

Service & Social Offer

Retirement LIFE aims to provide a supportive and caring environment for an independent lifestyle. Many of our **Retirement LIFE** schemes have communal facilities such as a laundry and a community lounge within the same building, or located nearby. Other schemes are made up of dispersed properties close to each other with no communal areas attached.

Retirement LIFE Living In a Friendly Environment (LIFE) is at the heart of the services we deliver and we believe that it is more than just providing people with a home. Living independently means you are responsible for your own home, and choices for your own everyday needs.

When you move into **Retirement LIFE** Housing, you have the same rights and responsibilities as any other tenant of Leeds City Council. However, **Retirement LIFE** offers many advantages that aim to help you to stay active and independent for as long as possible.

Our commitment to Retirement LIFE support is that we will:-

- ✿ Meet you at the property on the day of your viewing and share information about living at the **Retirement LIFE** scheme along with information about the wider neighbourhood.
- ✿ Call to your home when you move in and discuss your preferred contact choices with you, this could be visits to your home, telephone, texts or email or a combination of these methods.
- ✿ Make an appointment to get to know you and introduce you to the scheme and complete an individual support file with you that will include your personal details such as your next of kin, GP and other health providers who may be supporting you. We will ask you for permission of who we may share your information with, to support you or in times of an emergency.
- ✿ Provide you daily support up to 5 days a week (Monday to Friday). Tenants who choose only 2-3 days support will be contacted where possible Tuesday, Wednesday and Thursday. Contact can be increased at any time you choose or if your needs change.
- ✿ Ensure that we visit and contact you as agreed and arranged.
- ✿ Advise you 14 days before a Bank Holiday what cover will be provided to you.
- ✿ Support you to help you stay safe and secure in your home and signpost you to other services for any additional support you may need.

- * Ask you for your number if you have a key safe. This would only be used to gain access into your home to check you are well if we have not been able to contact you on a day we've arranged to have contact with you.
- * Treat you with respect and allow you to live your life in the way that you choose. We will maintain confidentiality at all times in line with data protection regulations.
- * Make an appointment with you every 6 months to discuss your support needs and ask how things are going for you and update your support file. We will also undertake a housing management Annual Home Visit every 12 months which will be done at the same time as the support file review.
- * Provide you with a support file review sooner if you feel you need one, you can also request a copy of your review – ask your Support Officer who can arrange this for you.
- * Explain the benefits to you of the Telecare 24 hour 365 days a year emergency response service. The Lifeline units and wearable pendants are linked to the response centre via your telephone line. There is a small additional weekly charge payable to Adult Social Care for this equipment and service.
- * Support you to have any financial assessments to maximise your income and refer you on to other services to help you set up any direct debits or financial support you may need.
- * Provide you with telephone numbers and contact details of the Support Officer team including who is due to visit you and when.
- * Support tenants, where possible, in the event of any accidents, serious incidents, or safeguarding concerns and report to appropriate officers.
- * Support you to help report your repairs if you need help with this.

Please note, in times of severe weather or other exceptional circumstances Support Officers may need to make contact with you by telephone instead of agreed face to face contact.

Keeping us Informed - What you need to do:-

- * It is important if you are due to be visited or contacted and will not be at home to please let the Support Officer team know. This will ensure that emergency procedures are not initiated, which may mean us needing to gain access into your home to check that you are safe and well.

* Please let us know of any changes to telephone numbers and contact details for you or your family as soon as they change, so that we can make sure our records are up to date should we need to contact anybody on your behalf.

* If you notice a hazard or repair that needs raising please tell the Support Officer team. If this is out of hours and urgent please call through to the contact centre on 0800 188 4000 or 0113 3760410 and advise them of the situation.

Our **Retirement LIFE** schemes have a team of dedicated staff who manage and oversee the day to day running of them. Support Officers will be available on site a set number of hours each day.

Where there is a Retirement LIFE communal area we will:-

* Introduce you to the communal facilities such as the lounge, kitchen and laundry facilities and introduce you to your neighbours and groups.

* Oversee the daily management of the scheme including weekly fire alarm tests, scheme health and safety checks and raising any communal repairs.

* Explain the availability and use of the communal room, Support Officers are responsible for any bookings for tenants and groups.

* Advise you how you can hire rooms at the scheme including guest room accommodation where this is available. (A charge is applicable for personal and individual approved private room hire.)

* Facilitate and hold activities at all **Retirement LIFE** complexes that have communal facilities attached to them. Where tenants live in a dispersed scheme we will inform them of activities they can attend in nearby complexes.

* Support tenants and residents to get involved in groups and activities that meet their needs, interests and hobbies which may include volunteering. We will also be welcoming to tenant's families, friends and neighbours in the wider community.

* Hold tenants "have your say meetings" at least every 3 months where you can speak with the Support Officers and provide your views on the service at your **Retirement LIFE** scheme.

* Promote activities run by other groups and Neighbourhood Networks in our schemes and in the wider community.

* Keep our noticeboards up to date with information for tenants including when your Support Officer is due to visit the scheme.

Please Note that Support Officers MUST NOT:-

- Accept gifts or goods from you. However, in exceptional circumstances Support Officers are able to accept a gift of low monetary value for example a small box of chocolates.
- Handle your money or deal with your finances. We will support you to make referrals to someone who could provide you with financial advice.
- Give you medication or help you administer any medication.
- Lift you if you have fallen. (We will make you as comfortable as possible and get help for you.)
- Provide any kind of home care service, nursing or medical care.
- Do your shopping (but will help you find a service that can do this)
- Fix fuses, tune in TV's or any other small DIY jobs.
- Breach Cohesion and Diversity standards or exclude any individual or group of people of the rights, privileges and courtesy due to all
- Hold keys for your home. However, permission can be granted to access keys in a key safe in an emergency situation

For more information, to discuss an issue or to make a complaint please speak to your Support Officer, or contact the Older People's team on 0113 3783696. Or you can email

housing.leeds.olderpeople@leeds.gov.uk

