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aire valley homes leeds

SHELTERED SERVICES REVIEW

June 2009

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PREVIOUSLY

- Wardens offered ‘care’ as well as ‘support’
- They were involved in running activities in schemes
- They were often called out at night
- They had to store paperwork in their own homes
- In reality they were never off duty!

CHANGES

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- Obviously things had to change in order to continue to receive adequate funding from Supporting People

- The introduction of SP in 2003 had largely been ignored and there was a lot of work required in order to bring the service up to scratch

- The ‘REVIEW’ was born

supportingpeople
supporting independence

How are we Assessed?

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- The Government Inspection by the Audit Commission is undertaken every 2 years on the ALMO
  - This gives us our ‘Star’ rating as an organisation
- Supporting People assess us continually to ensure we provide Value for Money
  - use a Quality Assessment Framework (QAF) which has specific guidelines we have to follow

WHAT IS A QAF?

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- The QAF was introduced in 2003 and sets out the standards expected in the delivery of Supporting People Services. It awards in levels of A,B,or C.
- The QAF identifies methods of evidencing achievement
- The QAF is a practical tool for ensuring continuous improvement in delivering housing-related support

QAF – FEBRUARY 2009
5 CORE OBJECTIVES

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- Assessment and support Planning
- Security Health and Safety
- Safeguarding and Protection from Abuse
- Fair Access, Diversity and Inclusion
- Client Involvement and Empowerment

- In order to meet the Core Objectives our SHO's need to complete a Needs Based Assessment Support Plan with every Customer
- The 'Plan' is intended to
  - identify any needs the customer may have
  - any risks both to the customer, the SHO and the Organisation

Our Last Assessment

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- Under the ‘old’ QAF there were 6 Core Objectives
- We were assessed by Supporting People in 2008 and achieved the following:

Needs & Risk Assessment	C
Support Planning	C
Security Health and Safety	C
Protection from Abuse	A
Fair Access and Diversity	C
Complaints	A

‘New’ Processes

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- A Needs Based Assessment Support Plan has to be completed for every customer in Sheltered Housing
- SHO’s are expected to follow up on any needs that may be identified
- The job became more about ‘SUPPORT’ and ‘signposting’
- There is a lot of paperwork involved in the new role

WHAT ARE THE CHANGES FOR THE TEAM ?

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- Wardens are now known as SUPPORTED HOUSING OFFICERS
- There are 37 SHOs covering 62 Schemes
- They now work to a 37 hour week contract (Monday to Friday)
- SHO's now work in Groups
- They now have an Office base in which to undertake and store their paperwork securely

CUSTOMER CHANGES ?

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Customers are offered choice of contact

Visit face to face

- The SHO will visit by arrangement a minimum once per week to a maximum 5 times per week (Monday to Friday)

Telephone

- SHO arranges a telephone call between 1 – 5 times per working week (Monday to Friday)

The contact can be AM or PM, or a mix of both of the above types of contact to suit the customer's lifestyle

EMERGENCY CALL OUT

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- All properties are fitted with emergency call systems
- All customers are provided with a pendant
- Linked directly to Care Ring
- Available 24 hours a day, 7 days a week 365 days a year
- Includes Christmas Day, Boxing Day and all other Bank Holidays

CARE RING

WHEN TO USE YOUR CARE RING CALL EQUIPMENT

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ANY TIME YOU NEED HELP

- When your Supported Housing Officer is not available
- When you need a doctor or family
- Most homes are connected to the Care Ring Emergency service such as Fire, Police and Ambulance
- If needed Care Ring staff will call them for you
- Wearing your pendant could save your life

Non-Residential SHO

- SHOs now work between the hours of 8.30 am and 5.00 pm (slight variation at some schemes)
- Office bases in 12 locations to store paperwork securely
- Keys to residents properties were handed back to them due to the SHO not living on site
- Recommendation that vulnerable customers have a key safe fitted to enable entrance by Carer or Emergency Services
- Care Ring have a note of the key safe code (where fitted)

MASTERLOCK KEY SAFE

Constructed of cast Zinc to deter attack from sawing and hammering. The unit is highly weather resistant and inconspicuous.
The unit is a good size and can accommodate all types of standard key including five lever locks, cylinder locks and car keys. Rust free for outdoor use.

The unit has a wide variety of useful safety applications, including carer access, and remote location access control, without the need to issue large amounts of keys, or indeed to replace hundreds of locks in the event of compromised keys.

The Masterlock is available through the

Morley & District Community Safety Panel

fully fitted throughout the Leeds area

Total cost including the fitting only £40.

To order please contact Keith Pape MBE
Crime Reduction Officer, Morley on 0113 2382024

Role of Supported Housing Officer

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- To provide support to customers living in Sheltered or Supported Housing in order to help them to maintain living independently for as long as possible

- Offer assistance by signposting to other agencies for help with
  - –Cooking
  - –Cleaning
  - –Personal care

keeping house

As well as many other services that can help

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The SHO is not responsible for

individual properties such as

- Repairs to individual homes
- Rent
- dealing with breaches of tenancy

However the SHO can help the customer to access services and provide assistance if they have difficulty

QUESTIONS

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If you have any questions or concerns please contact us