

Housing for Older or Disabled People



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VALE of GLAMORGAN



BRO MORGANNWG

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Housing for Older or Disabled People

4.1 Sheltered housing

Sheltered housing offers residents who are approaching, or over retirement age, the opportunity to keep their independence in the secure knowledge that they can receive help and support if they need it.

1 What is sheltered housing?

The Vale of Glamorgan Council has 2 sorts of accommodation for older persons,

Group Schemes

Have a pull cord system connected to a control centre that is staffed 24 hours a day

Sheltered Schemes

The have the same alarm system but also benefit from an on-site Warden.

The Vale of Glamorgan Council manages five sheltered housing schemes in Barry, Penarth, Dinas Powys, Cowbridge and Llantwit Major. Each scheme is made up of completely self-contained flats and/or bungalows, some with their own gardens. All homes are linked to a 24-hour community alarm system. There is a warden in some schemes who provides help and assistance to all residents.

Sheltered housing tenants have the same tenancy agreement and rights as other Council tenants.

Sheltered housing provides:

- a secure and safe place to live
- the security of having an alarm system and sometimes a warden
- some communal facilities such as a lounge

Sheltered housing does not provide:

- residential or nursing care

2 Who can be considered for sheltered housing?

For schemes where there is a warden, anyone who is over retirement age can be considered for sheltered housing. For schemes where there is not a warden, anybody aged 55 and over can be considered.

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● **How do I apply for sheltered housing?**

You apply for sheltered Housing in the same way as other types of Housing. You will need to request an Application Form. On the form you need to make clear that you are interested in sheltered Housing in the appropriate section of the form.

● **More about sheltered housing**

● **The community alarm service**

All homes in sheltered accommodation are provided with a community alarm system which is on 7 days a week, 24 hours a day. This offers peace of mind to anyone who needs help in an emergency.

You can get help by:

- pulling the emergency pull cord which is in each room
- pressing the red button on the telephone
- pressing the red pendant which you can carry with you around your home

Emergency calls made in the mornings will normally be answered by the warden. At the weekend, during the afternoons and at night, calls go through to the emergency control centre and someone will get help for you.

If you want to know more about the community alarm service, please telephone 01446 747874 .

the **COMMUNITY ALARM SERVICE**

7 days a week - 24 hours a day!

● **The warden**

Some sheltered housing schemes have a warden. The warden is there to manage the sheltered housing scheme and to make sure that it is a safe and secure place to live. The warden should see you at least once a week to make sure everything is alright. If you wish, the warden can also give you a call every day. If you would like them to keep a spare key for you in case of emergencies, they can do this. However, you still have the right to your privacy and they will only enter your home if you want them to.

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What the warden can do:

- be there to act in an emergency by contacting emergency services and/or your family
- give you advice on where to get help eg meals on wheels, chiropodists, district nurses etc
- help to organise social activities in the lounge such as luncheon clubs, bingo etc

What the warden cannot do:

- give out medicines
- carry out any nursing duties
- do your cooking or cleaning (although they can assist you to get help with this)
- do your shopping or collect your pension or prescriptions

The Senior Housing Officer meets regularly with each warden. If you have any problems you do not wish to discuss with the warden, you can get in touch with the Senior Housing Officer by telephoning 01446 709511 or by writing to the Senior Housing Officer at 2-8 Holton Road, Barry, CF63 4HD.

● **Communal facilities**

You may pay a weekly service charge as part of your rent. The service charge covers the cost of the warden and communal facilities and services. These will include:

- **gardening**
- **cleaning** - floors, stairs and windows in communal rooms
- **a lounge** - the warden is responsible for managing the lounge in consultation with residents. All residents have the right to use the lounge whenever they want to meet up with other residents or take part in social activities. If you want to organise your own event in the lounge, please talk to the warden first.

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- **kitchen** - in schemes where there is a communal kitchen, this may be used for preparing snacks, teas and lunches. It is the responsibility of the warden to make sure that the kitchen is safe and clean.
- **laundry** - all residents can use the washing machines and dryers. There is a small charge and you need to provide your own own washing powder
- **regular decoration** - and maintenance of the communal areas
- **television licence** - all tenants of Sheltered Schemes are eligible for this licence, all you need to do is supply details of your Income and National Insurance Number to your Housing Assistant, the Council will then arrange to have your name included in the Licence. If you already have a licence for your existing accommodation you can apply to have the remaining part of it refunded once you are included in the communal licence.

Changes to the service

Before we make any changes to the communal facilities or services, we must consult you to get your views. If you have any ideas for how services could be improved, please talk to the warden.

Other services you can receive when you live in sheltered housing

If you need extra help to live in your home, these are some of the services the warden can assist you to get from outside organisations:

- meals on wheels
- home help
- chiropodists
- occupational therapists
- hairdressers
- assistance with bathing in some schemes
- help with washing clothes and sheets

4.2 Sheltered housing: local services

Your warden will give you information on the various Local Services available to you when you move into your property.

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4 **3** Housing for disabled people

Finding a new home

The Vale of Glamorgan Council may be able to help disabled people to find a home better suited to their needs. For information about Council accommodation and how you can apply, contact a Housing Assistant on Barry 709500. There are registered social landlords that have specially adapted properties in the Vale of Glamorgan. Their contact details can be found in section 8 of this handbook.

Adapting your existing home to suit your needs

If you or a member of your family are disabled and you think that adaptations to your home might be necessary, you can contact the Vale of Glamorgan Council Social Services Disability Team on 01446 730402. You will normally be visited by an occupational therapist who will discuss your requirements with you.

The Council can help to carry out adaptations to homes which have become difficult for people to manage. Small adaptations include:

- fixing handrails, small ramps and shallow steps
- installing lever-type taps and door handles
- repositioning electrical switches and sockets

To find out more about small adaptations, contact your Housing Assistant on 01446 709500.

You may need major adaptations to your home such as a stairlift, shower or extension. If this is the case, you might be eligible for a Disabled Facilities Grant. To find out more about Disabled Facilities Grants, contact the Physical Disabilities Team on 01446 730402.

Other Booklets:

- 1 Welcome to your New Home**
- 2 Rights & Responsibilities**
- 3 Rent**
- 4 Housing for Older or Disabled People**
- 5 Moving Home**
- 6 Repairs & Maintenance**
- 7 Safety in the Home**