

Sheltered Housing NEWSLETTER

ISSUE 5 – February 2010



Poole Housing Partnership Ltd



Residents have their say about the Sheltered Housing Service

The Supporting People Team at the Borough of Poole have initiated an Older People Sector Review and PHP wanted to have the opportunity to contribute by consulting residents about what they want from the sheltered housing service.

Our last Status Survey carried out in 2008 specifically identified satisfaction levels with the Sheltered Housing Officer service as being 90%, which is exceptionally high. However PHP wanted to ensure its service users had an opportunity to contribute at this first phase, and so a PHP consultation event was organised at the Lighthouse on 27th November 2009. Andrew Reynolds from the Council was invited to observe and provide feedback on the review process. 125 people attended and 14 more had to be turned away as

the venue had reached capacity. A further 70 questionnaires were submitted from residents unable to attend who wanted to express their views. There was a wide mix of ages, disabilities and support needs represented and a fairly even split of males and females; an interpreter was provided for a deaf resident.

Residents' Priorities

The following themes emerged strongly and were echoed by the questionnaires that were received:

1. Given the choice again on whether to move home and into sheltered housing, knowing what they know now (in terms of alternative options) almost everyone said they would make the same decision and move into sheltered housing.
2. Residents value highly the service and are passionate about not wanting any reduction in service levels or moves away from a dedicated Sheltered Housing Officer (SHO) for their scheme.
3. Residents want a generic service – they want their SHO to continue to be responsible for housing management and to support them (a 'one-stop-shop' in effect).
4. Residents would like improved cover arrangements (for sickness and holidays) and staffing levels to be increased overall but at no extra cost.
5. Residents would like to see improved out-of-hours cover (quicker personal responses for non-medical emergencies) and also for the Council's Control Centre service to improve.

6. Residents want their SHOs to have less bureaucracy and administration to deal with, fewer meetings, and therefore, more 'quality time' with residents.

7. A significant minority of residents would like PHP to revert to making the SHO positions residential again.

8. A minority of residents would like SHOs to revert to a more traditional good neighbour/warden service as provided before the last service review in 2003.

It's very helpful to learn of residents' priorities and these are being considered as part of the review.

See pages 3-4 for more information about Supporting People and PHP's Sheltered Housing Officers.

We can supply this Newsletter in large print, on audio CD or in your language.

**Please call:
01202 264444**

Please tell us what you think of the NEW format of the Sheltered Housing Newsletter – call Fiona on 01202 264436 or email f.carter@poole.gov.uk

If we don't hear from you we'll assume you like it!

FREE computers and training for PHP Sheltered Housing Residents.

PLUS – we pay for the broadband connection and telephone line!

With the help of partner organisations such as Partnership for Older People Project (POPPs) and Adult Learning, a dedicated community rep with IT expertise, and the donation of recycled computers we have installed refurbished computers in a total of 26 of our Sheltered Housing Scheme common rooms to date. The final two will be installed in early 2010. There is no charge to the residents. PHP funds the set up costs, staff time, telephone and broadband costs. It's no use having a computer if you do not have the

skills to use it so residents are also given free training so they can access the Internet and use email and they each receive a certificate at the end of the course. Over 100

residents have received training so far, the eldest being 91 years of age. The response has been great and some of the schemes have carried on to form their own computer groups at the schemes.

The provision of a computer in each scheme has given the residents greater independence, inclusion, empowerment and choice and allowed them to access the services provided by PHP and the council without the need to visit in person.



Poole Community Transport Service: Helping you get out and about

The Borough of Poole in partnership with Poole Council for Voluntary Service operates Poole Community Transport Service. It aims to help those people who have problems using public transport and who don't have access to their own car.

The Community Transport & Travel Co-ordinator will visit anyone who thinks they may benefit from our service.

Bookable door-to-door accessible transport is available for people with specific travel and accessibility needs. Any resident of the Borough of Poole who is unable to use public transport and does not have access to a private vehicle is eligible to join as a member. Annual membership is £5.

For those who are unable to use their bus pass there is a Voucher Scheme. Members may swap their bus pass for £85 worth of vouchers than can be used to pay for their travel on the following services:

Dial-a-Bus

Dial a bus runs Monday to Friday picking up passengers from their homes taking them to the Dolphin Centre, Shopmobility and Sainsbury in Poole.

In addition, we are currently trialing a Monday service into Wimborne for members that live in Merley and Bearwood.

The fare for a return journey on Dial-a-Bus is £2.

Voluntary car service

Voluntary Drivers can be used for essential journeys such as appointments for the doctors, dentist, opticians, chiropodists and so forth, as well as for visiting friends or relatives in hospitals or care homes.

There is a minimum charge of £3 each way for trips up to 5 miles.

Wheelchair accessible Vehicle

We have a specially adapted Citroën Berlingo available for use by members of Poole Community Transport Service who need to travel whilst seated in their wheelchair.

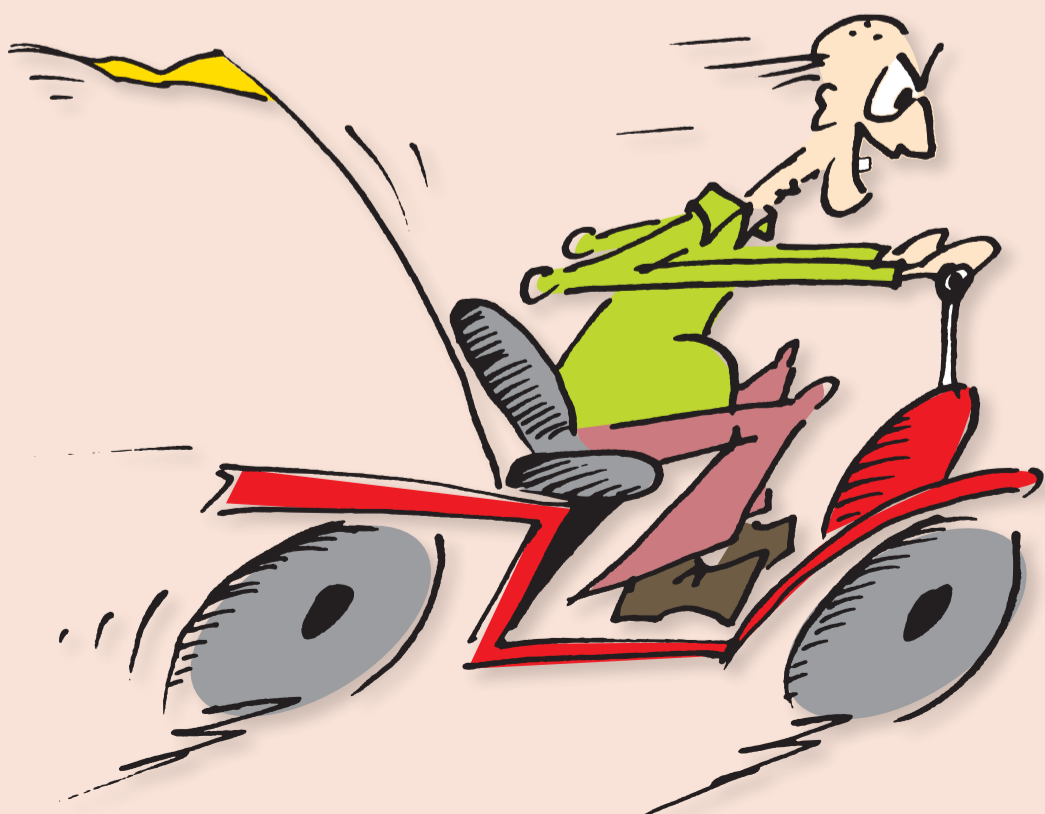
The rates for this service are £3 minimum charge each way for a trip of up to 5 miles.

This vehicle is also available for loan to local clubs and groups for meetings and outings.

For more information on any of the above, or to book a home visit please telephone (01202) 634249.



Mobility scooter demon drivers can cause chaos



Did you know that...

A scooter knocked down a resident on one of our sheltered schemes!

Scooters have damaged plaster and paintwork in the communal corridors.

If you are thinking about getting a mobility scooter there are a number of things to think about:

Where you are going to store and re-charge the scooter?

You will first need to ask permission from your Sheltered Housing Officer to keep the scooter in the communal area and this may not be granted (depending on storage and other issues).

What do you need the scooter for?

It's best to get professional advice before buying one. Some wheelchairs and scooters are only suitable for riding on pavements or footpaths while others are suitable for riding on the road and have a top speed of 8 miles an hour.

Remember...

You are responsible for your own and other people's safety. It is important to drive slowly when you are in and around housing schemes and be careful not to park it anywhere where it may cause an obstruction.

The Highway Code for mobility scooters has been written to protect the safety of people who use electric mobility scooters and must be followed whether you ride on the pavement, footpath or on the road. Please ask the Sheltered Housing Officer for a copy of the code or look on your notice board if you haven't seen it before.

If you are a responsible driver, we thank you for your consideration and are fully aware that not all mobile scooter owners are demon drivers!

If you do get a scooter have fun and be safe!

Supporting People and the role

What is 'Supporting People'?

It's a government programme offering vulnerable people the opportunity to improve their quality of life by providing a stable environment to enable greater independence. The Council works with many support providers to deliver specialist services, including PHP. Our contract is to deliver support to sheltered housing residents, and we do this through our Sheltered Housing Team. This part of the service is paid for through the contract, and also Supporting People charges for residents not eligible for housing benefit.

The Supporting People Programme wants PHP to help residents:

- **Benefit from economic well being** by maximising their income and helping them to reduce debts or pay bills.
- **Enjoy life and achieve their ambitions** by supporting residents to participate in training, learning and to access leisure, cultural or faiths, including helping residents to contact external services, groups, friends and family.
- **Be healthy and manage their physical health** by referring residents to a district nurse, social services, pharmacies, emergency services or providers of meals at home. Or they may be referred to other services such as managing mental health or aids, adaptation and assistive technology services.
- **Stay safe** by supporting residents to maintain their accommodation and independence.
- **Develop confidence** and therefore their ability to benefit from greater choices in life.

So how does this work?

PHP employs a dedicated team of Sheltered Housing Officers who, in addition to managing your housing scheme, carry out risk and needs assessments for every sheltered housing resident. They agree a support plan with each resident, tailored to their specific needs, and review these annually or when circumstances change.

The following case studies give you a flavour of how this works and show just how successful this can be for residents. (We've changed their names). Everyone is different and our team will work with families and all sorts of agencies confidentially to make sure you can enjoy life, maximise your income, be healthy, stay safe and be confident, without interfering in your daily lives.

The Supporting People Team are always keen to hear the views of the residents receiving the services they fund, and so don't be surprised if they contact you week commencing 1st March 2010 when they will be undertaking their regular check of PHP's service.



Image is for representative purposes only.

CASE STUDY: 'Pat'

Resident A (Pat) has been living in the scheme for over 20 years and has always been physically active and enjoyed social activities. She has lived alone since her husband passed away 9 years ago.

Pat was diagnosed with dementia two years ago and was recently diagnosed with ovarian cancer. Her family live reasonably locally and try to support Pat as much as they are able to.

There have been noticeable changes recently and Pat's need for greater support has increased. She is not managing around the home and forgets where she has put money and is unable to deal with household bills or shopping. Additionally, there have been instances where medication had been being thrown in the bin, laundry has not been managed and there has been confusion over personal care.

The front door was being left open all night as Pat was forgetting to lock it and she had slowly stopped attending bingo and socialising as the dementia caused her to get confused over days and times.

Needs Identified

- Benefits, budgeting and managing all household correspondence
- Pursuing social interests
- Difficulty managing household tasks – cooking, cleaning, laundry and shopping
- Difficulty managing personal care
- Managing and taking essential medication
- Keeping the home secure

Risks Identified

- Isolation
- Daily household tasks – cleaning, laundry and shopping
- Neglect – personal care, diet
- Managing medication

Support Actions

- Liaise with family to support with all financial correspondence, laundry and shopping.
- Referral to Social Services to put a care package in place, to support with taking medication, personal care and helping with lunchtime and evening meals.
- Organise a key safe to be installed
- Referral to daycentre

Outcomes

- Family now support Pat with all her financial correspondence, laundry and shopping
- A care package is in place: Pat has support three times a day from a carer who helps her with taking medication, personal care and meal preparation
- Pat's door is now locked at night, and a key safe has been installed so Pat's carers can gain access safely
- Pat decided not to go to the daycentre, so her SHO is helping her with an application for funding to pay for a carer to take Pat out for a day once a week

Performance matters!

Did You Know

Our progress to meet the Governments decent home standard is on target for completion during 2010. In the current financial year 2009/10 we have installed 90 bathrooms and 173 kitchens in to various sheltered schemes.

In 2009 we welcomed 127 residents to our schemes and from our new homes survey over 95% were very satisfied with their new home and the service they received.

90%!!
25%!!

During 2009 the Sheltered Housing Team made:

- 605 referrals to reduce overall debt and to maximise tenants income to get the right benefits.
- 586 referrals to support tenants in training/learning, participate in leisure or contact with external groups/friends and family.
- 1,010 referrals to manage physical health, mental health and for aids and adaptations.

In the summer we will be undertaking another sheltered housing tenant satisfaction survey. In the last one completed in 2008 over 91% of tenants fed back that they were very satisfied with the services they received.

Your feedback is important to us. In 2009 we received 5 formal complaints about the sheltered housing service and none of these were upheld.

of the Sheltered Housing Team

CASE STUDY: 'Jane and John'

Jane and John moved into their current home 18 months ago, and were both disabled but were able to manage independently. However, John had a fall and broke his hip and then Jane had a stroke, which severely affected her speech and memory. This put a huge amount of extra pressure on John, who then found it difficult coping. Jane was also having trouble managing the household tasks and taking care of the garden, and neighbours started to complain about the garden.

To make matters worse Jane and John found themselves getting increasingly into debt because they were not understanding their bills or getting down to the banks and stores to make payments.

Jane and John's son was staying over as Jane felt unable to manage, but this meant they were overcrowded. They were both becoming very anxious, upset and frustrated, particularly as they had previously managed so well. This situation was also causing arguments amongst the family.

Needs Identified

Support with:

- Maximising income
- Managing all financial correspondence
- Contacting external services
- Physical health needs
- Access to move to alternative accommodation
- Emergency equipment
- Reporting repairs issues
- Managing the cleaning and maintaining the garden
- Social interest for Jane, to allow John some time out

Risks Identified

- Getting around the home
- Getting into financial difficulty
- Cleaning the home
- Accessing facilities off-site

Support Actions

- Refer to GP for speech therapy
- Refer to day centre
- Liaise with debt collection agencies to advise of current situation to allow a few weeks to organise payments
- Liaise with bank to support in setting up an account to allow direct debit payments
- Liaise with Department of Work and Pensions to allow payments to be sent to new account set up
- Liaise with creditors to explain the situation and set up affordable direct debit payments on a monthly basis

- Contact Housing and Community services to explain the situation and support completing a Housing Transfer form
- Letter to GP surgery requesting a supporting letter for a transfer to two bedroom accommodation to allow son to continue supporting Jane and John.
- Letter to Council with details of son's income and proof of income to help claim
- Monthly testing of equipment needed to ensure pendant and pull cords are working safely
- Report repair issues as and when required
- Agree son to support with housework and maintaining the garden

Outcomes

- Income maximised. Jane and John are in receipt of the correct benefits
- Jane now attends a day centre one day a week, which allows John some time out and relieves some pressure
- New bank account set up
- Currently on the list and awaiting speech therapy
- All benefits now paid into new account
- Direct Debits set up for all outgoing payments with an affordable amount agreed with creditors

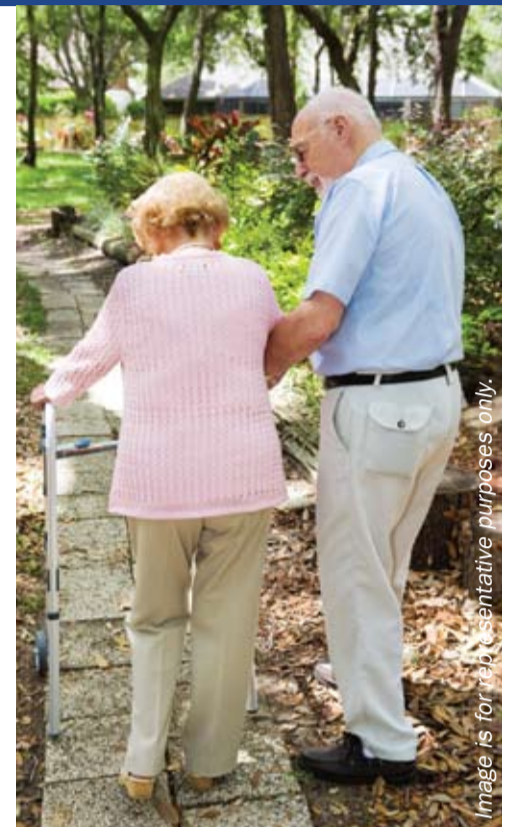


Image is for representative purposes only.

- Jane and John are now on the transfer list for a two-bedroom property
- Repair issues get dealt with quickly and effectively
- Jane and John feel safe as all equipment is tested and in good working order
- Risk of getting falls round the home are minimised due to walking aids and a recently installed level access shower
- John and Jane now have a mobility scooter so they can access off-site facilities
- Household tasks are easier to manage as son helps with heavy housework and garden



How do I contact the Sheltered Housing Officer in an emergency?

Each scheme is equipped with a modern speech system. All you need to do is:

1. Pull one of the special alarm cords or press the button on your pendant alarm ONCE
2. The SHO will answer
3. You can say what is wrong from wherever you are in your bungalow or flat. If you cannot speak you can be assured the SHO will come quickly to see what has happened.

What if the Sheltered Housing Officer is away?

If the SHO is away at any time then the scheme alarm is switched to the Control Centre. If it is an emergency the Control Centre can send one of their Mobile Team to open the door for the emergency services as the Control Centre holds a master key for all our sheltered properties.

How to contact the managers of the service

The Senior Sheltered Housing Officers now work with the Sheltered Housing Manager at Beech House and can be contacted on the numbers below:

Karen Russell – Harbour Team 01202 264492

Lynn Piper – Parkstone 01202 264493

Wendy Watkin – Heath Team 01202 264494

Jan Peart – Sheltered Housing Manager 01202 264421

Are there things 'Supporting People' do not fund?

Yes, which means SHO's cannot help with everything, like personal care or help with household tasks or nursing. In emergencies your SHO will help to the best of his/her ability, as part of an emergency response until help is available from other sources – family, the Council or other agencies like the Primary Care Trust may well be responsible for providing the help needed. It is important to remember that there are many other people in the scheme for whom the SHO must offer a similar service.

Confused about Concessionary TV Licences?

Everyone, wherever you live, over 75 is entitled to a free TV licence, but if you're under this age and living in sheltered housing its much more complicated!

So, how does it work?

- TV licences are free to all aged over 75 (in terms of sheltered housing a dwelling will qualify for this as long as just one occupant meets this criteria)
- Concessionary Licences (£7.50 per dwelling) are available to tenants who live in sheltered housing schemes, where the schemes meet the following government rules:

These are the government's rules for sheltered housing schemes to be eligible for concessionary licences:

1. The accommodation must form a group of at least four dwellings in a common boundary provided specially for disabled persons mentally disordered persons or retired persons of pensionable age.
2. There must be a group of at least four dwellings within a common and exclusive boundary encompassing all and only the accommodation.
3. The residents must have the services of a person (sheltered housing officer) who resides within the common boundary of the dwellings or works there for at least 30 hours per week.
4. There must also be provided within the common boundary a communal facility intended to meet the needs of the residents.

For a scheme to continue to be eligible for a concessionary licence at least one resident in each property must be 60 years and retired.

In addition to this:

Your dwelling can also be eligible for a concessionary licence if at least one of the occupants works part-time only. To meet this requirement the person must have originally retired and be over 60 and be working less that 15 hours per week.

BUT you have to pay the full cost ...

If a resident is over 60 and works over 15 hours a week. In this case the resident will have to pay for a full licence unless there is someone else in the dwelling who meets the FREE or concessionary criteria. However, this will not affect the status of the whole scheme.

Changes to entitlement to concessionary TV licences

1. Changes in the status of residents

In some circumstances a whole scheme can lose its entitlement to concessionary licences if one or more dwellings within the scheme have been re-designated and are no longer regarded as Sheltered Housing Accommodation. This could be due to the fact that the occupants are under 60 **or** are not disabled **or** have never retired.



2. Changes in the status of schemes and Preserved Benefits

a) It is sometimes the case that the right to concessionary licences is lost as the scheme no longer meets the government rules 1-4 opposite (for example it could be the case that that the Sheltered Housing Officer no longer works at the scheme). In this case those residents who qualified for a concessionary licence originally will have preserved benefits, but only as long as they reside in the **same** scheme. These residents will therefore still be eligible to concessionary licences.

b) Any new resident to the scheme will not have the benefits and will have to pay the full fee (unless over 75).

New residents to sheltered Housing Schemes are always given information regarding what TV licence fee they need to pay.

Hopefully you will all now appreciate the complexities involved and understand the reasons behind this, which are outside our control.



The NHS wants to 'ear to your views

NHS Bournemouth and Poole are really keen to hear from you and want as many local people as possible from all parts of the community to help improve services and make a difference to health services in your area.

You are invited to join NHS Bournemouth and Poole's Public Involvement Network. Kathy Nicholson-Banks who leads on this area of work says, 'we are really keen to get local people to sign up to our Public Involvement Network or 'PIN' as it is known. The PIN has been created so you can easily give us your views and provide us with feedback. You can get involved in a variety of ways and only need to take part as and when you want to'.

There are many different ways you can get involved, ranging from receiving surveys through the post and getting copies of the Strategic Plans and Annual Reports, to sitting on committees and attending discussion groups and forums. As a member you are also invited to attend 6 monthly forum get-togethers and workshops if you wish.

As part of this voluntary network:

- You will have the chance to make sure your views about the NHS are heard
- You can help shape local health services to better meet your and other's needs
- You can receive valuable experience acting as an advisor to the NHS

You can join the Public Involvement Network today by:

- registering online at: www.bournemouthandpoole.nhs.uk
- via email: feedback@bp-pct.nhs.uk
- by contacting the PALS Team on 01202 318954 or mobile/text service 07825 256953
- or by writing to: FREEPOST RSBE-TTBU-ETBK, Public Involvement Network, NHS Bournemouth and Poole, Canford House, Discovery Court Business Centre, 551-553 Wallisdown Road, Poole, BH12 5AG.

We look forward to hearing your views!



Your letters...

Thank you!



To live in Selby Close is the best move we have made. We have such a great committee always working for a happy community. Not just Bingo once a week and the odd outing, we have a team of ladies baking cakes for summer fetes they also provide refreshments for different parties held in the communal lounge.

We have a group who enjoy afternoon art classes, and a gardening club who look after the site and help residents who need help with their little patch.

We have many parties and refreshments provided for everyone. The Xmas party and many other events is partly paid by the Residents Association fund, so those who wish to attend can afford to. There are lots of outings throughout the year, coffee mornings, afternoon teas, needless to say its always a full house.

Thank you to all the committee members for all the hard work, making Selby Close, a happy united community, keep up the good work.

Mrs Jenny Vincent, Selby Close.

Dear PHP and MITIE

Thank you very much for my lovely kitchen. I have lived here 8 years, I shall be 86 in November and to me this is a lovely Birthday and Christmas present. The kitchen is lovely and the MITIE men and Signpost were lovely. I never thought it would be like this.

I want to live to be 100 so I have 14 years to enjoy it.

I am not very good at writing but wanted to write and thank you.

One Happy Sheltered Tenant

Bridging the generation gap

They came to us....

Lake Avenue Residents Association recently invited some students from Carter Community School to a coffee morning.

Ten young people, aged 12-13 arrived by their school minibus accompanied by 2 members of staff. Maureen the Local Community Rep said 'they eyed us, as we did them, but the ice was soon broken when drinks and biscuits were served and we started to chat'. A local general knowledge quiz was held with 21 questions – not too competitive, just hands up and a good laugh. All too soon the students had to leave but not without having made arrangements to

visit again. Comments from residents included 'It had made my day'... 'I enjoyed talking to the youngsters'... 'I had something different to think about for a few days'... 'something to look forward to'. Comments from the school children were also favourable so watch this space for the next report. Maureen says 'Entertaining young people for a short time in a controlled situation can be fun'.

...and we visited them!

The students from Carter Community invited the residents from Lake Avenue and the Mayor and Mayoress of Poole and Ward Councillors to a tea party at their school on 2nd December. Some of the residents were visiting the school for the first time and others hadn't been to Carter for several decades. The idea of hosting a series of tea parties is to help break down the generation gap and to learn from one another. Students gave tours of the school

and then sat down with the residents to enjoy Christmas treats such as mince pies and shortbread, which had been made by the Year 8 students in their Food Technology Classes.

Regular future meetings are being planned.



'You said, we did'

Neighbourhood Improvements on Council Estates (NICE scheme)

Selby Close residents wanted plants and garden tools for the communal garden. Local Community Representative Ali said 'It was just bare before, we are over the moon with the plants and garden tools, we never thought we would get another grant as we were successful in getting a garden shed last year'.



Lake Avenue

Simmonds Close and **Cinnamon Lane** had new sheds for their communal gardens and **Peel Close** had a raised planter and seating area.

Baiter Gardens had a neglected grassed area which was constantly being fouled by dogs so residents requested, and were given, a paved roped off area and two benches and planters.



Willow Park

to buy more pots and plants. Residents at Willow Park said 'we are all pleased with the NICE scheme'.

Belmont Court residents asked for a raised flowerbed to enable disabled residents to do some gardening and for new patio furniture for the scheme. One resident said 'it's so nice to sit in the garden and be able to face one another'. Lynn Colbourne, Scheme Senior Sheltered Housing Officer added 'the flower beds have been designed to allow people in wheelchairs to be able to dig and plant flowers, in all it is a great success and we are just waiting for the summer'.



New shed



Selkirk Close patio and fenced area.

ENVIRONMENTAL IMPROVEMENTS

The washing line/drying areas at both **Phyldon Close** and **Bob Hann House** have been transformed this year after the Sheltered Housing Officers and residents applied for funding from PHP investment panel. We aim to please!