

Peace of Mind

Supporting Your Independence

1. What is the Peace of Mind service?

The Peace of Mind 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 service provided by Sovereign Care 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 and during public and bank holidays the service is monitored by Sovereign Care Centre operators.

2. Our Independent Living 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 service users. Each team is line managed by a Independent Living Co-ordinator. The Co-ordinators are based at Independent Living Schemes in Blandford and Gillingham.

All members of staff within the Independent Living team are:

- Professional people who undergo police checks before they are employed and at regular intervals thereafter.
- Highly trained to a professional vocational level.
- Participate in regular reviews and training days.
- They meet on a regular basis to exchange ideas and find ways of improving 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 by Peace of Mind

The Peace of Mind 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, through Needs Assessment and Support Planning, can meet the individual's changing needs while offering choice and flexibility.

THE MENU OF SERVICE

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| Level 1 £3.81* per week |
| <ul style="list-style-type: none"> • An intercom alarm system that will provide access to help in an emergency 24 hours a day. • A well-being call by telephone or intercom every twelve weeks if required. • No Support Plans |
| Level 2 £7.93* per week |
| <ul style="list-style-type: none"> • An intercom alarm system that will provide access to help in an emergency 24 hours a day. • One morning personal visit or call from staff each week. • One afternoon call each week. • Support Planning. |
| Level 3 £18.94* per week |
| <ul style="list-style-type: none"> • An intercom alarm system that will provide access to help in an emergency 24 hours a day. • 2 or 3 morning personal visits or calls from staff. • Up to 5 afternoon calls per week • Support Planning. |

Level 4 £27.20* per week

- An intercom alarm system that will provide access to help in an emergency 24 hours a day.
- 4 or 5 morning personal visits or calls from staff
- Up to 5 afternoon calls per week
- Support Planning.

*** Please note that the charges above are based on 52 weeks per year. Charges that are collected over 48 weeks will be : Level 1 £4.13, Level 2 £8.61, Level 3 £20.54, Level 4 £29.50 per week.**

There is an additional charge of £1.10 per week for the rental and maintenance of the Lifeline emergency alarm equipment.

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 Sovereign Care Centre (a 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 Independent Living 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 resident. 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 Liaison Officers & Sovereign Care 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 service user. 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 clients with the 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 a Sovereign Care Centre operator. The Care Centre 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 Support Liaison Team to keep them informed and updated.

A Liaison Officer will not enter into a client's home unless:

1. The client invites them to
2. They have serious concerns about a client's well-being

6. Who is eligible to apply for the Peace of Mind service?

You can apply for the Peace of Mind service provided by the Independent Living Team if :

a) you are 55 years of age or over

or

b) have a physical disability

and you live in the Blandford Forum, Sturminster Newton, Shaftesbury or Gillingham area and surrounding villages. It **is not** a requirement that you live in a Signpost property to receive this service. **It is available to people who rent or own their home.**

and:

are agreeable to participate in the planning of your support and periodic reviews of your support needs at least annually should you choose to receive the Level 2, Level 3 or Level 4 service.

7. Can I get help to pay for this service?

The charge is split into **two separate** amounts:

1. Charge for the equipment £1.10 per week (48 weeks a year).

plus

2. Charge for support dependant on the level of service chosen (48 weeks a year).

We will not charge anyone VAT who is exempt from paying VAT on completion of a VAT exemption certificate, which will be provided by the Association at the time that the service commences.

All service users, irrespective of their financial circumstances and benefit entitlement will be required to pay the equipment charge each week themselves as this is not eligible for either Housing Benefit or Supporting People Funding. There is a range of payment methods available and staff are able to advise you of these.

If you are eligible for Housing Benefit to help with your rent the weekly charge for the element of support will automatically be met by Dorset County Council, Supporting People. It is essential that

we are provided with proof of your Housing Benefit to enable Dorset County Council funding to be allocated to your account.

If you are not in receipt of Housing Benefit or Dorset County Council Supporting People funding you may still qualify for the support charge to be met by Dorset County Council. This will depend on your financial circumstances, if you feel that you may be entitled to funding you will be required to complete a Fairer Charging Assessment and based on the information given Dorset County Council will determine whether you are entitled to receive assistance with the support charge.

You will remain liable for the charges until such time as you have been awarded Housing Benefit or been successful in your application for Fairer Charging through Supporting People.

It is your responsibility to inform Signpost Housing Association of any changes in your Housing Benefit or Fairer Charging award as not doing so may result in an underpayment on your account for which you will be responsible.

Please remember that the charge for equipment must be paid by you and cannot be funded through Housing Benefit or Supporting People.

8. What will happen once I have expressed an interest for the Peace of Mind service?

- Once you have expressed an interest in receiving the Peace of Mind service you will be contacted by a member of our Independent Living Team and an appointment will be made for a Liaison Officer to visit you.
- A home visit will be undertaken and at this point you will be invited to discuss your needs which will form part of a brief assessment, the outcome of which will provide you and the officer with a clearer idea of the level of support that would be most appropriate. However the final decision in the choice of service will always be yours.

The following are a sample but not an exhaustive list of the things that will be discussed:

- Mobility needs
- Cultural/religious needs
- Personal Care
- Health Care.
- Advocacy Needs
- Social Needs
- Financial needs and Legal Arrangements

Your views and comments are a vital part in this process and will ensure that any decisions about your support are made with your full involvement and agreement.

You are welcome to invite a family member, friend or representative of any support agency i.e. Social Care and Health or Occupational Therapy to attend this visit and we would welcome their involvement if you feel it would assist you. You will always receive a copy of your Needs Assessment and Support Plan in your chosen format for your personal records, and remember you may request a review of the service at any time.

After this first meeting with the Liaison Officer and with your signed consent the Association may request further information from other agencies/case workers before making a decision about your application.

- If you are happy to do so, you will be required to sign the Peace of Mind service equipment agreements. If convenient the Lifeline equipment can be installed during this visit. And the service will be charged from the Monday following installation of the equipment.
- **Please note:** Signpost Care Partnerships has a fixed capacity for the amount of people to whom they can provide this service to at any one time under their contractual agreement and funding arrangements with Dorset County Council Supporting People Team. If at the time of application we are unable to meet your needs we will hold your details on

a waiting list. Applications held on the waiting list will be given priority by date of application received and will be offered the service as soon as a vacancy becomes available.

- In some circumstances we may feel that we are unable to provide you with a service and refuse your application. In this case we will write to you with a full explanation of our decision and with information of other providers that may be able to meet your requirements.

If you should disagree with the decision or any aspect of the process you have the right to appeal through the Associations Customer Feedback Procedure of which a copy will be provided with the decisions letter. At any meeting regarding the appeal you will have the right to invite a family member, friend or advocate to attend to support you. We will give you notice in writing of where and when the hearing will take place and who will be attending.

9. Is there a minimum contract period?

- Due to the time and administration involved in arranging the service a three 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 the Independent Living Team were accredited by Dorset County Council, Supporting People as an organisation/provider competent to provide housing related support services under Supporting People contract following a very successful quality assessment review of the services delivered to the tenants of nearly 600 Independent Living Housing Properties.

Sovereign Care Centre are members 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 the Peace of Mind service 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: peaceofmind@sha.co.uk

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

