

Factsheet

Information for Tenants



Supported Housing for Older People



This factsheet explains what Supported Housing is and what you need to do to apply.



What is Supported Housing for Older People?

Supported Housing provides a home especially designed for older people who value their independence. They may wish to live somewhere easier to manage where emergency support is available 24 hours a day, seven days a week, all year round.

The Support to Older People Service seeks to encourage and enable residents to live an independent life, as far as possible. We will respect individuals' privacy and maintain confidentiality, treating individuals with dignity and respect. It is our aim that people should realise their personal aspirations. Maintaining the opportunity to choose the

way they live and exercising their rights as valued members of the community.

We have 28 schemes citywide, please see the end of this factsheet for more information. All schemes have secure door entry systems, a laundry and a community room. Apart from tenants, the community room is available for use within the wider community for older people as groups or individuals. Most schemes also have car parking, gardens and some have guest rooms.

Accommodation is self-contained with its own front door, kitchen, bathroom, heating, bedroom(s) and emergency alarm system. This applies to most units, which are flats or bungalows, with the exception of two units that are bedsits.

Who provides the support?

Overall support to each scheme is provided through our Housing Support Adviser teams. There are six teams, covering the city, working in two shifts from 7.00am to 7.00pm. Outside of these working hours, staff are on standby to respond to any emergencies.

Our Housing Support Advisers duties include:

- Ensuring that schemes are welcoming and friendly places to be. Respecting and supporting service users, along with visitors, as individuals.
- Contacting each service user at least once a week, or more, depending on their assessed need.
- Advising service users on the availability of relevant services and benefits.
- Promoting tenant participation and social activities.
- Establishing links within



the local community and providing information on activities and organisations which may be of interest.

Our Housing Support Advisers duties **do not include**:

- Collecting prescriptions, pensions, shopping, cleaning or laundry.
- Giving medication, providing personal care or changing dressings.
- Dealing with anti-social behaviour.
- Reporting any repairs required to a service users flat or bungalow.
- Responding to service users being locked out. Except, if they are prepared to pay a call-out charge. A call-out charge of £36 applies between the hours of

8.30am and 5.00pm. This increases to £42 between the hours of 5.00pm and 8.30am.

Designated Housing Support Advisers

Each scheme also has a Designated Housing Support Adviser. Their role is to ensure:

- Each service users needs are assessed, in discussion with them, arranging any further support as necessary. This is done through a support plan reviewed every three, six or twelve months, depending on the level of service received.
- Our Emergency Control Centre is aware of any changes in a service users circumstances, by keeping this information up to date.
- Any issues with outside agencies are quickly dealt with.

At each scheme a poster is displayed identifying the Designated Housing Support Adviser. For further information please contact the Support to Older People Team.

What levels of support are available?

Support is provided according to each individual's needs. However, living in a Supported Housing for Older People Scheme means you will receive as a minimum our 'low' level support.

If you move into one of our schemes the Designated Housing Support Adviser will develop a support plan with you and carry out a needs assessment.



What is a support plan?

A support plan lists any housing related support that you will require to help you sustain your tenancy and remain independent. This could range from help filling in a benefit form to arranging a care assessment.

The Designated Housing Support Adviser will liaise with other agencies to ensure that your needs are met. For example: the National Health Service, Home Care, Health and Social Care.

Support plans are reviewed every three, six or twelve months, depending on the level of service you receive.

What is a needs assessment?

The Designated Support Adviser will then carry out a 'needs assessment', based on the information contained in your support

plan. This is the level of contact that you need to help you to remain independent.

The level of contact available to new tenants of Supported Housing for Older People schemes are:

- **Low:** 24 hour emergency response cover, 7 days a week through the intercom system. With one additional weekly face to face welfare check.
- **Medium:** 24 hour emergency response cover, 7 days a week through the intercom system. With two weekly face to face welfare checks.
- **High:** 24 hour emergency response cover, 7 days a week through the intercom system. With up to four face to face visits, as needed.

Please note that your level of contact is not permanently fixed, once assessed. It is regularly reviewed and can be

changed, especially if your health or well being deteriorates either permanently or temporarily.

Emergency alarm system

All our flats and bungalows are fitted with an emergency alarm system. Help, in the event of an emergency, is summoned by a pull cord or pendant. All calls are dealt with by our Emergency Control Centre, which is accredited by the Telecare Services Association.

Our Emergency Control Centre aims to answer 80% of all calls within 30 seconds. This is from the point your call is registered, after you activate the alarm. They should tell you their name and greet you using your name. You will be asked why you have pulled the cord, or pressed your pendant, and what assistance you require. It is the Emergency Control Centres job to ensure that they only call out staff if there is an emergency. They

will ask you questions to assess the urgency of your situation and determine the most appropriate course of action. It could be that it can wait until your Housing Support Adviser is next due to visit. They may suggest contacting a relative, neighbour or friend of yours.

If appropriate they will immediately call an ambulance, the fire brigade or a doctor. It may also be necessary for a Housing Support Adviser to attend.

Please note Housing Support Advisers are only called out to respond in urgent situations and genuine emergencies. Your co-operation and understanding will help ensure that we are available to respond to your emergency, should it ever happen.

Pendants

Pendants can be worn around the neck or on your wrist and be used to summon help should you fall or feel unwell.

However, you must apply for one and meet one or more of the following criteria:

- You have been diagnosed as having Dementia, Alzheimer's, Parkinson's, Epilepsy, Arthritis or a terminal illness.
- You have just been discharged from hospital and would benefit from having a pendant, for a short period of time, whilst recovering.
- Your Doctor, Nurse or Occupational Therapist recommends you should have a pendant.

Please note that you will need to pay a £10 deposit (refundable) if you are issued with a pendant. Should you lose your pendant you will have to pay £30 for a replacement.

Social activities

Each of our schemes offers a range of social activities. However, the type and frequency will depend on what the residents want and are prepared to help organise.

Paying for the service

If you receive housing benefit, full or partial, the cost of your support will be paid by central government from a fund called 'Supporting People'. However, if you do not receive housing benefit you will have to pay for the cost of the service yourself.

Any medical, nursing, domestic or personal care is not covered by the Supporting People fund. However, you may be entitled to get some help towards your support charges. You need to be on a low income, disabled, chronically sick and have additional living costs.

For more information you contact Care Direct on 0117 922 2700.

If you think you may be eligible you can complete an application form for 'Financial Assessment' under 'Fairer Charging'. For help and advice you can contact your Housing Support Adviser, the Rent Management Service on 0117 922 2200 or visit any Customer Service Point.

How can I apply for Supported Housing?

If you are interested in this type of accommodation you will need to complete a Home Choice Bristol application form.

You can obtain a form by visiting any of our Customer Service Points or by telephoning the Customer Services Centre on 0117 922 2400. You can also visit our Home Choice Bristol website:
www.homechoicebristol.co.uk

Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its customers. We welcome feedback from customers and therefore, if you would like to submit a complaint, comment or compliment about the services you have received, you can do so at any of the Customer Service Points. The Customer Service Point will be able to provide you with a leaflet giving more details about how to submit feedback. Further information can also be obtained from the council's website
www.bristol.gov.uk

Supported Housing Schemes for Older People

Arncliffe

Arncliffe is located on Bradwell Grove, a quiet cul-de-sac in Southmead. It is made up of 25 one bedroom flats, with an available lift, and 4 bungalows. It also has a large community room. Local shops, including a post office, and Southmead



Hospital are just a short walk from the scheme, with bus routes to the city centre and the Mall.

Baynton House

Baynton House is a multi-storey block situated in Lawrence Hill. It is made up of 40 two bedroom flats and 10 one bedroom flats, with two available lifts. The flats benefit from a good security system. This includes a camera on the door entry system, which is linked to each flat. A community room is a available. Local shops, including a post



office, Easton Leisure Centre, Lawrence Hill Health Centre are just a short walk from the scheme. Lawrence Hill Station and bus routes to the city centre are also close by.

Butler House

Butler House is located on Summerhill Road in St George. It is made up of 19 one bedroom flats and 42 two bedroom flats, with two available lifts. There is a small community room. St George Library and St Georges Park are a short walk from the scheme, along



with bus routes to the city centre. Local shops are on nearby Church Road, including a post office.

Butterworth Court

Butterworth Court is located on Inns Court Drive in Knowle. It is made up of 43 one bedroom flats, with an available lift. Local shops, including a post office, and Inns Court Community Centre are a short walk from the scheme. There are two community rooms. There are bus routes to the city centre



and Broadwalk Shopping Centre. Imperial Park and Hengrove Leisure Park are within a moderate walk of the scheme.

Chichester House

Chichester House is located on Wootton Road in St Anne's Park. It is made up of 24 one bedroom flats, with an available lift. The main door is linked to CCTV. A community room is available. Local shops are a short walk from the scheme.



There are bus routes to the city centre and Withywood.

Conder House

Conder House is located on Romney Avenue in Lockleaze. It is made up of 14 one bedroom flats and one 2 bedroom flat, with an available lift. The site is enclosed and the main door is fitted with CCTV for added security. There is a small community room. Local shops, including a post



office, are a short walk from the scheme in Gainsborough Square. There are bus routes to the city centre and the Eastgate Centre.

Cotebank House

Cotebank House is located at the junction of Clover Ground and Eastfield Road, in Westbury on Trym. It is made up of 30 one bedroom flats, with two large community rooms and a lift. Local shops, including a post office, and Westbury-on-Trym are a short bus ride



away. There are also bus routes to the city centre and the Mall.

Farringford House

Farringford House is located on Gadshill Road, a quiet cul de sac in Eastville. It is made up of 18 one bedroom flats, with an available lift, and 5 bungalows. It has one community room. Local shops, including a post office, and Eastville Park are a short walk from the scheme. There are bus



routes to the Eastgate Centre, city centre and Fishponds. The Eastville Health Centre is within a moderate walk of the scheme.

Field View

Field View is located on Durban Walk, a cul de sac in Easton. It is made up of 23 one bedroom flats, with an available lift. Its gardens and carpark are enclosed with a CCTV camera over the front door. It also has a large community room. Local shops, including a post office, are a short walk from



the scheme. There are bus routes to the city centre, Easton Leisure Centre, Lawrence Hill Health Centre, Lawrence Hill Station and Trinity Road Library.

Gilton House

Gilton House is located on Brislington Hill in Brislington. It is made up of 9 one bedroom flats and 37 two bedrooms flats, with two available lifts. It also has a community room. The scheme is located a short



walk from local shops and bus routes go into the city centre and Bath.

Haweswater

Haweswater is located at the junction of Twenty Acres Road and Concorde Drive in Southmead. It is a very quiet location. It is made up of 16 one bedroom flats, with an available lift. It also has a community room. Local shops, including a post office, Southmead Health



Centre and Southmead Library are a short walk from the scheme. There are bus routes to the city centre and the Mall.

Jack Knight House

Jack Knight House is located on Dovercourt Road in Horfield. It is made up of 25 one bedroom flats, with an available lift, 3 adapted bungalows and has lovely gardens. It also has a spacious community room. The scheme is a short walk



from bus routes to the city centre, the Eastgate Centre and Eastville Library.

Jim O'Neil House

Jim O'Neil House is located on St Mary's Road in Shirehampton. It is made up of 34 one bedroom flats, with two available lifts and two lovely enclosed gardens. It also has a large community room. Local shops, including a post office, are a short walk from the scheme. There are bus



routes to the city centre and Shirehampton Health Centre. Shirehampton Library and Shirehampton Station are located nearby.

Latchmoor House

Latchmoor House is located off Banwell Close, a quiet road in Bedminster Down. It is made up of 34 one bedroom and 8 two bedroom flats, with an available lift. It has secluded gardens and two community rooms. The scheme is a short walk from local shops. There are bus routes to the



city centre, post office, Bishopsworth Library and Bishopsworth Swimming Pool.

Mawdeley House

Mawdeley House is located on Catherine Mead Street in Bedminster. It has 26 one and two bedroom flats, with an available lift. Its has shared gardens with Northfield House. It also has a small community room. The scheme is a short walk from local shops in East



Street Bedminster, Bristol South Swimming Pool, a post office and Bedminster Library. There are bus routes to the city centre.

Mill House

Mill House is located on Blenheim Street in Easton. It has 28 one bedroom flats, with an available lift. It has a large community room, secure gardens and CCTV trained on the main entrance for added security. The scheme is a short walk from local shops in Easton Road and Easton Health Centre. There are bus routes



to the city centre and the Eastgate Centre. Easton Leisure Centre and Stapleton Road Station are located nearby.

Moorfields House

Moorfields House is located on Church Road in Redfield. It has 20 one bedroom flats and 20 two bedroom flats, with two available lifts. The grounds are enclosed and there is a community room. The scheme is a short walk from local shops in Church Road, including a post office, and Lawrence Hill



Station. There are bus routes to the city centre, Lawrence Hill Health Centre, St Georges Park and St George Library.

Moorgrove House

Moorgrove House is located on Aldercombe Road in Coombe Dingle. It has 30 one bedroom flats, with an available lift. It also has a large community room. The scheme is a short walk to a small range of local shops and bus routes to the city



centre, Shirehampton and the Mall.

Orchard Court

Orchard Court is located on Orchard Square, which is just off Avonvale Road in Redfield. It has 25 one bedroom flats and three bungalows, two of which are adapted. There is a lift and two community rooms. The scheme is a short walk from local shops on Church Road



and Netham Recreation Ground. There are bus routes to the city centre and Kingswood.

Padmore Court

Padmore Court is located on Derby Street in Redfield. It has 24 one bedroom flats and 4 adapted one bedroom bungalows. There is a lift, large enclosed communal gardens and a secure entrance. It also has a community room. The scheme is a short walk from local shops in Church Road



including a post office, and Lawrence Hill Station. There are bus routes to the city centre, Lawrence Hill Health Centre, St Georges Park and St George Library.

Parbrook Court

Parbrook Court is located on Wharnecliffe Gardens. It has 32 one bedroom flats, 5 of which are adapted, with an available lift. It has a large community room and hairdressing facilities. The scheme is a short walk from local shops in Wells Road.



There are bus routes to the city centre, Whitchurch Health Centre and supermarkets.

Primrose Close

Primrose Close is located on a quiet cul de sac in Kingswood. It has 26 one bedroom bungalows. It has enclosed large gardens and a secure entrance. It also has a small community room. The scheme is a short walk from King's Chase



Shopping Centre and bus routes to the city centre, Kingswood Library and Kingswood Health Centre.

Rosevear

Rosevear is located on Hassell Drive in Lawrence Hill. It has 23 one bedroom flats, with an available lift. It also has a community room. The scheme is a short walk from local shops, including a post office, Lawrence Hill Health Centre, Lawrence Hill



Station and Trinity Road Library. There are bus routes to the city centre.

St Catherines Court

St Catherines Court is located at Little Paradise in Bedminster. It has 28 one bedroom flats. Access to the upstairs flats is by stairlift. It also has a community room. The scheme is a short walk from local shops in East Street, including a post office, Bristol South



Swimming Pool, Bedminster Station and Windmill Hill Park. There are bus routes to Ashton, Hartcliffe and the city centre.

Stow House

Stow House is located on Nibley Road in Shirehampton, overlooking the River Avon. It is made up of 19 one bedroom attached bungalows.

All have patio doors that lead out onto the large gardens. It also has a community room. The scheme is a short walk from



local shops, Shirehampton Station and bus routes to the city centre and the village centre.

Studland Court

Studland Court is located on Henleaze Road in Henleaze. It is made up of 33 one bedroom flats, with an available lift, and four bungalows. There is a large community room and mature gardens. The scheme is a short walk from local shops, including a post office. There are bus routes



to the city centre, Southmead Hospital, the Mall, Henleaze Library and Durdham Down.

Walwyn Gardens

Walwyn Gardens is located on Bishport Avenue in Hartcliffe. It is made up of 27 one bedroom flats. There is a lift, a large community room and the site is enclosed. The scheme is a short walk from local shops, including a post office, Hartcliffe Library and



Hartcliffe Health Centre. There are bus routes to the city centre, Imperial Park and Hengrove Leisure Park.

Wildcroft House

Wildcroft House is located on Wildcroft Road in Henleaze. It is made up of 25 one bedroom flats. There is a lift, one community room and an assisted bathroom. The scheme is a short walk from local shops and Henleaze Library. There are bus routes to the city



centre, Durdham Down, the Mall and Southmead.

How to Contact Us

If you need to contact the Support to Older People Team details are set out below.

General Enquiries:	0117 922 4612
Textphone:	0117 357 4444
Fax:	0117 922 4188
By Post:	Support to Older People, PO Box 595, Bristol BS99 2AW
By E-mail:	stop@bristol.gov.uk
By Internet:	www.bristol.gov.uk/shelteredhousing

Customer Service Points

If you would like to see someone in person you can visit any Customer Service Point. Please note opening hours are Monday, Tuesday and Thursday from 8.30am to 5pm, Wednesday from 10.30am to 5pm and Friday from 8.30am to 4.30pm.

Bedminster
2-3 Waring House
Redcliff Hill,
Redcliffe,
Bristol BS1 6TB.

Fishponds
Robinson House,
Hockeys Lane,
Fishponds,
Bristol BS16 3HL.

Hartcliffe
Symes House,
Peterson Square,
Hartcliffe,
Bristol BS13 0BD.

Knowle
Salcombe House,
147 Salcombe Road,
Knowle,
Bristol BS4 1AB.

Lawrence Weston
Ridingleaze House,
Ridingleaze,
Lawrence Weston,
Bristol BS11 0QE.

Southmead
Southmead House,
Greystoke Avenue,
Southmead,
Bristol BS10 6BQ.

Central Bristol
Phoenix Court,
Bond Street South,
Bristol BS1 3PH.

The Hub
Tel: 0117 914 1188
Textphone:
0117 914 1191
Fax: 0117 9141189

The Hub is an advice service for people without dependent children. It aims to prevent homelessness by providing a multi agency housing advice service.

Out of hours emergencies
Tel: 0117 922 2050
Textphone: 0117 922 3892
Fax: 0117 922 2379

If you are unsure which team you need or you have a customers' services related enquiry you can email customer.servicepoints@bristol.gov.uk

TRANSLATIONS

If English is not your first language and you need a translation, we can get one for you.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

પો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

KURDISH

Heke inglîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

KOSOVAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example, braille, audio tape, large print or computer disk please contact us using the details provided in the booklet.



2005-2006
Promoting Racial Equality
2006-2007
Transforming the Delivery of
Services Through Partnerships
2007-2008
Healthy Schools
Preventing and Tackling
Anti-social Behaviour



EMAS
VERIFIED
ENVIRONMENTAL
MANAGEMENT
REG. NO. : UK 008195



INVESTORS IN PEOPLE