

**Introduction to Sheltered Housing**

**Sheltered Housing** is specially designed for older people who want to live independently for as long as possible and we will support you to do this with a package of support tailoured to your needs.

Each scheme has an **Outreach and Support Officer** (OSO) who is usually based at the office within the scheme for a period of time each day. A large part of the OSO’s job is to ensure you are safe and well and that your support needs are being met.

The service provided is a **24 hour service** and you will be able to contact a member of staff at any time – day or night. In the event of an emergency, the SupportLine responders are available to support and assist you in dealing with the emergency services or contacting relatives if you are not able to do so.

When you first move into you new home, the OSO will complete a **Support Plan** with you. The Support Plan makes sure that the support we offer is appropriate and relevant to your needs at that time. The Support Plan is reviewed annually or whenever there is a change in your circumstances.

We offer a **Menu of Service** for the level of support you receive. Together with your OSO you will agree on the most appropriate level for your current circumstances. The menu of service can be changed at any time and can be increased or decreased to suit you. The levels of Service are:

Level 1 one call per week and 1 visit per month

Level 2 between 2 and 5 calls per week and 1 visit per week

Level 3 a call very day and 2 visits per week

Each property has Tunstall equipment installed, which enables you to contact us directly. There is a transmitting/receiving device with a red button usually in a prominent place (hall or lounge) and 2 pull cords. You will also be issued with a pendant which should be worn in case you need to contact us in an emergency.

Calls made via the Tunstall equipment are answered by the OSO if on site. If the OSO is not on site, the call is answered by the Responders who are based in our Control Room at our Head Office – Harbour House.

We can also contact you through the Tunstall equipment and on the day(s) of your morning call, we use this equipment to speak to you.

If you need to contact us, you can pull one of the cords, press your pendant or press the red button on the equipment and we will be happy to assist you.

If you have any questions regarding your support package, please speak to your Outreach and Support Officer.