

**Providing for your needs**



**Freephone 0800 027 2057**

**"Better homes and better services for better lives"**

## Providing for your needs

**We provide a range of services designed to help you lead a comfortable, independent life in your home.**

### Sheltered housing

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Sheltered housing is ideal if you are an older person who needs some support. It is designed for people who wish to remain independent but feel they would benefit from the facilities provided by this type of accommodation.

The housing schemes are groups of self-contained flats or bungalows for single people and couples. Each property has its own front door.

All sheltered properties are fitted with an alarm system that allows you to get help in an emergency 24 hours a day, every day of the year.

Sheltered residents also have access to a scheme manager, who provides personal advice and support, as well as co-ordinating social activities within the scheme. However, they do not provide nursing care or administer medicines.

#### Who can apply?

Anyone approaching, or over, retirement age.

In the case of couples, only one person needs to meet any of the criteria.

#### Schemes and locations

We have sheltered schemes at:

- Pillared House, Gainsborough
- St Oswalds, Bardney
- Fletcher Court, Market Rasen
- Braemar Close, Middle Rasen
- Park House, Welton
- Newlands Court, Gainsborough
- Dale View, Caistor
- Lammas Leas, Market Rasen
- Oaklands, Saxilby



## Community alarms

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We provide a network alarm system for those who want extra piece of mind and security living in your current home. If you want to live independently but are worried about getting help, perhaps if you fall or have an accident at home, community alarms could be of interest to you.

Your alarm unit is plugged into your telephone, linking you to our 24 hour control centre at the press of a button using a lightweight pendant. The pendant can be worn on a neck cord or watch strap.

Trained staff at our control centre will then answer your call straight away and, if necessary, contact people who can help you. This means that help is on hand immediately for you in the event of an emergency.

## Aids and adaptations

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We will consider carrying out minor adaptations for you in order to make your home more comfortable and accessible.

Major adaptations, such as installing stair lifts and showers, are dealt with in conjunction with occupational therapists in the Social Services department and through your council's Disabled Facilities Grant System.

**Please contact us for more information about any of these services.**



**If you would like to have this information in large-print, another language, or any other format, please contact us to let us know about your needs.**

Our aim is to give you the information you need as quickly and as clearly as we can. We therefore have a target of arranging suitable personal communication for you within 1 working day (for example by talking things through verbally, by using signing, language interpretation, etc).

Please be aware that some large documents may take some time to convert into the format you need and other agencies are often involved in reproducing our published materials. This means that it can take up to 8 weeks to convert a large document into some formats.



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