you using the pull cord or Trigger pendant.

Liaise with your relatives and emergency services in the event of accident or emergency. If there is no emergency you should contact GP, relatives etc. yourself, or ask the Support Worker to phone on your behalf.

Advise with the reporting of repairs.

Arrange social events with consultation with you and other tenants.

Treat us as you would like to be treated, with courtesy and respect, and let us know if your circumstances or contact details change. This will ensure you are supported appropriately.

When is my Support Team on duty?

The Support Service is available **24 hours, 7 days a week**. Support Workers are available between **8.00am-3.30pm** in the Common Rooms at both complexes; 2 Nairn Place and 503 Dumbarton Road.

Both complexes are served by a single Support Worker whose presence will alternate between complexes on a daily basis from **3pm-10pm**.

There will be nightshift Support Worker cover, again alternating between both complexes, from **9.30pm-8.30am**

From time to time your Support Staff Team is required to attend meetings and training, alongside annual leave and days off and sickness periods.

When your Support Team is not at the complex, Hanover Telecare provides support via you using your pull cord or Trigger pendant.

Contacting your Support team

Contact details for Nairn Street Office: **0141-952-8395**

Contact details for Shaftesbury Street Office: **0141-952-6962**

Care Service Manager Office: **0141-435-6527 (Mon-Fri 9am-5pm)**

What is Hanover Telecare?

Hanover Telecare provides you with assistance should the Support Team be unavailable at any time or be off site. Hanover Telecare is a round the clock Emergency Response System based in Edinburgh with an additional Call Centre in Glasgow. They hold your details in their Database so that they can respond appropriately in an emergency situation.

Your information is stored and used according to the Data Protection Act of 1998. Hanover will respond to your call and provide verbal support and contact the Support Staff or relatives in the event of sudden illness or injury.

Hanover will also be able to support you with other situations and contact the relevant service like West Dunbartonshire Homecare Service/ Out of hours, plumber or electrician etc.

How do I use this System?

Our call equipment is provided by Chubb. This is operated by the pull cords or the trigger pendant in your home.

By activating the cords or pendant you will be able to speak to a member of the Support Team, either in the complex or, if the Support Worker is for some reason unavailable, Hanover Telecare staff.

They will either attend or summon help should you require it. There is a speech module in the hall, there will be a loud “beeping” noise that will stop once you are connected a light will flash on the red button on the speech module. You will then be able to speak to a member of the Support Staff. The speaker unit will pick up your voice from any part of the house and you do not need to be close at hand to the unit for the Support Worker to hear your reply.

The Trigger Pendant can be activated during an emergency, for instance during the night if you fall and are unable to reach the cord or feel ill, the Support Worker will then be alerted. If the service is not staffed, then Hanover will deal with the situation and alert the appropriate services to support you.

The Trigger Pendant should always be worn when at home.

Please take care of your Trigger Pendant as you will be charged if you lose it.

The smoke alarm in your hall ceiling is also linked to the call system. This will alert you and the Support Team if there is any smoke present in the flat.

The system and your house keys will be checked at your Six-Monthly Care Plan Review.

It is important that you **do not** keep cords tied up or remove them, as you have to be able to reach them in an emergency.

Your home is fitted with a Carbon Monoxide Detectors if it starts to bleep, call the Support Team or you can pull your cord or press your Trigger pendant.

Remember, the Alarm System is provided for your safety and well-being. Don't hesitate to use it if you need assistance.

What are Communal Facilities?

A **No Smoking** Policy strictly applies to all communal areas. It does not apply in tenants' own homes, but please refrain from smoking prior/during staff visiting you at home.

The Common Room Lounge

The Association's Sheltered Complexes have communal facilities attached to them, where you can meet with your neighbours and become involved in various leisure activities.

The Common Room opening times are between **8am-10pm**. The Support Team will inform you of regular events and activities. Please feel free to make use of the TV lounge and tea/coffee making facilities. Tenants and family can book the room for events, such as birthday parties for a resident at no cost. Please discuss this with the Support Team.

As part of our Health and Safety Procedures a Fire Drill Evacuation will be held every six months.

When visiting the Common Room, the visitor book must be signed at all times. Please see the Support Staff for the location of the book.

Regular Activities:

- Tea mornings
- Lunch Club
- Bingo Sessions
- All other events will be advertised on the notice board within the complex.

Zero Tolerance

We would like the Common Room to be an environment where all tenants, their family and friends can get together without fear of bullying, bad language or ridicule. Therefore, there is a document outlining the Expected Standards of Behaviour – A copy of this is on display in the Common Room.

Laundry Facilities

Both Nairn Street and Shaftesbury Street have washing and drying facilities for Sheltered Tenant's use only. It is important that these facilities are not used to launder pet beds or covers due to clogging of the filters in the machine itself and the risk of allergy to other tenants.

The Support Team will ensure you are allocated a slot. If you wish to use the Laundry out with this slot, please ask the Support Worker on duty.

Access to Communal Areas

You will have been issued with one door key per property which will enable you to gain access to the communal areas. This system ensures that only authorised people can access the facilities.

You will have been asked to sign a form accepting responsibility for the door key issued to you. If you lose a door key, you must report it immediately to the Housing Officer and Support Staff so we can take action to maintain the security of the buildings.

At the end of your tenancy you are required to hand the door key back to the Association. There will be a charge for any keys that are lost or not returned.

Security

You should always ask for identification from any caller you do not know, identification badges can be popped through the letter box. If you are suspicious in any way **do not** open your door and please pull the alarm cord to get advice from the Support Staff at Hanover Telecare staff.

We also request that you do not open the close security door unless you are sure you know the person.

Noticeboards

Each complex has a noticeboard with useful information. If you require any other information, please ask a member of the Support Team. Tenants are permitted to place information on the noticeboards, however, please consult your Support Team before doing so. Information placed on the notice board is regularly monitored.

How can I have my say?

You can get involved in what you would like to see happening in Sheltered Housing by:

Tenant Review: Within a few days of moving into your home, the Support Team will visit you and ask for details of your family, doctor and medical history and will complete a Care Plan which lists your needs and requirements. In doing so we are ensuring that we have sufficient information to help you in the event of an emergency. You can be sure that the information you give will be treated confidentially. You can request a copy of your completed signed Care Plan. Your relatives or friends are welcome to attend the Care Plan meetings. The Plan will be reviewed every six months, or earlier if needs arise. If your personal circumstances, medical information or medication should change contact details change, please inform staff so we can ensure you are supported appropriately.

Tenant Meetings: You will be invited to attend meetings every 2 months to discuss Care issues. Present at these meetings will be the Care Services Manager and /or the Housing Support Assistant and Support Worker on duty.

Suggestion Box: Each complex has its own Suggestion Box in a prominent place. Please feel free to use this to tell us of your ideas and comments relating to the service and ideas for future activities. The box is opened every month and the issues raised are discussed at the next Tenants Meeting, or with the Care Services Manager if appropriate.

Newsletter: You will receive a Newsletter which will keep you up to date

with the latest news about Association. You will be encouraged to participate by advising us of any articles that you would like to share with the wider community.

Membership of DPHA: You can apply for membership of Dalmuir Park Housing Association Limited. Your application will then be considered at the Management Committee Meeting, and when it has been accepted you will be issued with a Share Certificate. Share Certificate is recognition of your rights as a member to take part in all of the General Meetings of the Association.

AGM Meetings: An Annual General Meeting will be held where you and other shareholders are encouraged to attend

Annual Survey: You may be asked to complete a questionnaire regarding the service you receive from DPHA.

Consultants may also be required to do a tenant's survey by visiting you at your own home. Support Staff will notify you when this is taking place.

Care Inspection Visit: We are inspected annually by the Care Inspectorate. An Inspector, or sometimes two will visit over 2-3 days. Previous to this you may be asked to fill in a confidential questionnaire which will then be returned to their headquarters. They will use this for the basis of their report. Inspectors will speak to tenants and ask their opinion of aspects of the service. They also speak to staff and look at records and methods of recording/gathering information. If you have a concern about the service you are receiving, you can contact the Care Inspectorate at any time.

Focus Groups: We encourage Tenants/Local Residents to take part in our Focus group and gather their opinions on a number of subjects.

Complaints Procedure: Included in Induction Pack.

Feedback: You can decide how you would like to receive feedback, whether it is in the form of:

- Individual letter
- E-mail

- Tenants meeting
- Newsletter
- AGM Meeting
- Follow-up meetings or focus groups

Staff Recruitment and Selection

Staff Recruitment: and Selection procedure is intended to give staff and Management Committee clear and straightforward guidance on recruiting potential employees on a fair and equitable basis in order to recruit and select the best candidate for every vacancy.

Staff Development: Our Care Staff are qualified to SVQ Level 2 and above. We adhere to National Care Standards Housing Support and Care at Home and Scottish Social Services Council Codes of Practice for Social Service Workers and Employers. Copies of the New Health and Social Care Standards My Support, my life (will be given to you at your Initial Care Plan Meeting), and SSSC Codes of Practice are available at each Common Room.

Dalmuir Park Housing Association is fully committed to the development of **all** its employees. Employees will be aware of how their work as an individual contributes to the achievement of overall objectives. This will be done by frequent Professional Individual Development Plan Meetings/Supervision sessions. Support Team will be encouraged to undertake training which relates directly to their work in order to improve their job performance and the service provided by the Association.

PVG Check: When recruiting Support Staff, the Association will ensure that the appointment is supported by a satisfactory Police Check report (PVG). This will ensure that no potential employee has a record of criminal behaviour or conviction of a type that would prevent the Association making the appointment.

SSSC Registered: All support staff will be registered with the SSSC within 3 months of appointment.

The successful candidate cannot be employed until the Police Report is received and confirmed and approved by the Service Manager or Director.

Staff Acceptance of Gifts

While the Association recognises that tenants may wish to express their appreciation of the staff's efforts, tenants should note that the Association discourages the practice of offering gifts to staff. However, if you intend to do so please ensure that any gifts are of a minor and most certainly not of a monetary nature. Support Worker will then disclose to the Care Services Manager who will record the gift on the Hospitality and Gift Register

What if I have a Complaint/Comment?

The Association operates a formal Complaints Procedure. Should you have any complaints about the service or the performance of any employee, please follow the instructions as directed in the Complaints Procedure Document included in Induction Pack.

Should you have comments about the service you can direct these to:

Care Service Manager

631 Dumbarton Road

Dalmuir

G81 4EU

Telephone Direct Number: 0141-435-6527

E-mail arlene.dickson@dpha.org.uk

Housing-Maintenance Comments/Complaints

Complaints or Comments regarding Housing-maintenance issues should be directed to the appropriate department at the main office. Your Support Worker can assist you with this if required.

Housing and Property Services Manager

631 Dumbarton Road

Dalmuir

G81 4EU

Telephone Number: 0141-952-2447

Care Inspectorate

If you want to complain about our Care Service, you can also contact the Care Inspectorate.

The Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

www.careinspectorate.com

Telephone number: 01382 207100/ 0845 600 9527

Equal Opportunity

DPHA are committed in ensuring that no one is discriminated against on the bases of race, sex, ethnicity, colour, national origin, religion, gender, sexual orientation, marital status, physical disability or mental health problems.

Confidentiality

The only people who will have access to your personal information are you, and employees of Dalmeir Park Housing Association, West Dunbartonshire Council, Hanover Telecare, Social Work Departments, and Health Care Providers on a 'need to know' basis. However, if there is a risk of harm through a criminal act or self-harm, we have a duty of care to report this to the appropriate authorities to protect your wellbeing. You have the right to discuss matters with Sheltered Housing employees in confidence and the right to be treated fairly, equally and with respect.

Your private information will be stored in line with **Data Protection Act 1998**/General Data Protection Regulation 2018 will be accessible to certain Dalmeir Park Housing Association employees, Health and Social Care Partnership (HSCP), Health Professionals, Hanover Telecare, West Dunbartonshire Home care service, Hour care out of service and Care Inspectorate and SSSC Official. It will also be used to assist you in emergency situations. All records will be kept secured at all times.

Choosing to Leave or End the Service

Ending your tenancy

You must let us know, in writing, at least 28 days before you leave that you want to end your tenancy and give us a forwarding address.

Moving Out Moving out checklist

- You have paid any rent or charges you owe the Association
- All Keys returned
- Trigger pendant and pull cords to be left in the premises.
- We will inspect your home and discuss these with you before you move out to ensure you have kept within your tenancy agreement
- The property is clean, and you have wiped down all worktops, sills, kitchen units and floor tiles
- All your furniture, carpets and belongings have been removed, including from huts and lofts, and no rubbish is left in the house or garden
- You have contacted the gas, electricity and telephone companies.
- Keep a note of meter readings to check your final bills
- You have arranged for any gas appliances you are moving, including cookers, to be disconnected
- You have arranged for your post to be redirected.
- Your Care Plan has been closed with your Support Worker and you have completed an exit questionnaire.

All personal care plan information will meet the conditions of the Data Protection Act 1998/General Data Protection Regulation 2018 will be accessible to certain Dalmuir Park Housing Association employees, Health and Social Care Partnership (HSCP), Health Professionals, Hanover Telecare, West Dumbartonshire Home care service, Hour care out of service and Care Inspectorate and SSSC Official. It will also be used to assist you in emergency situations. All records will be kept secured at all times.

Useful Contact Telephone Numbers

Clydebank Police Station:

Non-emergency **101**

Emergency Services **999**

NHS 24 **111(free phone)**

Clydebank Health Centre **0141 531 6400**

District Nurses **0141 531 6313**

Old Kilpatrick Practice **01389 872575**

Chiropodist **0141 5316360**

Gartnavel General Hospital **0141 211 3000**

Golden Jubilee Hospital **0141 951 5000**

St Margaret's Hospice **0141 952 1141**

Queen Elizabeth University Hospital **0141 201 1100**

Victoria Infirmary **0141 201 6000**

Royal Alexandra Hospital (Paisley) **0141 887 9111**

Royal Infirmary **0141 211 4000**

Vale of Leven Hospital **01389 754121**

Alzheimer's Scotland **0141 410 5306**

Home from Home **01389 733733**
01389-733733

Out of Hours **01389 828307**

Occupational Therapist **01389 811760**


Duty Social Work Department **0141 562 8800**

Out of Hours **0800 811505**

Meal on Wheels **0141 951 6119**

West Dunbartonshire Council Offices **01389 737000**

Welfare Rights	01389 737050
Frank Downie Day-care	0141 9520607
Dial-a Bus	0845 125 9804
Independent Resource Centre	0141 9514040



Transco Gas Leaks	0800 11 1999
Scottish Power from a landline	0800 092 9290
Scottish Power from a mobile	0330 101022
Scottish Water	0845 600 8855
Scottish Hydro	0800 300 999

DPHA MEMBERSHIP APPLICATION FORM

If you would like to apply for membership of Dalmuir Park Housing Association Limited, just send in the form below together with your subscription of £1.00. Your application will then be considered at the following Management Committee Meeting and when it has been accepted you will be issued with a Share Certificate. Your £1.00 is treated as share capital and the Share Certificate is recognition of your rights as a member to take part in all of the general meetings of the Association. The Issue of a Share Certificate makes you a lifetime member, but it does not commit you in any way to any personal liability for the way the Association is run or to any further financial liability. On the other hand, you can't expect any financial return from it either because Dalmuir Park Housing Association is not allowed to make a profit for redistribution to its shareholders.

If you wish to find out more about the way Dalmuir Park Housing Association is run, you can request a copy of the Rule Book of the Association.

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TO: The Secretary
Dalmuir Park Housing Association
631 Dumbarton Road
Dalmuir
CLYDEBANK

I hereby apply for membership of Dalmuir Park Housing Association Limited and enclose £1.00 for one share.

Please will you send me a copy of the Rule Book

Full Name:

Address:

Signed:

Date: