

Guide to Sheltered Housing



"Better homes and better services for better lives"



St Oswalds, Bardney

About sheltered accommodation

Sheltered accommodation is designed with the needs of the elderly in mind. Our accommodation includes unfurnished homes which provide comfort and security and at the same time give residents full independence.

An important factor in sheltered housing is the Scheme Manager who deals with all emergencies during their hours of duty. In addition there are many other provisions designed to make daily life as easy as possible and to encourage mutual support and contact between neighbouring residents.

The majority of sheltered housing schemes have communal facilities such as rooms for social activities, laundry facilities with washing machines and driers. There's often also a guest room for the use of visitors to the residents.

The community rooms are used for social activities such as lunches, coffee mornings and events organised by the residents or Scheme Manager. The residents of the schemes are encouraged to take part and to help organise activities.

Role of the Scheme Manager

The main role of the Scheme Manager is to manage the scheme and keep in touch with residents on a daily basis. This may be by personal contact or on some occasions by intercom call.



It is the Scheme Manager's job in an emergency, when on duty, to call relatives, the doctor or other professional help as required. The Scheme Manager will also co-ordinate with external agencies to provide care and other welfare services.

The Scheme Manager is not expected to carry out day-to-day care of any resident or to do shopping, collect pensions etc. However, in an emergency the Scheme Manager will carry out such tasks for a short period until other arrangements have been made. It is not part of the Scheme Manager's duties to administer medication to the residents.

Residents are encouraged to help one another and the Scheme Manager by doing personal everyday tasks for themselves. This can supplement the help provided by relatives, friends, Social Services and other organisations.

Occasionally the Scheme Manager will be required to leave the premises in order to participate in training programmes, team meetings or to carry out other job related tasks.

When the Scheme Manager is off duty or away from the scheme the Intercom/Alarm system will be linked to Central Control who will deal with all emergencies in the Scheme Manager's absence.

Locks and chains

The Scheme Manager holds a master key for accommodation. This is for use if the Scheme Manager may need to gain access to accommodation in an extreme emergency to go to the aid of a resident. We ask that residents don't fit additional locks, safety chains or bolts as this could make access difficult in an emergency.

If vital time is lost in gaining access in an emergency due to additional fittings to the doors, Acis will not accept any responsibility for the delay.



Noise

Please remember that if you make a lot of noise you will disturb your neighbours. This is especially likely if you live in a flat. In hot weather when windows are wide open, remember that the sound from your television, radio or record player travels further. For the sake of people who go to bed earlier than you, please try not to make a lot of noise late at night. If you have visitors please ask them to leave quietly.

Pets

Sheltered schemes made up of flats with a communal entrance don't make good homes for dogs and cats. However, on our grouped bungalow schemes, a dog or cat is allowed providing it does not cause a nuisance to other neighbours.

Cleaning

Staff employed by Acis clean the lounge and communal areas. We also arrange for the cleaning of windows in communal areas. It is the resident's responsibility, however, to make their own arrangements for the cleaning of windows in their flats or bungalows.

Helpful relations

The Scheme Manager cannot in any way replace relatives or friends. While aiming to assist you at times of need, the support from your relatives should be the same as if you were living in ordinary housing. It must be stressed that relatives have the ultimate responsibility for your care and welfare.

Doctors

If you have your own doctor in the area, there is no need for you to change. If you want to change your doctor because you have moved to a new neighbourhood, the Scheme Manager will give you the names of the doctors in that area.

Gardens

Normally gardens and landscaped areas will be looked after by Acis. If a resident wishes to have a small plot of flowers, it may be possible to arrange this. Please ask the Scheme Manager.

Decorations

Each resident is responsible for the internal decorations to their accommodation. Acis is responsible for the decoration of communal areas.

Guest rooms

Some schemes have a guest room which is available if residents have a relative or close friend visiting for a short period. If you wish to make use of the accommodation (for which a small charge is made) please advise the Scheme Manager and give as much notice as possible. If you book the guest room, you will be expected to provide your own bed linen and towels.

Intercom alarm/system

When the Scheme Manager is on duty all units are connected to the Scheme Manager's office by means of an intercom allowing you to speak directly with the Scheme Manager.

The system should only be used in an emergency and should not be used for normal everyday contact with the Scheme Manager. Please also let your visitors know so that they don't operate them accidentally.

The intercom system is completely private and the Scheme Manager cannot overhear anything that is said in your flat except when the unit is being used.

Resident lounge

All of the schemes include a lounge which is available for use by everyone. This may simply be for having a cup of tea and a chat to more organised social and recreational activities.

This should be done with the involvement of the residents - ideally by a residents committee. Where residents plan to use the lounge for a formal occasion they should firstly check with the Scheme Manager to ensure that no other activity is planned for the same day. It is our policy to encourage the use of the lounge by residents and possibly other elderly people living in the area.

Laundry room

In most schemes a laundry room is provided which contains washing machines and driers for residents use. The Scheme Manager will show you how to use the equipment.

Communal kitchen

Most schemes have fitted kitchens which may be used for the preparation of snacks and cups of tea and coffee during social activities in the communal lounge. The kitchens can be used for light refreshments by the residents but they must ensure the utensils are washed and cleaned after use and the equipment must be tidied away.

Fire alarms

All schemes where flats are entered from an enclosed corridor have a fire alarm system installed. Acis will arrange for the equipment to be checked regularly and the alarm will be tested by the Scheme Manager at a pre-arranged time.

You should make sure that you know what to do in the case of fire and where to assemble if you are asked to leave the building. Fire drills will be organised from time to time. The Scheme Manager will advise you of drills.

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

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Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

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