



www.enehl.org.uk

Is Sheltered Housing Right for You?



Moving into sheltered housing can and does benefit people in many ways.

East North East Homes Leeds sheltered housing schemes aim to provide both convenient and comfortable housing designed to meet the needs of people requiring more support, in a caring and supportive environment. Giving individuals choice and independence and control of their lifestyles.

As a sheltered housing tenant we aim to help you to live as independently as possible so you can enjoy privacy and companionship, dispelling loneliness and isolation. This is provided through the support of the Scheme Support Officer and through social activities.

You also have the reassurance of knowing that support is available from your Scheme Support Officer during daytime working hours. You also have peace of mind knowing that 24 hours a day, Care Ring Response Centre will respond if you need emergency help.

The Scheme Support Officer will help you settle into your new home, by providing you with information on the local area and things that you can get involved with.

Our values, aims and objectives

- We will promote your choice to live independently.
- We will treat you with respect and dignity.
- We will respect your right to privacy and confidentiality.
- We will make our service accessible to all people who need it.
- We aim to dispel isolation and encourage communal activities where possible.

How to apply for sheltered housing

To apply you need to fill in a Leeds Homes Register form. You can get these from One Stop Centres and local housing offices, you can also download an application online at www.leedshomes.org.uk or by telephoning 0113 222 4413.



You must say on your application form that you want to be considered for sheltered housing.

How to apply for Medical Priority

If you need to move for health reasons after you have asked us for sheltered housing, we will send you a medical form (HO30) to fill in and return in the envelope provided.

A medical visitor will arrange to visit to discuss your medical condition, housing difficulties and how this affects your daily living.

There are now three kinds of medical housing needs:

Priority Extra:

Includes customers who are considered to have a high medical re-housing need.

Priority:

Includes customers who are considered to have a medical need to be rehoused.

General Needs:

All customers who do not fit into either of the above priority groups.

Friends and Family

It is important that friends and family continue to provide support alongside the Scheme Support Officer and we try to keep them involved where we can.

There is a £12 a week support charge on top of your rent and you may be able to get help with this payment under the fairer charging system.

Care Ring Response Centre

Outside daytime working hours a Response Centre operator will answer your emergency call. They will support and help you.

Through the **Alarm System**, you can contact Care Ring Response Centre. It has a team of fully trained response operators who will give all the advice and help you when needed. You need to update your details we hold at the Response



Centre regularly to ensure we can respond effectively in an emergency. We keep all information strictly confidential.

Your calls may be recorded for training and monitoring purposes.

Your new home

Sheltered housing is a group of properties or complex where a team of Scheme Support Officers will visit you in your home and support you 5 days out of 7. If your scheme support officer is not working, a member of our area team will visit no less than 3 times a week with no more than two days in between. The support may vary over holiday and bank holiday periods.

Your Scheme Support Officer is responsible for:

- Tenants' general welfare.
- The general day to day running of the scheme.
- Encouraging tenants to use the communal facilities were these are provided.
- Assisting in making referrals to other agencies on your behalf for additional support, so that you can retain your choice and independence.

Your Scheme Support Officer WILL NOT:

- Provide any nursing services, general shopping, collect prescriptions or deal with any finances.
- Provide any form of domestic or home care service.
- Will Not hold money for social committees.

We aim to work closely with support providers to ensure that we meet your individual needs. The Scheme Support Officer will complete a support plan with you that help us to identify things you may need help with. This is to assist you in remaining safely in your home, living as independently as possible.

Your Support Plan should be completed within 4 -6 weeks of moving into your home.



Do You have Responsibilities as Tenants? YES

Advise the scheme support officer when you will be staying away overnight or going on holiday you can do this by letting Care Ring Response Centre know who will pass on a message or alternatively tell the scheme support officer or neighbour.

Supply the Scheme Support Officer, with some personal details which may be needed in an emergency. These include the names, addresses and contact details of relatives and doctors and also details of medical conditions including allergies. Any changes to these details will need to be updated with your scheme support officer.

Supporting and Safeguarding Our Vulnerable Tenants.

ENEHL have a specialised Independent Living Team who work in partnership with other agencies and Leeds Adult Safeguarding Board to support and protect our tenants.

We believe that every child, young person and vulnerable adult has the right to live free from fear of harm and abuse.

We aim to do this by identifying needs and risks and supporting you to live a safe and independent lifestyle. This is done in consultation with yourself to ensure we maximise your choice, safety and control.

If you or someone you know is experiencing abuse please either speak to a member of our team in confidence. Alternatively ring Adult Social Care Leeds on 0113 224401. In emergencies please call 999.

East North East Homes Leeds has a wide range of sheltered housing types:

Studio bed-sits, bungalows, houses and flats.

Demand varies for different types of housing and different schemes. You may need to wait before you can move to the scheme of your choice. How long you wait depends on which area you want, how often properties you want become empty and how many other people are on the list.



Some of our sheltered housing schemes have shared corridors and facilities. Our community centres also have laundry facilities for the tenants of that scheme to use.

We encourage our tenants to organise social events and also support older peoples' groups in the wider community to use our facilities.

WE AIM TO HELP DISPEL LONELINESS AND ISOLATION by actively encouraging and supporting older peoples groups within our sheltered schemes and the wider community.

Identifying and Supporting Vulnerable Tenants

Supporting our vulnerable tenants through support plans and interventions, identifying needs and risks to support you to manage through choice and control. Safeguarding individuals in partnership with (LASB) Leeds Adult Safeguarding Board to ensure that our tenants are supported if they are experiencing adult abuse.

For more information on sheltered housing or the independent living team to ask for an application form:

- Visit your local housing office
- Phone: 0800 91 516 00
- Visit www.enehl.org.uk



Office addresses:

Burmantofts

Rigton Lawn, LEEDS, LS9 7QA

Chapelton and Harehills Housing Office

265 Roundhay Road, LEEDS, LS8 4HS

Gipton Housing Office

95 Foundry Avenue, LEEDS, LS8 3NH

Halton Moor One Stop Centre

Neville Road, LEEDS, LS15 0NW

Osmondthorpe One Stop Centre

81a Wykebeck Mount, LEEDS, LS9 0JE

Moortown Housing Office

4 Queenshill Approach, LEEDS, LS17 6AY

Richmond Hill Housing Office

8 Walter Crescent, LS9 8NG

North Seacroft Joint Services - Partnership between ENEHL, Post Office and Leeds City Council. Face to Face Service provided by Leeds City Council Customer Service Teams

Unit 8 Seacroft Green, LEEDS, LS14 6JD

Seacroft South One Stop Centre

91-93 Moresdale Lane, LEEDS, LS14 6GG

Wetherby One Stop Centre

Westgate, LEEDS, LS22 6NL



Sheltered housing schemes

East North East Homes Leeds currently has 20 sheltered schemes.

Address	Extra facilities	Properties
Wetherby		
York Road		32
Mason House	Communal room / laundry	35
Nursery Garth		28
Durrant Close (1)		36
Durrant Close (2)		32
Rhodes House		38
Boston Spa		
Grove Road		26
Nursery Way		29
Thorner		
Stead Lane		32
Scott Hill Close		
Leeds 7		
Button Hill	Communal room / laundry	27
Stratford Court	Communal room / laundry in the	12
Bramham		
Lyndon Avenue		28
Clifford		
Moor Avenue		33



Address	Additional information	Properties
Leeds 17		
Moorhaven Court		27
Seacroft		
Queensview	Communal room / laundry in the development	93
Leeds 8		
St Augustines Court	Communal room / laundry in the development	31
Burmantofts		
Stoney Rock Court	Communal room / laundry in the development	32
Leeds 9		
Spring Close Gardens	Communal room / laundry	30
Brander Road	Communal room	39





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