

# Sheltered Housing

## WESTCOUNTRY HOUSING ASSOCIATION

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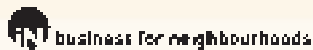
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**WESTCOUNTRY**  
Housing Association



Registered with the Housing Corporation No. LH0945,  
An exempt charity, registered under Industrial & Provident Soc. Act 1965 No. 19141R  
A Member of the National Housing Federation.

Our aim is to improve the quality of life for older people by providing housing and related support services.

We have more than 550 sheltered accommodation residences, across 17 sheltered schemes in Devon and Cornwall, including one or two bedroom bungalows and purpose built flats for rent and sale.

### ***What is sheltered housing?***

Sheltered housing is self-contained accommodation provided for people of pensionable age or those with a disability, who appreciate the added security and reassurance that a sheltered housing scheme can offer.

It can be ideal for people who want to live independently, whilst having someone close by in the case of an emergency.

All our sheltered housing has the support of a Scheme Manager, an emergency alarm intercom service and smoke detectors or fire alarms.

Many also have communal lounges, laundry facilities, disabled access showers, lifts, guest rooms and door entry systems.

Scheme Managers support residents in organising a variety of social activities ranging from bingo and tai chi to computer classes and day trips.



## Our schemes:

### Freehold:

- Ashburn Gardens, Ashburton
- Jury's Corner, Kingskerswell
- Dower Court, Paignton

### Leasehold:

- Bullied Way, Bude
- Molesworth Court, Wadebridge

### Rented:

- Kenneth Court, Torquay
- Orchard Court, Crediton
- Markers, Uffculme, near Cullompton
- Old School Court, Hemyock, near Cullompton
- Peacock Place, Starcross
- Prince St, Newton Abbot
- Honeywell, Kingsteignton
- Madrepore Place, Torquay
- St. Martins Court, Torquay
- Arthington, Torquay
- Waterleat Court, Paignton
- Whitecross Court, Plymouth

## Scheme Managers Role

We will welcome you to your home when you first move in and explain the facilities and how to use the alarm intercom equipment. We will happily repeat this information whenever you wish. We will:

- Have daily contact with you
- See you at least weekly
- Ensure all main rooms in your home have emergency call system pull-cords
- Provide an emergency call system which is available when a Scheme Manager or Deputy is off duty
- Provide regular alarm checks
- Ensure your Housing Officer will visit the scheme regularly to meet residents
- Provide confidential record keeping including details of doctor and next of kin
- Provide welfare benefits advice to maximise residents income
- Ensure communal areas are safe, clean, tidy and in good repair
- Provide emergency assistance with shopping and prescription collection in the event of brief incapacity, or pending the provision of domestic support

**PLEASE NOTE:** *The Scheme Manager does not provide personal care, nursing or a detailed counselling service. They will however arrange any such services when required.*



## Our Service Standards

- Your Scheme Manager will normally work 9am-1pm as well as either afternoons or evenings Monday to Friday (though a few sites have seven day cover)
- If your Scheme Manager is on holiday or sick, we will arrange to provide cover through the emergency alarm system (unless you ask us not to)
- We will prepare a personal support plan with you which may include liaison with statutory, community care and voluntary agencies. This is based on individual needs, enabling residents to live independent lives in the community
- Your Scheme Manager or alarm system staff (when the scheme manager is off duty) will respond to any emergency call from you and contact any emergency service you require as well as trying to reach your family or named contact
- If you fall ill, we will contact your GP and family (unless you prefer us not to) and help you arrange the care you need
- We will ensure full confidentiality
- Health and Safety standards will be fully met
- We will carry out shopping for you if there is an occasion when you are too ill to do so and no-one else can help



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الاتصالات على رقم الهاتف 01803 200300.

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اگر آپ یا کسی کو جانتے ہیں جو اس دستاویز کو دوسری زبان میں، یا نوار پر، یا بڑے حروف میں، یا بریل میں، یا کسی اور طریقے میں لکھنا چاہتا ہے تو براہ کرم ہمیں 01803 200300 پر رابطہ کریں۔

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