

8 (f) Information for older persons

Assisted Living Service

The association currently has 6 Assisted Living schemes made up of 4 sheltered Housing schemes and 2 Extra Care schemes

Sheltered Housing schemes

- The Crescent, Clifford Road, Penrith
- Sim Court, Pategill, Penrith
- Wasdale, Shap
- Rampkin House, Appleby

These warm and friendly housing schemes offer self-contained apartments and bungalows within a communal setting. They are intended for single people and couples over 55 years of age who will benefit from a degree of support and some communal living. Each of these schemes has a communal lounge and a range of facilities for the benefit of all tenants.

The support service provided at our Assisted Living schemes consists of staff available Monday to Friday to facilitate any support required by tenants and work with all to maintain a positive community within the scheme.

Each property is connected to Progress – the emergency alarm service, which ensures that 24-hour emergency cover is available.

Laundry: if your scheme has laundry facilities please note any scheme specific guides for use and note that the equipment is to be used for the tenants and residents only

Extra Care Schemes

- Mill Gardens, Hartley Road, Kirkby Stephen
- Heysham Gardens and Meadows, Carlisle

Extra-care housing is for individuals who require a higher level of support to maintain their independence.

There are staff on site to give advice and facilitate more complex care and support needs.

Care organisations commissioned by the relevant Local Authority are based at these schemes to deliver any personal care required

Laundry: Please note any scheme specific guides for use and note that the equipment is to be used for the tenants and residents only with priority given to carers (both formal and informal) who require the equipment to discharge their care responsibilities

Assisted Living on-site staff service

Following agreement with individual tenants and residents we will:

- Act as an advocate for the tenant/resident when liaising with community services and the health services
- Liaise with Adult Social Care, care providers and Health services on the tenant/resident's behalf and discuss any relevant issues pertinent to their health and wellbeing.
- Offer activity opportunities to tenants to help ensure social and mental wellbeing tailored to your requirements where possible
- Maintain a record of any discussions and agreements.

All Assisted Living tenancies/leases will involve the landlord (Eden Housing Association) discharging a duty of care with all tenants and residents. This will include taking steps to ensure, as far as is possible and reasonable, the wellbeing of all tenants and residents in receipt of the EHA Assisted Living service. Your needs and circumstances may change with time however EHA responsibilities remain the same. This service is intrinsic to the tenancy/lease in all circumstances.

If you would like more information about any of our Assisted Living Services please contact Eden Housing Association on 01768 861400

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

Please contact your onsite staff or Eden Housing Association if you would like to apply for any adaptations. We will help you with the process.

Resident Involvement in Assisted Living

Consultation

We are committed to consulting you and other tenants and residents when we are preparing to do improvements to properties in the schemes. When works are being planned you will be informed:

- When the work will start
- When it will be completed
- Where appropriate, what choices you have in the materials, colours and styles of products

We will also consult you on any changes to our management and maintenance services and also changes to any other service chargeable elements.