

INFORMATION FOR OLDER PEOPLE AND PERSONS WITH A DISABILITY

Many of our tenants are older people, and the Association is committed to ensuring that this group of tenants are properly served. The Association works and has contact with many other organisations in the surrounding area that provide services for older people (see useful contacts).

COMMUNITY ALARMS SERVICE

The Community Alarms Service is operated to assist any older or disabled person living in our accommodation. These Alarm units provide reassurance that help can be summoned quickly in an emergency.

We work in partnership with Careline to ensure 24-hour emergency cover for people using this service. Their friendly and professional operators monitor the calls to the centre and call-out either your own named emergency contact or one of the emergency services if they are required.

Our team of mobile Supported Housing Officers operate a quarterly visit to each of the alarm users, during which the

equipment is fully tested and any tenancy or repair issues are discussed. This visit also provides the opportunity for any welfare issues to be discussed and our team is able to offer advice and assistance, make referrals to other agencies if required and generally offer support.

SHELTERED HOUSING SERVICE

The Association currently has 5 sheltered housing schemes, in the following locations:

- *The Crescent, Clifford Road, Penrith*
- *Sim Court, Pategill, Penrith*
- *Wasdale, West Lane, Shap*
- *Mill Gardens, Hartley Road, Kirkby Stephen*
- *Grisedale Croft, Church Road, Alston*

These warm and friendly housing schemes offer self-contained flats and bungalows within a communal setting. They are intended for single people and couples over 40 years of age who are in need of a degree of support or who want company. Each of these schemes has a communal lounge and laundry facilities for the benefit of all tenants.

Supported Housing Officers are on hand every day to provide advice, assistance and support to ensure that everyone can remain as independent as possible.

Welfare and tenancy issues can be discussed and referrals made to other agencies as required. These trained staff are able to deal with any emergency situation that may arise whilst they are on duty. Each property is connected to Careline when the officer is off duty, which ensures that 24-hour emergency cover is available.

EXTRA CARE SHELTERED HOUSING SERVICE

In partnership with Cumbria Social Services and Cumbria Care, the Association operates an extra care scheme for those individuals who require a higher level of support to maintain their independence. This scheme is at Rampkin House, Scattergate Close, Appleby.

This scheme consists of 19 self-contained flats and bungalows with the basic support service provided by the Supported Housing Officers, as at our other schemes. In addition, Cumbria Care provide an on site Care Team who are employed by Social Services to deliver extra 'hands on' care to those individuals who need

more assistance with daily living skills. This level of care is based on an individual assessment carried out by a Social Worker and agreed with the tenant.

If you would like more information about our Sheltered Housing Services please contact our office.

INDEPENDENT HOUSING SUITABLE FOR OLDER PEOPLE

We have many flats, bungalows and a small number of houses, which are designed for, and especially suited to older and disabled tenants. These properties are not for sale under the 'Right to Buy' or 'Right to Acquire'. You should apply for one of these properties by contacting our office.

SOCIAL SERVICES

We liaise with Cumbria Social Services when older tenants or applicants have special needs or are experiencing difficulties. The Social Services in Eden have their own offices at Friargate, Penrith. The telephone number is 01768 242200 (also see 'Useful Contacts').

We can provide information about a wide range of services for older people, those who are disabled and their carers. Arrangements can be made, for example, for you to meet a Social Worker, or Occupational Therapist, to discuss your difficulties in confidence.

AGE CONCERN

Age Concern is an organisation which provides many services in Penrith, Appleby, Kirkby Stephen and Alston. Their services includes advice, day care and general helping services for older people and their carers. Age Concern can be contacted in the following towns on the telephone numbers below:

Penrith 01768 863618

Kirkby Stephen 017683 72266

Alston 01434 382323

AIDS AND ADAPTATIONS

Aids and Adaptations to our properties can be undertaken to allow people to live more comfortably at home. Examples of aids and adaptations are:

- *Easier tap fittings*
- *Handrails*
- *Ramps*
- *Lifts to help people in and out of the bath*

If you feel that you need the assistance offered by these kinds of aids and adaptations to your home, please contact Cumbria Social Services at Friargate, Penrith on 01768 242200. An Occupational Therapist will visit you to assess your needs and will request works to be done at your home, possibly by us, if this is felt to be necessary.

There are now a wide range of telephone products which are a help to older people who may be hard of hearing, or have difficulty seeing. If you are housebound and require further information, you can call **BT free on 0800 800150** and ask for the Age and Disability Manager.