Sutton Housing Partnership

Improving Housing Together

WELCOME TO:

CROWN ROAD

SHELTERED HOUSING

www.suttonhousingpartnership.org.uk

June 2010

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SECTION 1

ABOUT THE SCHEME

The Accommodation

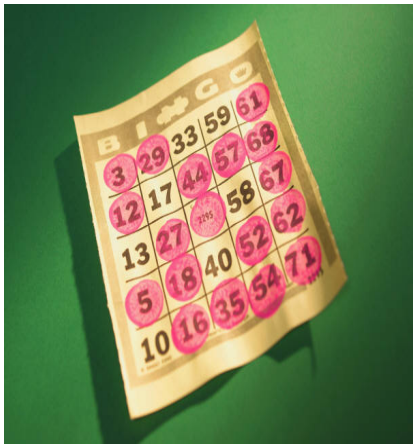
Crown Road is a purpose built sheltered housing development, ideally located close to Sutton high street. Facilities such as the post office, health centre, opticians, leisure facilities and shops are within easy walking distance.

Crown Road consists of 21 one bed-roomed flats and 1 two-bedroom flat, on either ground or first floor. All units have gas supplied central heating, fitted kitchens with facilities for gas or electric cooking, and bathrooms with fitted handrails. The ground floor properties have patio doors leading to the enclosed communal gardens and drying area. The first floor properties are issued with a key to access the gardens and drying area.

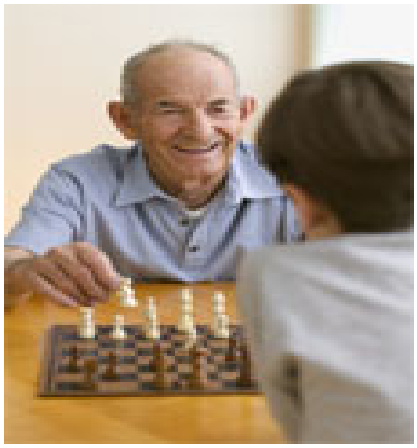
All properties are fitted with a Tunstall Alarm System, with two-way speech module, enabling you to summon assistance, and speak to the Sheltered Housing Officer, or the Call Centre. There are also pull cords, pendants, and a smoke detector in each property.

GENERAL INFORMATION

COFFEE MORNINGS



BINGO



GAMES

Residents Community Lounge *(located at Crownbourne Court)*

A range of activities take place in the community lounge across the year. These include social events, resident meetings to enable residents to participate in the management of their services. Regular events include:

DAY	TIME	EVENT
Monday	13.30 pm	Bingo
Tuesday	10.30 am	Coffee Morning
Wednesday	12.00pm	Lunch Club
Thursday	13.30 pm	Bingo
Friday	From 14.00 pm	Video Club (once a month)

**All residents at both Crown Road and Rosebery Gardens are welcome to attend all the events that take place at Crownbourne Court.*

Refuse Collection

Refuse is collected early Thursday mornings from your refuse cupboard.

Parking Bays

Parking bays are available, the chain is released with a key issued to you when you sign up. Residents and visitors must display a parking permit, these can be obtained from the Parking Section at the Civic Offices — Tel: 020 8770 5000.

GENERAL INFORMATION (continued)

Heating and Hot Water

Your heating and hot water is gas supplied. The controls are located in the kitchen, and the thermostat is in the lounge

Bin and Meter Cupboards

These are located in the porch way to your front door and comprise of four cupboards. The top two are fitted with locks and house your electric and gas meters. The bottom two cupboards are for your bins. They will have flat numbers on them.

Stopcocks

Stopcocks are located under the kitchen sink and in the Airing cupboard.

Communal Clothes Drying

A communal clothes drying area has been provided (adjacent to No 72).

Reporting Repairs

The sheltered housing service aims to maintain and promote the independence of residents. If you are able to make a telephone call to report a repair it is better that you do this yourself. (0800 195 5552

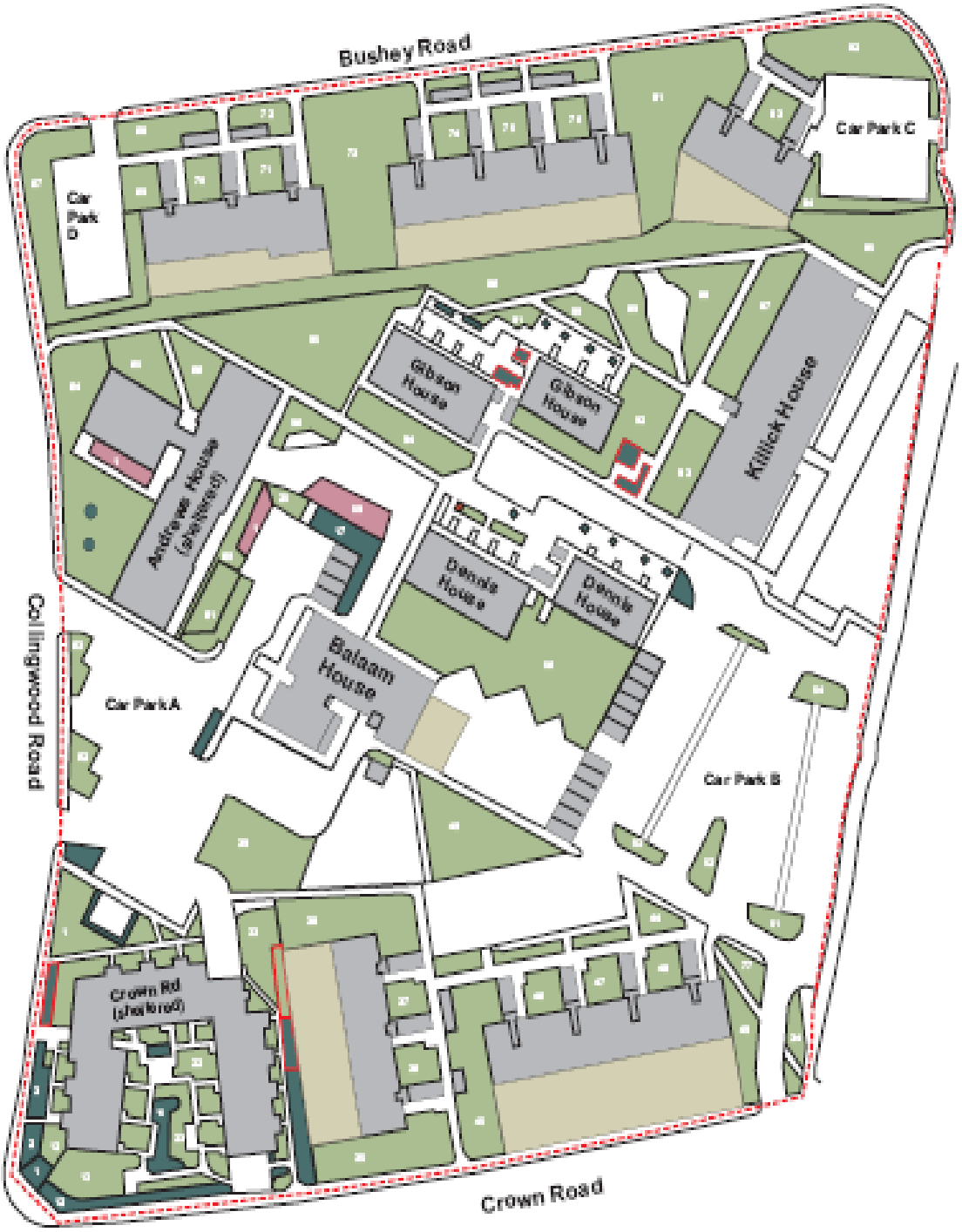
If however, you are not able to make the call then the Sheltered Housing Officer will make the call on your behalf.

TV Licenses

Everyone over 75 years of age is entitled to a free TV Licence. Some sheltered housing residents may also be entitled a concessionary license. Your sheltered housing officer will be able to give you more information about this if the concessionary license applies to you.

GROUNDS MAP

Collingwood Estate Grounds Map



VISITING SERVICES

We are often asked for details of services that visit the site. For your convenience details of services used by residents are given below. The London Borough of Sutton and Sutton Housing Partnership do not endorse these services – all private services are taken at residents own risk.

Hairdresser

There is also a hairdresser that works at Crownbourne Court, she attends on Thursdays and you are required to book an appointment (Christine (07860 785327). The hairdresser is located on the first floor; please see Sheltered Housing Officer for further information.

Milk Delivery

Home delivery service — Tel: 020 8946 4291

Window Cleaning

A private window cleaner visits monthly, for which a charge is made.

Anthony — Tel: 07910 556117.

Newsagents

M&S Newsagents, 95 Collingwood Road, Sutton
Tel: 020 8642 3523

LOCAL TRANSPORT

Bus

There are bus stops in Crown Road and at the bottom of Sutton High Street that will take you to many varied destinations such as Rose Hill, Carshalton, Mitcham, Kingston and Banstead. Please see your Sheltered Housing Officer for more detailed routes.

Buses from the bottom of Sutton High Street (outside Fabric World) to:

151 : Rosehill, St Helier, Wallington (Shotfield)
154 : Sutton Green, St Helier Green Lane, St Helier, Morden.
280 : Rosehill, Mitcham, Tooting Broadway, St George's Hospital.
S3 : Sutton Green, Stayton Road, Sutton Common Rd, Oldfields Road, Park Farm, North Cheam, Worcester Park Station

Buses from outside Matalan to:

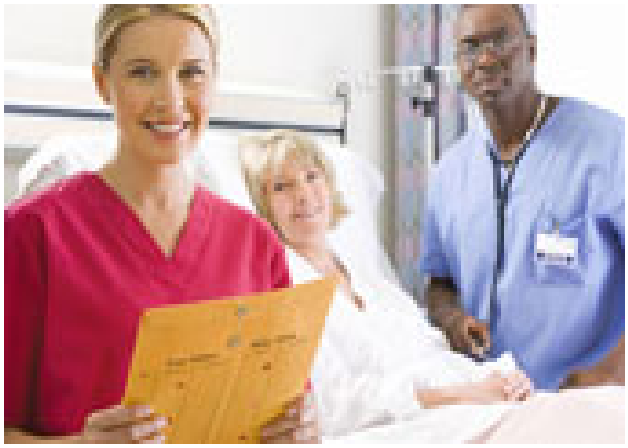
151 : Grove Road, Cheam Village, North Cheam, Worcester Park station.
213 : Grove Road, Cheam Village, North Cheam, New Malden, Kingston
S3 : Throwley Road, cedar road, Lind Rd, Carshalton High Street, Carshalton Beeches, Banstead Road, Royal Marsden Hospital, Sutton Hospital
280 : Sutton Green, Sutton Station, Belmont Stn .

Rail The nearest mainline train station is **Sutton** Station.

Underground The nearest tube is **Morden** (Northern line).

Dial a Ride Tel: 020 8784 6016

LOCAL HEALTHCARE



General Practitioners

Robin Hood Health Centre
Robin Hood Lane
Sutton
Tel: 020 8407 3638

The Old Courthouse
Throwley Way
Sutton
Tel: 020 8643 6691

Each practice has several GP's attached to them

Hospitals

St Helier Hospital
Wrythe Lane
Carshalton
Tel: 020 8296 2000

St Anthony's (Private)
London Road
North Cheam
Tel: 020 8337 6691

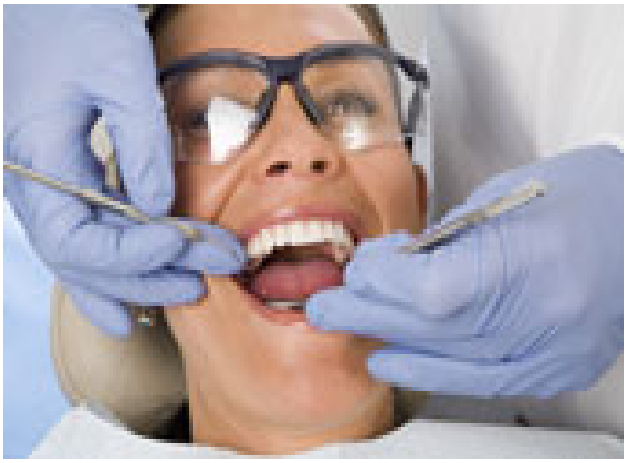
Sutton Hospital
Cotswold Road
Sutton
Tel: 020 8644 4343

The Royal Marsden
Downs Road
Belmont
Tel: 020 8642 6011

St Raphael's Hospice
London Road
North Cheam
Tel: 020 8335 4575

The nearest Accident & Emergency is located at St Helier Hospital.

LOCAL HEALTHCARE (continued)



Dentists

Mr Patel & Assoc.
6 Burnell Road
Sutton
Tel: 020 8642 0088

Gordon Hennessy & Ptnrs
31 Grove Road
Sutton
Tel: 020 8642 4216

Mr Lee
62 Benhill Avenue
Sutton
Tel: 020 8642 2877

Chemists

Gaigers
303 High Street
Sutton
Tel: 020 8643 6787

Boots
109 High Street
Sutton
Tel: 020 8642 7575

Both chemists will deliver your prescriptions to your door.

LOCAL HEALTHCARE (continued)

Chiropodists

Patients should apply initially to Orchard Hill.

Orchard Hill
Fountain Drive
Cashalton Beeches
Tel: 020 8770 8282

This service is free, but there is a long waiting list. Home visits or transport can be arranged.

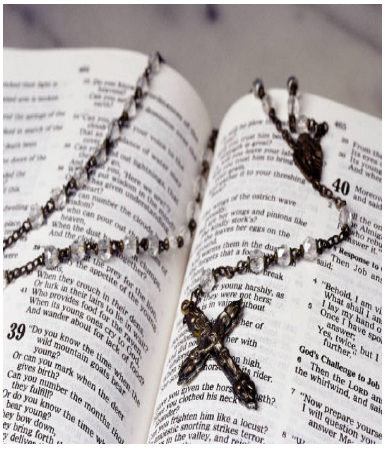
Opticians

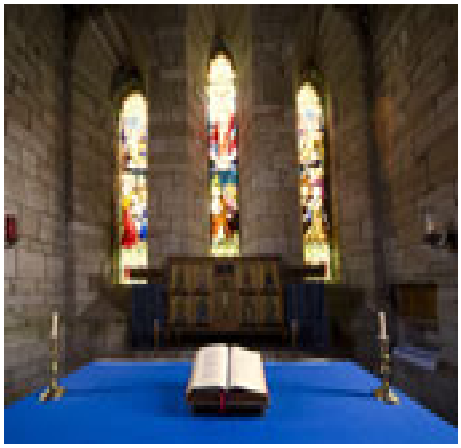
Second Sight
107 Collingwood Road
Sutton
Tel: 020 8770 0134

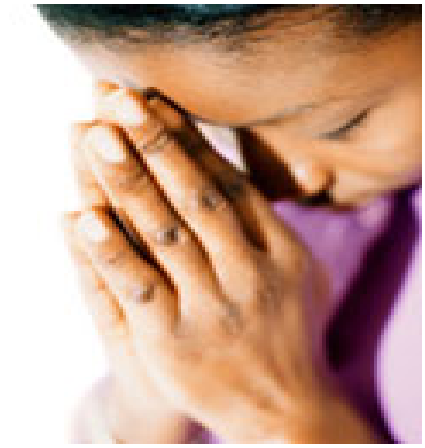
Spec Savers
76 High Street,
Sutton
Tel: 020 8677 5866

There are numerous Opticians in Sutton High Street

PLACES OF WORSHIP







All Saints Church
(Church of England)
All Saints Road
Sutton
Tel: 020 8644 9070

Baptist Church
Bridgefield Road
Sutton
Tel: 020 8661 2743

Kingdom Hall of Jehovah's Witnesses
Plough Lane,
London SW19
Tel: 020 8543 3710

Sutton Christian Fellow-ship
Tate Road
Sutton
Tel: 020 8642 8117

Sri Muththumri Amman Temple
180 – 186 Upper Tooting Rd
London SW17
Tel: 020 8755 4135

Raja Rajeswary Amman Temple
4 Dell Lane
Stoneleigh

Our Lady of the Rosary
St Barnabas Road
Sutton
Tel: 020 8642 0275

The Salvation Army
Benhill Avenue
Sutton
Tel: 020 8642 9862

Holy Family Roma Church
(Catholic)
Sorrento Road
Sutton
Tel: 020 8641 7458

Wimbledon Mosque Prayer Hall
262-268 Durnsford Road
Wimbledon Park
Tel: 020 8946 3350

Shree Ghanapathy Temple
125-133 Effra Rd
Wimbledon
Tel: 020 8946 1140

Sutton Synagogue
14 Cedar Road
Sutton
Tel: 020 8642 5419

SECTION 2

WHAT IS SHELTERED HOUSING?

Sheltered housing gives residents the opportunity to live somewhere with their own front door and keep their independence, but have the security of help and advice at hand when needed.

Each scheme has an allocated sheltered housing officer who is responsible for the day to day management of the scheme and the support of residents living at the scheme. The Sheltered Housing Officer who manages each scheme has equal responsibilities to a number of people. It is important to note that the residents of sheltered sites still need the vital support and care of their relatives and friends.

This is your home, you are free to come and go, invite guests to stay overnight etc. just as you would if you lived elsewhere. We would just ask that you let us know if you will be away overnight, or on holiday to save unnecessary concern.

A Big Network

The most visible face of the sheltered housing service is your Sheltered Housing Officer, who works Monday – Friday between 9am – 5pm.

The Call Centre and the in-house Mobile Response team provide 24 hour response. They support the Sheltered Housing Service by answering calls made through the alarm equipment when your Sheltered Housing Officer is off duty or not available. If you need help, for example to provide access for emergency services or if you have locked yourself out, or have had a fall, they will ask the mobile response staff to attend.

The call centre will advise you that a member of the Mobile Response Team has been called; Mobile Response staff will carry large print identification.

The aim is for most calls to be responded to within 20 minutes and we will monitor this closely to ensure that the targets are met. Experience tells us that only a very few calls are life threatening and the emergency services would always be called out first by the call centre on those occasions.

Your Sheltered Housing Officer is part of a team. From time to time, in the event of sickness or annual leave, you may receive a call or visit from another member of the team. Sheltered Housing Officers will seek to advise you of any changes to their normal schedule.

When is the Sheltered Housing Officer Available?

The Sheltered Housing Officers are on duty for 36 hours a week, worked between 9am and 5pm Monday to Friday.

24-Hour Response Guaranteed

24-hour cover, 7 days per week is available simply by pulling a cord or pressing the pendant. The call centre is staffed 24 hours a day, every day of the year including bank holidays. If the alarm is activated, the call centre will respond appropriately.

What Happens at the Weekend?

An intercom call from the call centre is available for; Housebound residents without weekend home carers; or residents who are ill and for whom there is concern.

All sheltered housing residents have access to the call centre 24 hours a day 365 days a year via pull cords and a pendant.

WHAT DOES A SHELTERED HOUSING OFFICER DO?

When you first move into sheltered housing the Sheltered Housing Officer will agree with you the most appropriate way the sheltered housing service can be delivered to you, including the type and frequency of contact. This will be recorded in an individual support plan, which will be reviewed regularly.

The Sheltered Housing Officers will offer their support to allow you to retain your independence at all times.

The Sheltered Housing Officer will:

- Welcome and introduce new residents to the site and provide a welcome pack giving information about the facilities and services which are available locally.

- Maintain regular contact with all residents by intercom call, personal visit or telephone call. The type and frequency of this contact will be discussed, recorded and agreed in an individual support plan. You will be given a copy of this support plan for your own records.

- Assist residents to access services such as Meals on Wheels, Home Care, Aids and Adaptations etc. where these are required.

- Respond to emergencies, call for the necessary assistance and notify relatives if applicable.

- Encourage social activities and resident involvement, both within and outside the site.

- Provide day to day management of the site.

The Sheltered Housing Officer cannot:

- Administer drugs or medication of any kind (they can however help you to access 'monitored dosage' systems and other help to make taking medication easier)

- Except in the event of an emergency and until other agencies or relatives can take over Clean, cook or shop for residents (they can however help you to access services to help you with these tasks)

- Nurse, bath or assist to bath any resident or provide any other form of personal care (they will however help you to identify services who can provide you with this help if you need it)

- Lift any resident should they have a fall, they will summon assistance from the ambulance service (this will not necessarily result in a hospital admission but reduces the risk of further injury to the resident and staff member)
-
- Arrange removals, connections or disconnections of gas, electric or telephone services (but they can assist you in arranging).

WHAT SERVICE DOES THE CALL CENTER OFFER?

An alarm system is fitted in each sheltered housing property and in communal areas at sites that have these facilities. This is a proven system which offers a guaranteed response combined with privacy. Push button pendants may also be supplied; residents are requested to activate the system by pulling an alarm cord or pressing the pendant button to ensure a prompt response from either the Sheltered Housing Officer or Call Centre staff.

Should alarms be activated in error, the Sheltered Housing Officer/ Call Centre will confirm all is well and then reset the system.

In partnership with the Sheltered Housing Officers, the Call Centre staff work together to offer you peace of mind and a response 24 hours per day.

Should you experience any problems with the alarm system installed in your home please alert the Sheltered Housing Officer / The Call Centre as soon as possible.

The telephone number for the Call Centre is 01706 228062.

TENANCY AGREEMENT AND RESPECT FOR OTHERS

Sheltered housing residents, in common with all London Borough of Sutton Council tenants have rights and responsibilities in line with their tenancy agreement. These are outlined fully within the tenancy agreement and also within the Handbook issued to all tenants at the point of sign up.

In addition, sheltered housing tenants have rights as part of their support agreement; these will be explained in detail as part of the 'support planning' process.

All residents have obligations for considerate behaviour as set out in their tenancy agreement. Please remember that sheltered housing is specifically chosen by some residents as a considerate and neighbourly community.

It is requested that you and your visitors respect this very important aspect of the sheltered housing environment, which you share with other residents.

We would also ask that you work with us by discussing problems in confidence with the Sheltered Housing Officer.

We would ask that you inform us of any changes to personal details such as contact telephone numbers/address.

We would also ask that you let us know if you are away overnight or going on holiday so that action is taken appropriately in the event of an emergency.

Paying Your Rent

Rent is normally charged for the occupation of your home, in addition a number of other charges may be made to cover the management of your home (including provisions for repairs etc), and sometimes some utility charges.

In addition, support charges are made to cover the cost of the support provided to residents by the Sheltered Housing Officer and the emergency alarm service.

You will have been advised of the ways in which you can pay your charges when you signed for your tenancy, if you have any concerns about being able to make payments, it is important that you discuss this either with the Sheltered Housing Officer who supports you or with the Income Management Team at Sutton Housing Partnership offices on 0800 195 5552.

If you are finding it difficult to make payments to cover your rent and charges, you may be eligible for help. Your Sheltered Housing Officer or the Income Management Team will be able to advise you further.

Residents on low incomes may be entitled to help with their rent charges through Housing Benefit; help with support charges may be available through the Supporting People Subsidy. More information about both of these is available in the leaflet 'Rent charges and Support Charges in Sheltered Housing' which you will have been given or from your Sheltered Housing Officer.

SHELTERED HOUSING POLICIES AND PROCEDURES

As well as the policies which relate to all Sutton Housing Partnership services, there are a number of policies which are specifically held in respect of sheltered housing services.

These include:

Safeguarding Vulnerable Adults

A policy outlining the way in which we deal with concerns about the safety of vulnerable residents.

The use of Communal Facilities

A policy detailing how the communal facilities within sheltered schemes can be used.

Guest Room Usage

A policy detailing how guest rooms within sheltered schemes are to be used.

Administration of Medications

A policy detailing how the service deals with the administration of medication.

Food Hygiene and the Provision of Food within Sheltered Housing

A policy detailing the standards in relation to food provided at communal events etc.

First Aid Provision

A policy detailing what staff is trained and able to provide in the way of first aid assistance.

Specialist Equipment

A policy detailing how we manage specialist equipment provided within the sheltered schemes.

Advance Directives (Living Wills)

A policy detailing how we deal with advance directives.

Manual Handling

A policy outlining how staff manage situations such as falls.

Dementia and Complex Needs

A policy outlining how staff manage situations relating to residents suffering from Dementia and Complex needs.

These policies are developed in consultation with sheltered housing residents and staff, and aim to ensure that there is a fair and transparent means of managing specific facilities and situations.

Copies of all of these policies and other key Sutton Housing Partnership policies and procedures are held in the scheme information file and residents are encouraged to read these. If you would like a copy of any policy they are welcome to ask the Sheltered Housing Officer for copies.

Confidential Information

Information about your medical history, date of birth, relatives, GP etc. are held by the Sheltered Housing Officers and The Call Centre. This helps us to assist you in an emergency.

Sutton Housing Partnership has strict guidelines to ensure that this information is held securely and only shared on a needs to know basis with your permission (there are a number of exceptions to this when staff are required to disclose information to third parties such as if they are aware of suspect that you are acting illegally, the victim or perpetrator of abuse, or are at immediate risk and unable to give permission etc.)

YOUR VOICE

Involvement and Participation

Sutton Housing Partnership is committed to working in partnership with sheltered housing residents, their families and other service providers to encourage independence and to influence the development of our services. We will encourage and support residents to do this through regular support planning meetings with the Sheltered Housing Officer, tenants meetings and focus groups.

Each scheme holds a regular resident meeting every two months which all sheltered residents and their family or other representative are welcome to attend. In addition, all sheltered schemes are represented at the 'Sheltered Housing Resident Forum' which meets regularly and works with officers to identify any changes or concerns relating to the sheltered housing service. Focus groups are set up from time to time to address specific areas of interest. All of these events and groups are widely publicised within the monthly scheme newsletter that all sheltered residents receive.

If you would like to be involved in any of the Sheltered Housing Resident's focus groups, or would like to be involved in any other way, please either speak to your sheltered housing officer or contact a member of the Residents Participation Team on 0800 195 5552.

Residents Newsletter

A monthly newsletter is produced by the Sheltered Housing Officer and circulated to all residents providing relevant information and topical news. If you have any ideas for things that you would like to see included in future newsletters please speak to the Sheltered Housing Officer.

Information Pack

There is an information pack available containing details of other organisations clubs and services – please ask the SHO for more details.

Complaints, Suggestions and Comments

Sutton Housing Partnership welcomes any complaint, suggestion or comment in relation to their services, and will investigate these where appropriate.

We have a complaints policy which outlines ways in which you can make a complaint if you need to, this is displayed on the communal notice board at your scheme, and also within the 'information file' held on each scheme.

If you make a complaint we will investigate this fully and respond to you with our findings. We are also committed to using this information to improve our services.

If you have any comments or suggestions about any aspect of your sheltered housing service you can use a number of methods to make us aware of these, you should feel free to discuss any issue with your Sheltered Housing Officer, or if you prefer you can request a meeting with a more senior officer or you can complete a suggestion / comments form which you will find at your scheme.

You are of course welcome to speak to the Head of Sheltered Housing Services or the complaints officer on 0800 195 5552.

Equality and Diversity

Sutton Housing Partnership is committed to promoting equal opportunities and diversity. We welcome residents and service users from all groups of society and do not condone any forms of discrimination.

We work very hard to try to ensure that all members of the community are able to access our services if they wish to, and welcome feedback as to ways in which we can make this easier from residents and other service users.

PERFORMANCE MONITORING

To help us to ensure that we provide excellent services and continually improve, we monitor all aspects of our service provision across the various areas of service provision:

Mobile Response Service:

We set ourselves challenging targets, significantly exceeding the industry standards, and aim to achieve attendance to call outs

within 20 minutes in 92% of cases of receiving the call requesting attendance. We monitor our service delivery on a monthly basis against these targets.

Community Alarm Response Services:

We aim to respond to 98.5% of alarm calls within 60 seconds.

Sheltered Housing Services:

Our targets are to:

- Develop a support plan with you and review this regularly (at least annually and more frequently as agreed or requested)

- Ensure that all schemes are covered by staff from Monday to Friday, and that all residents requiring contact call or visit will receive this.

- Ensure that alarm equipment is in good working order and well maintained. In the event of a breakdown, we will ensure that you have alternative methods of seeking help, and that the alarm equipment is repaired within 24hours or where this is not possible will provide you with an alternative whilst awaiting repair.

- Provide a safe and secure environment ensuring that communal entry doors are in working order, with repairs being carried out within a reasonable period.

Full copies of our service standards and associated targets are available to all residents on request and are held within the scheme information files. Performance is reported back to residents quarterly at resident meetings, and within the service newsletter.

In addition, we aim to improve our performance through monitoring of satisfaction levels, and seeking to achieve external accreditation of our services. This is done in a number of ways, through:

- Satisfaction surveys
- Focus groups
- Mystery shopping
- Staff Supervision
- External inspections

We will inform you of how we meet our performance targets in respect of your specific scheme on a regular basis through the monthly Newsletter.

WHAT TO DO IN THE EVENT OF FIRE

In Your Flat

Evacuate all occupants making sure that the door to the room that the fire has occurred and the front door are closed behind you.

In Neighbouring Flats

You should remain in your flat, unless told to leave by the Police, Fire Brigade officer, or the Sheltered Housing Officer.

IN THE EVENT OF FIRE, HOWEVER SMALL

CALL THE FIRE BRIGADE IMMEDIATELY

USING THE 999 PROCEDURE

Fire Alarm System

Each flat is fitted with a smoke detector; they are connected to the alarm system. These are sensitive and you may accidentally set them off whilst cooking. Please do not worry, the Sheltered Housing Officer/The Call Centre staff will confirm all is well and then reset the alarm.

GENERAL INFORMATION

Master Keys

A master key for your flat is held by the Sheltered Housing Officers and available to the SHP Mobile Response Service. Examples of how the master key may be used are:-

- In the event of any emergency
- To enter your home if you are in, and have difficulty coming to the door (we will, with your permission let ourselves in under these circumstances)
- To allow access for repairs operatives at your request
- In case of concern to ensure you are well
- To provide access if you have mislaid your keys

Your privacy is respected at all times, and in the event that we enter your property when you are absent in the circumstances outlined above, we will always inform you of this as soon as possible.

Door Keys

Two keys are provided, additional keys need to be ordered through the Sheltered Housing Officer as they are security keys, and you are unable to get these duplicated at any locksmiths. Please note a charge is made for additional keys.

Door Chains

We ask that you do not leave door chains on, but use them only when answering the door to callers as they could severely restrict us being able to assist you in the event of an emergency.

Bogus Callers

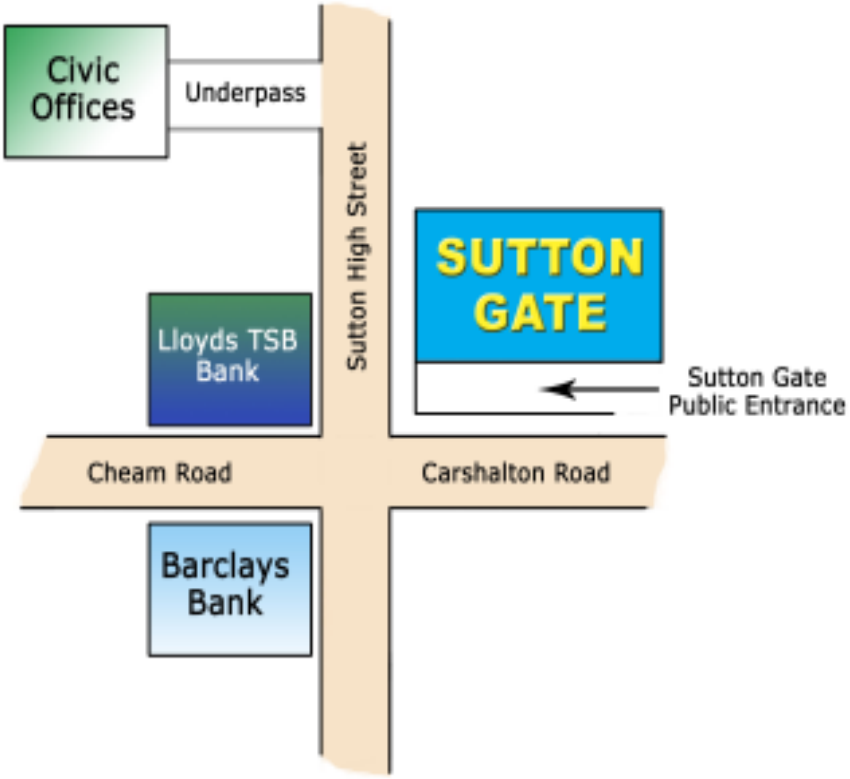
We advise that you always look to see who is at your door, if in any doubt do not open the door. Always ask for identification, genuine callers will be happy to provide this. If you are still unsure, pull a cord to alert the Sheltered Housing Officer or the Call Centre.

CONTACT US

If you would like to contact us to discuss any aspect of your service you can do so:

By phone on: Freephone - 0800 195 5552.

Or by post to: Head of Sheltered Housing Services
Sutton Gate
1 Carshalton Road
Sutton
Surrey
SM1 4LE



TRANSLATION PANEL

If you, or someone you know, need a translation of any part of this document please tick the box for the language required and complete the form below. Telephone 0800 195 5552 for more information.

Nëse ju ose dikush që njihni ka nevojë për një përkthim të ndonjë pjese të këtij dokumenti, ju lutemi shënoni me v kutinë për gjuhën e kërkuar dhe plotësoni formularin e mëposhtëm. Për më tepër informacion telefononi numrin 0800 195 5552. ☐ Albanian

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