

# Sheltered Housing Service Standards

## Our Commitment to you

**We provide a range of services and accommodation designed to meet the needs of people requiring support and at the same time promote independent choice.**

**If you live in one of our sheltered housing schemes we will:**

- visit your home according to your choice from a minimum of 1 day to a maximum of 5 days per week;
- ensure that where your regular warden is unavailable for work you will go no more than 2 days without a visit from our team;
- aim to visit you at your preferred times however times may vary according to workload, emergencies and situations;
- support you to achieve your maximum possible independence and complete an individual support plan assessment with you;
- arrange support and emergency assistance where you require it;
- respect your individual views and treat you with courtesy and dignity at all times;

### **CARE RING RESPONSE SYSTEM**

- all Sheltered properties are fitted with emergency call alarms;
- your calls will be answered 24 hours a day 365 days a year by trained operators who will assist with your emergency;
- we will test your equipment monthly to ensure it is working (unless you specify that you wish to self test).