

Older Persons Independent Living

Sheltered Housing

RESIDENTS HANDBOOK

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Introduction



The purpose of this handbook is to provide useful information for those who have been offered or have recently moved into sheltered housing, as well as information that will be of use throughout your tenancy.

However, the legal agreement between you and the council is set out in your tenancy agreement and you should refer to this document if you have any queries about your or the Council's rights and responsibilities.



If you would like to receive the contents of this document in an alternative format, such as large print, audio or other accessible format, please let us know. We will then try to make sure that, in future, we make other information and correspondence available for you in this format.

To request this document in a different format, please contact us on 01255 686490 or email tenant.involvement@tendringdc.gov.uk

What is sheltered housing?

Sheltered housing offers support for older residents to assist them to live independently. It is made up of a group (scheme) of unfurnished flats, studio apartments and bungalows designed for the needs of older people. The aim is to provide comfortable, convenient and secure accommodation whilst encouraging residents to maintain full independence.

You will have your own front door and be able to come and go as you please and have visitors whenever you like. Each of our schemes also has communal facilities such as a lounge, kitchen and laundry for you to use, as well as guest rooms bookable for your friends and family for a charge per night.

All properties are fitted with an alarm system which allows you to get help in an emergency 24 hours a day, 365 days a year.

Who is it for?

Sheltered housing is generally for people over the age of 60, although younger people may be considered in some circumstances – for example, if you have disabilities. There is no upper age limit although residents may need to receive or continue receiving support from relatives, friends or other agencies to enable them to continue living independently.

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What happens when I move in?

The first people you will get to know will be the Sheltered Support Officers that look after our schemes. You will be allocated a Sheltered Support Officer who will visit you to help you settle in, explain how everything works and arrange for any necessary repairs or maintenance.

They will also complete a support plan for you. This will include the names, addresses and telephone numbers of your next of kin, your doctor and any other professional agencies that care for you and other relevant information. This information helps to make sure that you are provided with the most appropriate assistance to help you stay healthy and independent.

Your support plan will be reviewed on

a six monthly basis or earlier if your circumstances change and we are more than happy for a member of your family or other representative to attend any meetings about this plan. If you have no need for a support plan we will still ask you to attend regular reviews so that any change in your circumstances or needs can be identified.

Our Sheltered Support Officers will also encourage social activities within the scheme and will liaise with any other agencies to make sure that you have the right level of support for your needs.

When you have signed your tenancy agreement and moved into your home you will be responsible for paying any bills, arranging your own meals, cleaning and decorating within your home.

What do Sheltered Support Officers do?

- ✓ sign you up to your new tenancy;
- ✓ welcome you, introduce you to the scheme and explain how to use the communal facilities;
- ✓ contact you daily or however frequently you prefer to check on your wellbeing and arrange any support to help you remain independent;
- ✓ work as part of a team providing flexible housing related support to everyone who needs it;
- ✓ carry out a needs and risk assessment with you to identify what help and support you need;
- ✓ develop a support plan to agree how we can best meet your needs;
- ✓ work in partnership with other agencies, carers and support networks to help you access services you need to live independently;
- ✓ signpost and support residents through challenges and crises;
- ✓ help you to achieve positive outcomes in areas of physical, mental and emotional health and in regaining, achieving or developing old and new skills;
- ✓ monitor communal areas and buildings on sheltered schemes;
- ✓ carry out health and safety inspections, and monitor the condition of your property;
- ✓ carry out assessments and viewings when a property is offered;
- ✓ monitor the cleaning of communal facilities;
- ✓ work with our surveyors and other council staff and contractors to make sure that our accommodation is maintained and improved.

When are Sheltered Support Officers on duty?

Our Sheltered Support Officer Team are not permanently on site as each of them covers more than one scheme.

The times that they will be at your scheme will be published on the noticeboard. Except in emergencies or when they are required to attend meetings or training, they will always keep to these times.

What do Tenancy Management Officers do?

- ✓ assist you to manage your tenancy by providing help and advice on tenancy management issues;
- ✓ work with your Sheltered Support Officers to mediate in any disputes and/or disagreements;
- ✓ investigate incidents of nuisance and antisocial behaviour.

However, our Sheltered Support Officers and Tenancy Management Officers are not able to:

- ✗ carry out duties which are the responsibility of other organisations, such as social services;
- ✗ act as a carer, nurse or night sitter;
- ✗ administer drugs or medication of any kind;
- ✗ do your washing, shopping, cleaning or cooking;
- ✗ look after your valuables;
- ✗ accept gifts for personal gain;
- ✗ look after pets;
- ✗ dispose of domestic waste.



Contacting your Sheltered Support Officer

Your Sheltered Support Officer will provide you with details of how and when they can be contacted. You can also contact the Sheltered Team during office hours or by calling:

Tenancy Management Helpdesk	Tel 01255 686488 or
Older Persons Team Leader	Tel 01255 686486

or by visiting their office during their published hours at your scheme.

When a Sheltered Support Officer is not available or outside of normal hours, Careline will provide you with support.

Contacting your Tenancy Management Officer

You can contact a Tenancy Management Officer during office hours by calling 01255 686488

Careline Alarm System

Each individual flat or bungalow within our sheltered housing schemes is connected to an alarm system enabling help to be called in an emergency. The alarm system can be used to raise a call from anywhere in the property by simply pressing either the pendant that is provided or by pulling the nearest cord. This will then activate the unit. The home unit has a powerful loudspeaker and sensitive microphone, allowing hands free two-way speech to be established between you and the person receiving the call.

Tendring Careline's Control Centre is staffed 24 hours a day, 365 days a year. This means that, if there is an emergency when the Sheltered Support Officer is off duty, you will be able to talk directly to the operator at the Control Centre who will make sure the appropriate help is called.

Our Sheltered Support Officers will be told about any incidents that take place in their absence so that they have up-to-date information.



Careline staff will be able to:

- ✓ Report a fault for you at the weekend or after normal working hours;
- ✓ Send a Mobile Support Officer to you if a situation warrants it;
- ✓ Contact a key holder/relative in an emergency on your behalf;
- ✓ Take all reasonable steps to ensure a safe environment for you to live in;
- ✓ Collect prescribed medication for you (in an emergency);
- ✓ Give you entry if you are locked-out;
- ✓ Give first aid if possible in an emergency;
- ✓ Act appropriately and in accordance with our guidelines in an emergency.

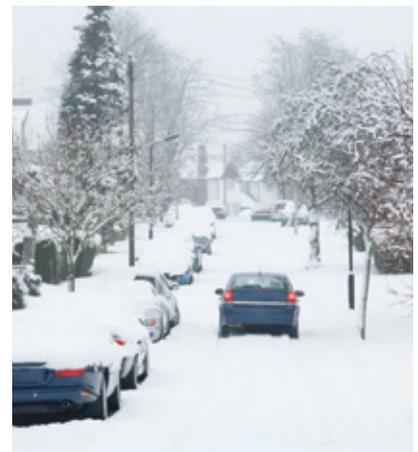
Careline staff will not be able to:

- ✗ Prepare meals;
- ✗ Administer medication;
- ✗ Become involved with on-going matters concerning toileting and/or incontinence;
- ✗ Help with medical matters such as detached catheters;
- ✗ Carry out domestic chores, such as washing, ironing and cleaning;
- ✗ Collect pensions or handling of money;
- ✗ Do gardening or interior decorating;
- ✗ Act as a taxi or courier.

When you first move into sheltered housing, you will be asked to sign a form to confirm receipt of the Careline alarm pendant and door entry system fob. Both of these must be returned to the Council when your tenancy ends to prevent a charge being made for these.

How does the service continue when a breakdown occurs or in cases of emergency ?

Our sheltered housing service and Careline service both have emergency and continuity plans in place to make sure that the service can continue to be provided at all times, for example during periods of extreme weather and power failures.



Living in your home

Holidays and absences from your home

Your Sheltered Support Officer will keep a daily check on your wellbeing, unless you have agreed a different frequency for these checks. If it is more convenient for you, you can use the 'I'm ok' indicator if you do not need us to see you or will be out when we call. If you do not use the 'I'm ok' indicator and haven't told us that you will be out, we will come in to check that you are okay.

We would also ask that you let your Sheltered Support Officer know when you are going to be away from your home – for example, when you go on holiday or visit relatives so that we don't worry about you and take any emergency action.



Rent and other charges

You are responsible for paying the rent for your property, together with any applicable support and service charges, which are specific to each scheme. These charges go towards the provision of our Sheltered Support Officers and the alarm call system as well as towards any communal heating provided and the cleaning of shared areas. Details of the charges that you have to pay will be listed in your tenancy agreement.

You can pay your rent in one of the following ways:

- Direct from your bank via direct debit or standing order
- Via our online or automated telephone payment systems. Visit www.tendringdc.gov.uk for online payments or telephone 0800 678 3046
- At the Post Office or any Pay Point outlet using your personalised swipe card
- Door step collection (in some areas only)

You are also responsible for paying council tax and all utility bills, for example those for gas, electricity and water while living in the property.

Pets (with the exception of sensory support dogs)

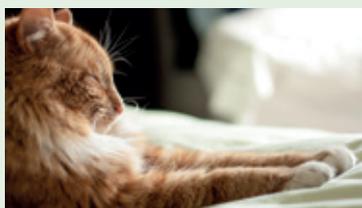
Sheltered housing schemes are not designed for animals and you should seek advice from your Sheltered Support Officer before keeping any pet and refer to your tenancy agreement.

If you live in a scheme bungalow or adjoining house, and in certain circumstances, one dog and/or cat may be kept with prior permission.

Block schemes with flats generally do not allow the keeping of pets at all (except confined small pets like budgerigars and goldfish).

If you do have a pet you are responsible for its well-being.

Your Sheltered Support Officer must be aware of the arrangements for its care if you have to go into hospital as we will not look after a pet if you are away.



Television

A television licence is required for all properties with a TV but, if you are over the age of 75, the licence is free. There are also concessions of up to 50% for anyone who is blind or has a severe sight impairment.

All of our sheltered housing schemes have a communal digital television aerial. If you need to report a fault with the television aerial, please contact us on 01255 686477.

Please note that if you request a repair and the fault is found to be with your equipment or no fault is found or you fail to keep the appointment, we will charge you the cost of this visit to your scheme.

Adapting your property

If you are having difficulty managing at home because of a disability, we may be able to help - for example by fitting handrails or altering doorways.

If you think you would benefit from this type of work, please ask your Sheltered Support Officer for advice.

Before we can carry out any work, your needs will normally have to be assessed by an Occupational Therapist who will then recommend any works for us to carry out.

Communal facilities

All of our sheltered housing schemes have at least one communal lounge, laundry room and a kitchen. These areas and facilities are provided for the benefit of all residents and we would ask that you show consideration for others when using them.

All of the internal communal areas are cleaned by the council on a daily basis and any complaint about the standards of cleanliness in these areas should be discussed with the Sheltered Support Officer.

Please note that you are responsible for cleaning within your own home.



The lounge

This is for use by residents for social events, meetings, parties or just for a cup of tea. All lounges have free Wi-Fi provision

Other people living nearby may also be invited to some activities and, in some locations, communal lounges provide a base for clubs and activities run by outside organisations.

Appropriate groups and committees may also rent the room by agreement or arrangement with residents.

The laundry room

All of our sheltered housing schemes have communal laundry facilities for residents to use and the charge for using these is incorporated into the overall service charge that you pay.

The laundry rooms can be used at any time during its published opening hours but there are rotas that operate in some of our schemes. Your Sheltered Support Officer will be able to tell you about this when you first move in and will show you how to use the machines.

Please note that these machines are for the use of residents and their carers only and must not be used for family or friends' laundry.





Guest rooms

Each of our sheltered housing schemes has either one or two guest rooms that can be used by resident's family and friends. These rooms are either single or twin and there is a strict limit on occupancy of one or two persons, as applicable. The charge per night should be displayed on the notice board in your scheme and these are subject to annual review.

If the guest room in your scheme is fully occupied, then we can offer you accommodation at one of our other sheltered housing schemes or, if this is not appropriate, provide you with advice about bed and breakfast or

hotel accommodation in the area. Priority for bookings will normally be given to family and friends of residents who are unwell but, at all other times, bookings will be made on a 'first come, first served' basis.

Our Sheltered Support Officers are responsible for the management of our guest rooms and this includes overseeing the cleaning and any necessary repairs, as well as making the bookings.

If you want to book the guest room, please contact your Sheltered Support Officer during their normal working hours. However, in an emergency, you can make bookings with Careline outside of these hours but this should only be done in exceptional circumstances.

Please note that you will be responsible for the behaviour of your guests whilst they are in the scheme and must make sure that they keep to the terms and conditions of your tenancy agreement and any rules that are specific to where you live.

The kitchen

The kitchen is for the use of residents using the communal lounge and, in some schemes, it may also be used by outside organisations that run clubs or activities for the benefit of residents.

Heating

We are responsible for the heating in communal areas and will aim to keep this at a comfortable temperature for all. A charge for this is incorporated into the overall service charge that you pay.

Noticeboards

In each of our sheltered housing schemes, there is a notice board giving you information about your scheme, its activities and the surrounding area.

As a resident, you are allowed to put information on these boards but we would ask that you speak to your Sheltered Support Officer before doing so. All information placed on the noticeboards is regularly checked.





Smoking

It is against the law to smoke in any internal communal areas. This does not apply within your own property but please refrain from smoking if we or one of our contractors is due to visit your property.

Smoking is allowed in communal gardens but please dispose of any cigarette ends responsibly and do not leave these on the ground.



Gardens

Communal gardens are provided for the use of residents and their guests.

We carry out regular maintenance of any grassed and planted areas but encourage residents to get involved in the upkeep of certain areas or items where they are able to do so. Please speak to your Sheltered Support Officer for further details.

Mobility scooters

For health and safety reasons, we do not allow residents or their visitors to use or store mobility scooters within the internal communal areas of any of our sheltered housing schemes.

However, at a number of our schemes, we have dedicated mobility scooter storage and our Sheltered Support Officers are responsible for allocating this and administering any waiting list.

If there is not any dedicated storage available at any scheme or you live in a bungalow or house adjoining a sheltered scheme, you must get our permission before making any alterations or additions to your home to accommodate your mobility scooter.

If you have a mobility scooter, you are responsible for using this safely and in accordance with the manufacturer's guidance so as not to endanger anybody, cause a nuisance or damage property. You must have and provide evidence of adequate and current insurance.



Car parking

We provide car parking spaces at all of our sheltered housing schemes for residents and their guests to use.

There are not any reserved spaces although there may be bays marked out for disabled drivers.

There will also be a grid marked out near the entrance for use by emergency services and we would ask that you do not park in these spaces.

Refuse disposal

All of our sheltered schemes have bin stores for the disposal of domestic refuse and items for recycling. It is your responsibility to dispose of all your domestic refuse appropriately. If you have any difficulties with this, please speak to your Sheltered Support Officer.

Window cleaning

The Council is responsible for cleaning the windows on a regular basis.

Safety and security

Door entry system

All of our sheltered housing schemes have a main door entry system that allows you to let people that you know into the building from your own flat.

Door locks

All of our properties are fitted with high quality security locks and we hold a master key to be used in emergencies. Extra locks should not be fitted as this could prevent access in an emergency.

We would only enter your home if, for example, you call for help via your Careline pull cord or pendant or you don't respond to one of our calls or visits.

All properties are fitted with a key safe to allow access to your home in an emergency. It is your responsibility to make sure that a key is left in the key safe.

When anyone calls at your door, you should always ask for identification from any caller you do not know.

CCTV

All of our sheltered housing schemes have CCTV to protect the building and make sure that you feel safe and secure in your home.



Fire safety

A 'RESIDENTS FIRE ACTION NOTICE' is displayed at all our sheltered schemes and within all individual flats and apartments. These instructions, which are set out on the next page, will be explained to you by your Sheltered Support Officer when you first move into your home and regular reminders will be given at residents meetings.

Residents Fire Action Notice

Discovering a Fire

Any resident discovering a fire should immediately sound the alarm using the nearest fire call point.

Residents should not attempt to fight any fire.

If a fire has started in your flat or in a communal area in which you are present you should immediately vacate the building using the nearest available and safe fire exits.

Do not use the lift.

You should assemble at the designated emergency assembly point, a safe distance away from the building until otherwise directed by council staff or the emergency services.

Do not attempt to re-enter the building unless told to do so. Care should be taken on or near roads because of traffic.

On Hearing the Fire Alarm

If you are in a flat:

If you are in your own or another flat you should remain where you are.

Close all doors but do not lock them. If you have a security chain on your door, these must not be used.

Do not open the door unless requested by a member of council staff or members of the emergency services.

Remain in the flat until directed otherwise by council staff or members of the emergency services.

If you are in a communal area:

If you are in a communal area of the building you should:

Evacuate the building by leaving at the nearest safe exit.

Do not stop to pick up personal belongings.

If possible close doors behind you.

Do not use the lift.

You should assemble at the designated emergency assembly point and remain a safe distance away from the building until otherwise directed by council staff or the emergency services.

Do not attempt to re-enter the building unless told to do so. Care should be taken on or near roads because of traffic.

Repairs and maintenance

Who is responsible for repairs?

Details about who is responsible for which repairs are published on our website. This includes easy to use and clear explanations of some common repair problems with the aim of making it easier for you to tell us about the repair that is needed in your home. You can also ask our Sheltered Support Officers about responsibilities for certain repairs.



How to report a repair

If you need to report a repair that we are responsible for, you can do this in one of the following ways:

By telephoning 01255 686477 or 01255 222022 for out of hours emergencies only. Examples of emergency repairs include blocked drains and toilets, electrical faults and failures and accessing a property if the keys are lost.

By emailing shelteredrepairs@tendingdc.gov.uk
Emails sent to this address will only be opened during normal working hours and so this address should not be used in an emergency.

You can also report repairs by telling your Sheltered Support Officer or our Sheltered Housing Surveyor or by using your alarm pull cord.

Repairs to communal areas

If you need to report a repair about any item in a communal area, please report this to your Sheltered Support Officer or Sheltered Housing Surveyor or, if appropriate, by using your alarm pull cord.



Getting involved

We believe it is very important to involve you in our decision making processes and are committed to making this happen. You are the best people to tell us what works and what doesn't and, by working together, we aim to improve the services you receive.

There are a number of opportunities for you to have your say and be involved in the housing services we provide and these vary in the amount of time and commitment required from you.

In relation to sheltered housing, you can be involved by:

- Completing the questions specifically about sheltered housing in the satisfaction survey that we send to all tenants once every two years;
- Reading our regular Sheltered Housing newsletter;
- Filling in any of the short questionnaires that we may send you about aspects of our service;
- Attending the regular residents meetings held at your scheme;
- Becoming a representative of your scheme on our Sheltered Housing Panel. This is made up of representatives from each of our sheltered housing schemes who meet with us once every two months to discuss issues specifically relating to this type of housing.

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We also have a range of opportunities for you to get involved that are not specific to sheltered housing and details about all of these are provided in the tenant involvement newsletter that we send out each year. Alternatively to find out more, please visit our website www.tendringdc.gov.uk or contact us on 01255 686490.



Complaints, compliments and suggestions

If you feel the Council has done something wrong or badly, or failed to do something, the first thing you should do is contact your Sheltered Support Officer. You should ask them to put things right for you or explain the reasons for the Council's failure to do what you expected.

If you remain dissatisfied, you may wish to make a further complaint to the Older Persons Team Leader. You can do this by emailing housing.services or telephoning 01255 686486

What can I complain about?

A complaint must be about something specific, for example:

- the standard of service provided by the Council;
- failure by the Council to provide an agreed service;
- failure by the Council to respond to a request for a service;
- that the Council has exceeded its powers;
- that the attitude or conduct of an officer has been unacceptable;
- the Council has not followed an agreed procedure;
- maladministration by the Council (ie delay, bias or confusion).

What can I not complain about?

A complaint would not include:

- requests for a service;
- requests for information or an explanation of Council policy or practice;
- matters for which there is an existing right of appeal (either within the Council itself or to an independent tribunal) or legal remedy;
- complaints made more than 6 months after the events complained about.

All complaints that we receive are recorded on the Sheltered Scheme complaints system and your housing file.

To help us deal with your complaint effectively, you will need to tell us:

- What the problem is and how it has occurred;
- How it has affected you;
- What you consider we should do now to put the matter right.

We can help you if you have a disability which prevents you from making your complaint in writing and we can also help if English is not your first language. If you need any support in making a complaint, please let us know as soon as possible.

In the event that you should remain dissatisfied you should contact the Housing Manager by emailing housing.services@tendringdc.gov.uk or by telephoning 01255 686480

All efforts will be made to satisfactorily resolve the complaint but if you remain dissatisfied details of the Corporate Complaints Procedure along with your full rights of appeal and review will be provided to you by the Housing Manager.

...compliments

We like to receive compliments as well as complaints. So, if a section or member of our staff has impressed you, please let us know. This will help us to do the same elsewhere and improve the service we provide.

...and suggestions

Have you a good idea about how we can improve the housing services we provide? Then we want to hear from you.

As our customer, you are in the best position to tell us how you think our services could be improved. Our Customer Suggestion Scheme provides an opportunity for you to do this with rewards for the best suggestions.

All tenants, Housing Register and Homeless Applicants can take part in the scheme, as well as tenants associations.

A valid suggestion would be one which results in a financial saving, improved efficiency or just new ways of working that lead to better delivery of our services for a significant number of customers.

You can make a suggestion by contacting us on 01255 686490 and asking us to send you the relevant form or this form can also be downloaded from our website at www.tendringdc.gov.uk.

We will acknowledge all suggestions we receive within 10 working days. A panel, made up of council staff and tenant representatives, will then meet once every 3 months to formally consider all the suggestions received during that time.

Following the meeting of this panel, we will write to all those who have made a suggestion to either explain how the suggestion made can be implemented or to give the reasons why we are unable to put this into practice. The decision of this panel will be final and there will be no right of appeal in the event of any suggestion being rejected.

Once a year, we will also give a reward for the best suggestion made.

Our service standard for sheltered housing

The following tells you what you can expect from the sheltered housing team.

- Our staff will always be courteous and helpful and will ensure you are treated fairly and with respect.
- We will always wear our identity badges, and introduce ourselves to you in a polite and friendly manner.
- We will leave you our name and contact number so you can get in touch with us when you need to.
- Our Sheltered Support Officers will sign up your new tenancy with you and tell you all you need to know about your new home and the sheltered housing scheme facilities.
- Within four weeks of you moving into your new home, our Sheltered Support Officers will carry out a settling in visit and will complete a support plan with you to ensure you are provided with the level of help you need and that you are happy in your new home.
- Your support plan will be reviewed with you every six months, or sooner if your needs change.
- We will provide you with an alarm pendant that will enable you to contact help in an emergency 24 hours a day.
- We will keep you informed.
- We will protect your confidential information and privacy.
- We will regularly consult and work with residents to continuously improve, develop and shape services you receive to meet your needs.
- We will aim to get things right first time.

We will report to you how we perform against these standards in various ways including via our Sheltered Housing Panel (SHP) and regular newsletters.

Protection from abuse

The abuse of vulnerable adults is very rare but it is important for us to recognise that this can and does happen. We aim to prevent abuse from occurring wherever this is possible or, if this has not been possible, to have robust procedures in place for reporting and dealing with incidents.

There are generally 6 areas of abuse of vulnerable adults: financial, physical, psychological, sexual, neglect and institutional.

All of our staff have been trained to recognise signs of abuse and if they suspect abuse towards a resident it is their duty to report it. But, if someone you should be able to trust threatens, hurts, exploits or neglects you, then please tell a member of our staff. Alternatively you can contact the Action on Elder Abuse Help Line on 080 8808 8141.

Confidentiality

As the provider of services for you, we need to collect personal information about you. This helps us to make sure that your needs are met and that we can respond to any changes in these. It also helps us to respond in any emergencies – for example, by knowing about any medical conditions that you may have.

The only people who will have access to your personal information are you and employees of the council on a 'need to know' basis. We will only share this information with other service providers where you agree that we can.

Our Confidentiality Policy sets out the circumstances when information about you may be shared - for example, if your health or safety was at risk.

You have the right to discuss matters with sheltered housing employees in confidence and the right to be treated fairly, equally and with respect.

Data protection

You have the right under data protection law, to see the information that we hold about you in connection with your tenancy which means that you can check these details to make sure that they are correct. Please contact us if you would like further information about this.

Professional Boundaries

Approach

The support our staff provide is based on need and staff members will not show favouritism to any individual resident.

Our staff will:

- Demonstrate tact, diplomacy and empathy;
- Be flexible and non regimented in the way they provide support;
- Admit any mistakes they have made and be open if they don't immediately have the answers to your questions;
- Not present themselves as superior to you in any way;
- Not try to influence you with their own beliefs and values.

Professionalism

Our staff will always try to maintain a professional relationship with you - you should never feel indebted to staff or that you are receiving charity.

We recognise that effective delivery of support is based on having a good working relationship with you but you should remember that the Sheltered Support Officers are paid to carry out their duties.

Our staff will:

- Always treat you with respect – they will address you by your chosen name and will never use language that demeans or discriminates against you;
- Discourage you from developing relationships with members of their family;
- Not make themselves available outside the hours that our service operates;
- Not give you their personal address or telephone number.

Financial issues

Our staff will:

- Not lend money or possessions to you;
- Not borrow money or possessions from you;
- Not accept gifts from you or offers of labour;
- Not be able to witness your will or any other legal documents.

Rights and choice

Our staff should give a high priority to your rights as a resident and encourage you to express your choices and preferences.

Our staff will:

- Respect your right to privacy and dignity;
- Accept that you have the right not to take advice;
- Involve you as much as possible in all decisions which impact on you directly, for example your support plan, or indirectly, for example changes in policy;
- Direct you to appropriate specialist advice if they are not qualified to help or advise you;
- Not criticise your values or beliefs;
- Generally only provide advice if you have asked for it.

Illegal activity

If our staff become aware that you are participating in illegal activities or breaching the terms of your tenancy agreement, they are required to inform their manager of this as soon as possible.

