

Choices



‘Remaining Independent by *Choice*’

1. What is the *Choices* Service?

The **Choices** service is designed to enable older people or people with disabilities to remain independent in their own homes for as long as possible. The level of support and how it is delivered can vary depending on the individuals needs. We have our own team of fully trained and experienced Liaison Officer’s in addition to an emergency alarm-monitoring centre, which enables us to provide a twenty-four hour a day response service. The Liaison Officer’s normal working hours are 9am to 5pm Monday to Friday. Outside of these hours the service is provided through the alarm monitoring centre operators.

2. Our Support Team:

Our Liaison Officers are divided into two teams geographically to cover the Blandford, Sturminster Newton and Shaftesbury/Gillingham areas, however each team is able to cover other areas when needed so that the service continues without disruption to the client. Each team is line managed by a Supported Housing Co-ordinator.

All members of staff within the support team are:

- Professional people who undergo police checks before they are employed and at regular intervals thereafter.
- Highly trained to CIH Level 3.
- Participate in regular reviews and training days.
- They meet on a regular basis to exchange ideas and find ways of improving quality standards even further.
- Required to work within a framework of policies and procedures to ensure that the standards of the service remain high and consistent throughout.

3. The Levels of Support provided through *Choices*

The **Choices** service is provided for people who would benefit from the support that it can offer in enabling a person to remain independent in their own home for as long as possible. We understand that people are individuals with varying support needs. We also understand that these

needs can increase or reduce over time. That is why our service, can meet the individual's changing needs while offering *choice* and flexibility.

THE SERVICE

Choice 1	<i>Current charges are £3.81 + £1.10 equipment charge + vat. These charges are payable 52 weeks per year.</i>
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- The installation and use of a Lifeline unit with one pendant.
 - A well-being call every 12 weeks if required.
- Note: This level does not include any visits from the liaison staff other than the initial visit to install the equipment.*

Choice 2	<i>Current charges are £7.93 + £1.10 equipment charge + vat. These charges are payable 52 weeks per year.</i>
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- A Lifeline alarm unit and one pendant
- Up to one personal visit or telephone call from the liaison staff each week during the day.
- Up to one afternoon well-being telephone call each week.
- Support Planning as individual needs require.

A second pendant can also be purchased if needed. Please contact the Support Team for the current price.

Please note: Additional packages of support can be tailored to individual needs. Charges for additional services will be dependant on the service required. Please contact us to enquire about more **Choices**.

4. The Lifeline Equipment

The Lifeline equipment consists of an alarm unit, which connects to a BT telephone line or to your existing BT telephone. The alarm unit has a built in alarm button which when pressed automatically dials through to the alarm monitoring centre (one pendant which can be worn around the neck or on the wrist is also supplied and offers the same facility) which is manned by fully trained operators 24hrs a day, 365 days a year to handle a wide range of emergency calls and situations.

For further peace of mind this equipment can be programmed by the Liaison Officer to automatically check that it continues to function correctly on a

regular basis. Any faults found in the equipment are then reported to the Support Team. The equipment will either be repaired or replaced by the Association.

Important Note: It is a requirement that in order for the Lifeline equipment to function correctly *a fully operational 24hr BT telephone line is installed and available at the property and that the unit is also connected to the mains electricity at all times.* Please note that all charges for line rental, telephone provision, call charges and the maintenance of the line are the **responsibility** of the client. Signpost Housing Association is responsible for the maintenance of the Lifeline unit. However we will not be held responsible for loss or willful damage to equipment caused by the service user or their visitors. Any replacement or repair costs in these circumstances will be recharged to the service user.

5. What do the Support Team & the alarm monitoring centre do?

The teams of Liaison Officers are there to support people without interfering in their daily lives. They will visit when agreed by the client. The Liaison Officer will give advice, information and the appropriate support; however, they **do not** provide personal care, domestic home care or nursing services.

The role of the Liaison Officer is to work in conjunction with other agencies for example: Social Care and Health and voluntary agencies to provide the client with the advice, care and support that they need to continue to live independently in their own home.

In an emergency, the client can activate the emergency response service by pressing the button on the lifeline unit or the pendant. This will then connect them to an alarm centre operator. The alarm centre operator will assess the situation and contact the service that is most appropriate.

They will also contact the client's family or friends if requested. All incidents and calls are recorded and passed to the Liaison Team to keep them informed and updated.

A Liaison Officer will not enter into a client's home unless the client invites them to or has given prior written consent for them to do so in an emergency.

6. Who is *Choices* available to?

The **Choices** service is designed for people who are :

a) 55 years of age or over

or

b) who have a physical disability

and who live in the Blandford Forum, Sturminster Newton, Shaftesbury or Gillingham and Stalbridge areas and surrounding villages.

8. What will happen once I have expressed an interest in receiving the *Choices* service?

- Once you have expressed an interest in receiving the **Choices** service you will be contacted by a member of our Support Team and an appointment will be made for someone to visit you. The visit will give you an opportunity to find out more about what **Choices** can do for you and how it can provide added peace of mind for you and your family.
- If you feel that one of the services provided by **Choices** is right for you during this visit the Liaison Officer can fit and demonstrate the Lifeline equipment. At this time you will also be required to sign the **Choices** service agreement.

9. Is there a minimum contract period?

- Due to the time and administration involved in arranging the service a six month contract period is required as a minimum.
- One months notice is required for termination of the service. If the client terminates due to moving to an SHA Independent Living Property then the notice period will be negotiated

10. Further Evidence of Quality

In April 2006 Signpost Housing Association Liaison Team were accredited by Dorset County Council, Supporting People as an organisation/provider competent to provide housing related support services under a Supporting People contract following a very successful quality assessment review of the services delivered to the tenants of nearly 600 Sheltered Housing Properties.

The alarm-monitoring centre that we use is a member of the Telecare Service Association (TSA). The TSA checks the quality of their service and they have successfully passed audits against the TSA code of practice for over 4 years.

11. Contact Details

Further information can be obtained on any aspect of **Choices** from

Supporting People Administrator
Signpost Care Partnerships
Signpost House
Sunrise Business Park
Higher Shaftesbury Road
Blandford Forum
Dorset, DT11 8SA.

Telephone: 01258 484791

E-mail: choices@sha.co.uk

This document can be provide in Braille, Audio format, Large Print and languages other than English on request by telephoning 01258 484791