

7.0 Housing Options for People over 54 years of age

These homes have been designed for independent older people within a safe and secure environment and are managed by the living+ team at United Welsh.

The flats often have features such as fewer steps, ramps, easier to reach power points etc, allowing tenants to use the facilities more easily and live more independently.

There are two forms of housing:

Category 1

These are fully self-contained flats specifically for older people where each flat is fitted with an emergency alarm system connected to an Emergency Alarm Control Centre. This emergency alarm allows you to live completely independently but secure in the knowledge that in an emergency you can call for help at any time by setting off an alarm. The Emergency Alarm Control Centre will hold details of your doctor, family, etc., and will be able to call out help as necessary.

Category 2

These are a group of fully self-contained flats where there are also shared facilities such as a communal lounge, a communal

laundry, a guest bedroom for relatives and also a Manager. The Manager manages the scheme and is available to the tenants throughout the day. When the Manager is off duty the housing scheme is linked to an Emergency Alarm Control Centre, which provides emergency cover and allows tenants to summon help and assistance in an emergency.

The Manager's role is:

- to manage the housing scheme ensuring that it is a safe and secure environment;
- to react to emergencies by contacting the emergency services, family, etc.;
- to arrange additional help in the form of home carers, social services support, etc.

The Manager cannot issue medication or carry out any nursing duties or cooking/cleaning duties, although he/she will assist in arranging such services through outside bodies. The Manager is not able to shop or collect pensions or prescriptions for residents although he/she may do so in an emergency.

The facilities in sheltered housing include:

Communal Areas

Most Category 2 housing schemes have a communal lounge which is available to all the tenants.

It is up to the tenants, together with the Manager, to determine what social activities take place in the lounge. The Manager will encourage the use of the lounge through a variety of activities such as luncheon clubs, social events, bingo, etc.

Communal Kitchen

Category 2 schemes will also have a communal kitchen which may be used for the preparation of snacks, teas and lunches. It is the responsibility of the Manager to ensure the kitchen is safe and clean.

Communal Laundry

Where there is a laundry the Manager will, if necessary, arrange times when it is available to each resident. If the noise from the laundry disturbs neighbouring tenants, its use may be restricted to certain hours, which will be agreed between the Manager and residents.

Communal Guest Room

In most schemes there is a guest room, which is available for relatives or friends who are visiting for a short period. A charge per night is made for this, which is collected and accounted for by the Manager.

We will always give priority to relatives or close friends of a resident who is seriously ill. Sometimes the Manager may have to ask for the guest room to be given up at short notice.

Service Charge

Contained within the weekly rent is a service charge. This covers the cost of things like:

- Manager services;
- lift services;
- lighting and cleaning of communal areas (i.e. stairs, hallways, lifts etc);
- external window cleaning;
- grounds maintenance (i.e. grass-cutting, picking up litter etc).

In some schemes the service charge may also cover the cost of:

- heating of communal areas;
- water rates.

The Manager is responsible for monitoring the services provided.