

Sheltered Housing News

Latest news for council tenants in Tendring

Issue 1 2017

The Queens 90th Birthday celebrations

Residents from all our TDC sheltered schemes came together to celebrate Her Majesty, Queen Elizabeth II 90th Birthday. The event was held at Clacton Leisure Centre on Wednesday 8th June 2016.

Hosted by the Leisure Centre Tea Dance Group, who hold tea dances every Wednesday afternoon, the event was jointly organized by TDC Older Persons and Clacton Leisure Centre teams. It began with a dance followed by sandwiches, tea and birthday cake whilst listening to vocalist Jude McIntyre. At the end of the event the chairman of Tendring District Council, Cllr Jayne Chapman, announced a toast to the Queen and everyone joined together to sing happy birthday.

A weekly tea dance is held at Clacton Leisure Centre on Wednesday afternoons. Call 01255 686688 for further details.



Cllr Jayne Chapman, Chairman of the Council, with Consort and husband Tony Chapman

Continued overleaf →

News Round Up

Welcome to the latest Sheltered Housing Newsletter.

In this issue

- Report on the New Falls Prevention Programme that took place at Belmans Court at the start of last year
- The role of a Sheltered Support Officer
- Tips on how to stay warm this winter
- Careline Upgrade Programme for 2017
- SSO's linking with Social workers
- Tenant Satisfaction Survey
- What does Professional Boundaries mean
- Careline and what they provide



The Queens 90th Birthday celebrations

Cllr Chapman praised the teams for coming up with the idea.

"I was so pleased to be invited to the event and it was a wonderful way to celebrate the Queen's birthday and see so many people enjoying themselves.

"On behalf of everyone who came along I'd like to thank the teams for organising such a worthwhile event. A good time was had by all!"

Everyone who attended the event received a commemorative mug and said that they thoroughly enjoyed the event.



Introducing our staff

Sheltered Housing is part of the Housing Older Persons Service. The team consists of Team Leader, nine Sheltered Support Officers and an apprentice.



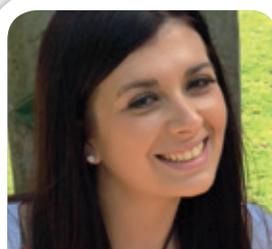
Dee
Older Persons
Team Leader



Colette



Dawn



Katie



Colette



Claire



Lisa



Jane



Christine G



Natasha



Christine F

Roles of a Sheltered Support Officer

- ✔ Sign residents up for new their new tenancy in sheltered accommodation
- ✔ Work as part of a big team to ensure residents receive the best service that Tendring District Council can provide them
- ✔ To carry out regular Support Plans and Reviews to identify what help and support the residents need
- ✔ Work alongside other agencies, carers and support workers to ensure that all residents live as independently as possible.
- ✔ Signpost and support residents through challenges and crises.
- ✔ To help residents receive positive outcomes
- ✔ Monitor communal areas and building of the sheltered schemes
- ✔ Carry out assessments and viewings to new residents that would like to consider coming Into Sheltered Housing
- ✔ Manage guest room bookings
- ✔ Work with the Council's repairs & maintenance staff and contractors to ensure schemes are maintained and those repairs are carried correctly to meet the resident's wishes.

Our Sheltered Support Officers are unable to:

- ✘ Take responsibility to carry out duties of other organisations, such as district nurses or social services.
- ✘ Act as a carer, nurse or night sitter
- ✘ Administer drugs or medication of any kind
- ✘ Take or look after your valuables
- ✘ Accept gifts i.e. Christmas presents
- ✘ Look after residents pets
- ✘ Dispose of domestic waste.

Going away over the New Year:

If you are intending on going away over the New Year period, please could you inform an SSO when they are onsite. Otherwise if it is a last minute get away, just pull a cord and inform Careline. This is only because if there is a fire when no one is onsite, Careline can inform the emergency services to who's away and who's not.





Macmillan Coffee Morning

Residents organised a MacMillan Coffee Morning at Honeycroft on Friday 30th September. It was a very successful morning with many residents attending from all the sheltered schemes. There was a cake sale, raffle with prizes and a cake auction that was carried out which raised an amazing £411.00. The feedback from the residents has been very positive and the money is going to a very great cause.

Why do we support this event?

We like to support this event every year as it helps to raise money to give support to cancer patients and their friends and families. Macmillan supports cancer patients with their medical, emotional, practical and financial needs. There are now 2.5 million people living with cancer within the UK alone. These coffee mornings are carried out all over the UK and already they have raised over £21 million.



**WE ARE
MACMILLAN.
CANCER SUPPORT**

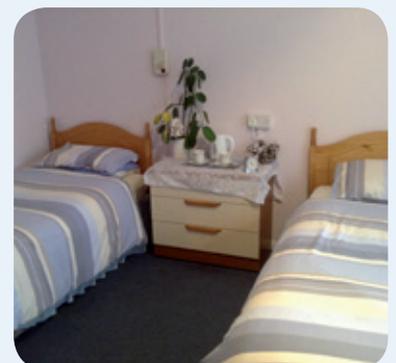
Guest Rooms

At our last Sheltered Panel meeting we agreed to carry out a complete review of our guest room services and how we manage them.

We need your views!

- Do we need to continue to provide guest rooms? If so
- Should we continue to provide a housekeeping service?
- Do we need to upgrade the facilities in some schemes?
- Do we need to review the current charges to compensate for the additional costs involved?

During January 2017 we will be asking your Sheltered Support Officers to include guest rooms on the scheme residents meeting agenda and look forward to hearing your views and ideas.





Careline

Careline is run by Tendring District Council and it offers an effective personal alarm and instant response service which is open 24 hours a day and 365 days a year. Careline provides help and assistance while the Sheltered Support Officers are not on site. This just works at a touch of a button or just a pull on a cord.

The service Careline provides is:

- They can report any repairs for you at the weekend or outside of normal working hours while the officers are off site.
- All 10 schemes are visited on a Saturday and Sunday to ensure that everyone's welfare is good while the SSO's are off duty.
- They will send out a Mobile Support Officer to you, if you require help or assistance.
- Contact your SSO/relative in an emergency on your behalf.
- Take all reasonable steps to ensure a safe environment for you to live in.
- Give you access to your property if you are locked out.
- Give first aid if possible in an emergency
- Act correctly and follow Careline Guidelines in an emergency.

Careline

Telephone: 01255 222022
E-mail: careline@tendringdc.gov.uk



We are very proud that Tendring Careline has received accreditation to Platinum standard in all 8 of the modules we were assessed against!

We have gained Telecare Service Association (TSA) accreditation. To do this we had to show that our systems and processes are in compliance with their guidelines, as well as showing that we are performing to a high standard. By gaining this recognition, we have both improved how we work and the service delivery to our customers. During the past year we have dealt with over 170,000 calls, over 400 a day. Tendring District Councils Careline is only one of 15 in the whole of the UK to have received the platinum award.

The TSA is the representative body for the Telecare industry in the UK and aims to promote and support the Telecare industry and highlight its benefits for consumers. The TSA has over 350 members, primarily from Local Authorities, Registered Social Landlords and private sector suppliers. TSA members give the majority of the 1.7m service users who benefit from Telecare in the UK.



For further information about what Careline can offer please contact us. Email: Careline@tendringdc.gov.uk or telephone 01255 222022

Professional Boundaries

Approach

The support our staff provide is based on need and staff members will not show favouritism to any individual resident.

Our staff will:

- ✔ Demonstrate tact, diplomacy and empathy
- ✔ Be flexible and non regimented in the way they provide support
- ✔ Admit any mistakes they have made and be open if they don't immediately have the answers to your questions
- ✔ Not present themselves as superior to you in any way
- ✔ Not try to influence you with their own beliefs and values

Financial Issues

Our staff will:

- ✔ Not lend money or possessions to you
- ✔ Not borrow money or possessions from you
- ✔ Not accept gifts from you or offers of labour
- ✔ Not be able to witness your will or other legal documents

Professionalism



Our staff will always try to maintain a professional relationship with you – you should never feel indebted to staff or that you are receiving charity. We recognise that effective delivery of support is based on having a good working relationship

with you but you should remember that the Sheltered Support Officers are paid to carry out their duties.

Our staff will:

- ✔ Always treat you with respect, they will address you by your chosen name and will never use language that demeans or discriminates against you
- ✔ Discourage you from developing relationships with members of their family
- ✔ Not make themselves available outside the hours that our service operates
- ✔ Not give you their personal address or telephone number

Confidentiality

Our staff are required to keep information about you confidential but will sometimes need to share this information. Our Confidentiality Policy sets out the circumstances when information about you may be shared – for example, if your health or safety was at risk.

Illegal Activity

If our staff become aware that you are participating in illegal activities or breaching the terms of your tenancy agreement, they are required to inform their manager of this as soon as possible.

Continued overleaf →

Rights and Choice

Our staff should give a high priority to your rights as a resident and encourage you to express your choices and preferences.

Our staff will:

- ✓ Respect your right to privacy and dignity
- ✓ Accept that you have the right not to take advice
- ✓ Involve you as much as possible in all decisions which impact on you directly, for example your support plan, or indirectly, for example changes in policy.
- ✓ Direct you to appropriate specialist advice if they are not qualified to help or advise you.
- ✓ Not criticise your values or beliefs
- ✓ Generally only provide advice if you have asked for it.



Tips on how to stay warm this winter

Now it's becoming very cold outside, you need to take some important things into consideration on how to stay warm this winter. Here are some handy tips to stay warm:



- ✓ To wear several layers of clothing when you are approaching the outside cold weather.
- ✓ To wear a hat and scarf either when you're inside or out because you lose a lot of heat through your head and neck.
- ✓ Close your curtains as soon as it gets dark to keep the warm heat in, so it doesn't escape through the windows.
- ✓ If you're sitting down in your chair and you become chilly, simply put a blanket over you and keep your feet raised because the ground level is a lot cooler.
- ✓ Don't stand outside for too long, only when you require doing so.
- ✓ Drink plenty of hot/warm drinks.
- ✓ Keep moving if possible to get the circulation moving around a bit quicker.

Investing in our sheltered schemes' future

We are pleased to confirm our new telecare (Careline) upgrade programme for 2017.

We have now finalised contract arrangements with Chubb Fire & Safety to completely replace and upgrade all telecare (Careline) systems throughout our sheltered schemes during 2017.



The 'Chubb Care System' provides all residents with a simple, clear means of calling for assistance with all the advantages of the latest technology.

Key features

- Easy to maintain and self diagnostic faults reported automatically to SSO/ Careline
- Message waiting function so SSO can record a message for a resident
- Zoned All-Call broadcast facility
- "I'm OK" facility

- Braille on the room unit
- Voice prompts and messages
- All system settings and events are automatically logged
- Fault repairs can be carried out remotely allowing the engineer to rapidly assess a suspected fault
- Integration of several sites into one control unit, allowing SSO's to accept calls from several sites and have all the details available for the satellite site

Although this may all sound a little technical, the new system will allow us to ensure your safety and is an important step forward in terms of efficient use of the technology available today. Demonstrations will be organised for all residents over the forthcoming weeks to provide instruction and minimise any inconvenience whilst the new systems are installed.

Always wear your pendant!

As we prepare for the new "Chubb Care System" equipment to be installed for Careline it seems the ideal time to remind you how important it is to wear your pendant.

Once the pendant button has been pressed, the base unit in your home will automatically contact the Careline Centre. The pendant is usually worn around your neck. If you find this difficult or have a problem pressing the button on the pendant please speak with your Sheltered Support Officer or to the Careline Centre.

One excuse for not wearing the pendant in the past has been the weight and its appearance but things have changed now. The **Chubb Verso Trigger** is

lightweight and water resistant so it's much easier to wear and there is a wrist and brooch option.

Why am I reminding you?

During the recent Chubb presentations at four of our Schemes I was surprised to see that very few residents were wearing them.

The pendant, in most instances, has a range of up to 200 feet so it covers you anywhere in your flat, scheme building and the grounds and gardens. Pushing

the button activates the unit in your home which alerts the Careline control. This opens up two way communication. If you do not respond then the Careline operator will try and locate you.

Remember whilst the pull cords are strategically placed in your home and throughout the scheme you may not always be able to reach one in an emergency. If you wear a pendant it's always there if you need it. So **always wear your pendant!**

Fall Prevention Scheme for Belmans Court

The Fall Prevention Exercise Class is covered over a 12 week period. Tendring District Council and ACE (Anglian Community Enterprise) have come together to set up these classes. Belmans Court completed the course at the beginning of last year and St Marys Court recently finished all their classes. It has become very popular and very successful with the residents.

On an average 30% of over 65s and 45% of over 80's have a fall each year. This programme can reduce falls by up to 54% a year.

The exercise is called Otago; and it is designed to prevent accidental falls in older people. The exercise was developed in New Zealand and it has become very popular.

Our next programme has just started at Greenfields, Kirby Cross. There are future plans to carry out the programme in other schemes around Tendring. If there are any schemes that would like to participate in future exercise programme, please let your SSO's know and we can see what we can do.

From the graph and table below you can see ten residents took part in the Programme. The figure in the first score indicates the severity of their falls risk (the higher the number the higher the risk) when assessed. The second score is the re-assessment after the programme, so you can see that everyone improved.



Patients Initials	First Score	Second Score	Improvement
Resident A	11	10	1
Resident B	13	10	3
Resident C	9	8	1
Resident D	13	14	-1
Resident E	8	9	-1
Resident F	9	5	4
Resident G	22	12	10
Resident H	14	10	4
Resident I	10	8	2
Resident J	11	10	1

Resident G had the greatest improvement over the 12 week programme.



As you can see resident's D + E are showing less improvement This is because when they started the programme they had an extremely high risk of falling and were using a walking aid but after the programme they could walk around without using their aids. This is still a substantial improvement, although the improvement level is measured less.

Tenant Satisfaction Survey

Earlier this year, we carried out a comprehensive tenant satisfaction survey and the overall responses we got will be summarised in a future edition of Tendring Reports. In advance of this and set out below are the responses to the questions specifically aimed at tenants living in our sheltered housing:

	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
Ease of accessing all areas of home and the scheme	0%	1%	3%	25%	71%
Safety and security of the home	0.5%	3.5%	3%	21%	72%
The facilities at your scheme	0%	1%	7%	31%	61%
The call centre/emergency call system	1%	6%	5%	24%	64%
The support plan	2%	3%	3%	33%	59%
Support provided by support staff	4%	7%	4%	27%	58%
Frequency of contact with support staff	2%	8%	4%	30%	56%

Older Persons Crucial Crew event

More than 100 people benefited from an event put on to promote safety amongst older people in Tendring.

Older Persons' Crucial Crew was staged at Clacton's Princes Theatre on 22nd September 2016 and its now in its fifth year.

Those who attended from a variety of groups and organisations were able to tap into a whole range of advice and guidance on hand.

The event is put on by Tendring Community Safety Partnership (CSP) and the idea is that the audience will act as ambassadors and spread the message to others across the whole of the District.

Throughout the three hour session speakers visited all the tables to talk to smaller groups about various relevant subjects.

These included advice on safety inside and

outside the home, cold callers, rogue traders and consumer advice, carers' health and well-being, scams and how to avoid them, use of information technology and how to live healthier, independent lives.

A number of stands were set up around the theatre for attendees to visit and TDC Chairman Jayne Chapman also paid a visit to the session.

The Crucial Crew event included TDC, Essex Police, Essex Fire and Rescue Service, Volunteer Essex, Community Voluntary Services Tendring, Tendring Community Transport, Healthier Independent Longer Lives (HILL), Gas Safe, Essex County Council Trading Standards, Pension Wise and the NHS.

Schemes refurbishments & improvement this year

- **St Mary's Court** has had a complete refurbishment, including replacement communal fire & flat doors, replacement carpets and complete redecoration of the communal areas.
- **Honeycroft and Greenfields Bungalows** have all had new kitchens fitted.
- **Groom House** has had new mobility scooter storage pods installed.
- **Honeycroft's** communal bath and shower rooms have been upgraded, with a new wet room created.



Groom House's new mobility scooter storage pods

Projects scheduled to commence or to be completed within the next few months

- **Belmans Court** is currently undergoing a replacement cross corridor fire project; this involves replacing all the communal fireproof doors, replacing all carpeting, decorating the communal corridors and lounge and replacing the ceiling tiles in the communal corridors. The fire alarm panel and fire detectors will also be replaced.
- **Vyntoner House** will be getting two shower rooms upgraded
- **Mead House** communal kitchen will be upgraded
- **Greenfields** will also undergo work to replace the cross corridor fire doors, also involving replacing flat doors, carpeting and decorating the communal corridors.

Some of these projects will not begin until the new budgets start in April 2017.

We are continuing with our programme to replace the schemes communal lounge furniture



New chairs for Greenfields and Groom House

Partnership Link Working

How a meeting with a social worker held over a year ago revolutionised the way that our Older Persons Team and Social Services now work together.

In April 2016 Sheltered Support Officers and Social Workers from the Tendring Adult Social Care Team began a link worker initiative.

The objectives of the initiative was to:

- Increase the understanding of social care and housing roles and responsibilities through work shadowing*
- Share knowledge
- Seek advice
- Fully understand safeguarding*, care and welfare issues
- To develop improved communication channels
- Exchange information and advice
- Integrate the services

*Shadowing = spending time with someone who is doing a particular job so that you can better understand and learn how to do it

*Safeguard = a measure taken to protect someone or something or prevent something undesirable happening

In August 2016 both teams got together again to discuss the benefits of the initiative and to make future plans. It was unanimously voted a great success.

Particular benefits that were recognised were:

- A greater understanding of how each organisation operates
- The benefits of sharing information and knowledge
- How referral processes could be improved and simplified in the future

Plans are already being drawn up for 2017!

Maintaining independence in the Community

The Older Persons Team "Satellite" Service

The restructure of the Sheltered Service in 2013 has enabled our Support Officers to provide support to older persons in their own homes as well as in sheltered accommodation.

As an Older Persons Service we quite often come across elderly tenants living in their own homes that are socially isolated, unaware of benefits they could be receiving and having poor mobility, resulting in their ability to live independently being compromised.

Support Officers are now able to provide home support visits to these people when they are identified to us. We call this our Satellite service.

This new satellite service has, in some cases, totally changed individual's lives for the better, enabling some to move into sheltered accommodation where they can live safely with social activities and support staff regularly on site and others to successfully remain in their own homes for longer.

Support Officers have been able to arrange installation of Careline, secured extra benefits, enabling help with cleaning or gardening. It has kept people independent and living in the home they love for longer.

Satellite supported tenants and residents are encouraged to use their nearest sheltered scheme to access activities which has enabled them to make friends and better understand what sheltered housing is and what it can offer.

If you know of anyone who would benefit from this service please do not hesitate to pass on our details to them or contact me directly - Dee Hurry 07920506638

Scheme Quiz

by *Lisa Tappenden Sheltered Apprentice*

R	A	R	W	X	Y	R	G	O	J	K	G	H
H	E	F	I	R	E	A	N	U	S	U	P	F
H	B	V	D	S	L	E	I	A	U	H	I	I
Y	G	J	I	D	L	I	T	E	P	R	J	R
H	D	P	Y	E	O	M	E	F	P	Y	J	E
D	D	U	F	H	W	L	E	G	O	G	H	A
A	F	L	H	L	C	S	M	Q	R	B	K	L
E	I	L	T	I	A	V	S	S	T	F	W	A
I	V	C	E	C	R	C	T	F	P	H	S	R
S	S	O	A	N	D	M	N	Z	L	N	Z	M
E	I	R	J	U	S	L	A	D	A	B	H	S
R	J	D	I	O	S	Y	N	O	N	V	F	D
A	G	S	Y	C	A	R	E	L	I	N	E	S
C	O	M	M	U	N	I	T	Y	L	K	Q	A

Find these words within the word search:

Yellow cards

SSO

Fire Alarms

Support plan

Review

Community

Tenants meeting

Pull cords

Careline

Council

Security of the scheme building

This is just a full reminder to all residents in Sheltered Housing accommodation.

Please do not open the main entry door unless the visitor is for you personally. As we are still seeing residents letting people in from the inside and not asking them who they are coming to visit. Even if you know the visitor at the door, please do not open the door as that resident may not want to see any visitors at that time.

Reporting a repair

If you require a repair in your property, you should do this by contacting Housing Repairs on 01255 686477. If the repair is not urgent, you can email HousingRepairs@tendingdc.gov.uk or report this via Tending District Council website.

If you wish to use our Online Reporting system, it uses simple diagrams and explanations to easily report your repairs online yourself. You can find this system on the Councils website at www.tendingdc.gov.uk



Community Voluntary Services Activities

This is where voluntary services come together to help healthier independent longer lives. It is a lottery funded project run by CVST. All the activities below are carried around the Clacton and Walton area.

Activities

Mondays:

IT for the Terrified

This class helps you to use a computer, email and to search the web

Between 2pm-4pm

£2 per session including refreshments

Tuesdays:

Jaywick Bereavement and Friendship café

Weekly friendship café, great chance to discover new friends.

Between 10am-12pm held at Jaywick Resource Centre

Silver Surfers

To keep up to date with technology, friendly IT drop in session for the over 50's.

2pm-4pm

£2 per session including refreshments

Click, Clack, Craft

Knitting, crochet and craft group, bring your own or try something new (some basic materials provided) & all abilities are welcome.

Second and fourth Tuesday of each month, between 2pm-4pm

£1 per session and also including refreshments

Wednesdays:

Walton Computing & IT Session

Free weekly session running from 1.30pm, held at Walton Community Centre, Stanley Road, CO14 8TP.

Thursdays:

Get Moving Swimming Group

Weekly swimming group

Between 9am-10am, £2.50 per session and held at Valley Farm Swimming Pool, Valley Road, Clacton.

Walton Bereavement and Friendship café

Weekly friendship and community café

Walton Community Centre, Stanley Road, CO14 8PT.

Fridays:

Clacton Bereavement and Friendship café

Weekly friendship café and great chance to discover new friendships

Between 10am-12pm, £1 per session and including refreshments.

Dabblers Art Club:

Weekly art group & all abilities welcomed.

Bring your own try something new or some materials are provided

Between 1pm-3.30

£2 per session & including refreshments.

Saturdays:

Tea and Toast

Brings together neighbours and local areas to socialise with a cup of tea and a piece of toast

Last Saturday of each month and its FREE.

If you have any enquires about the activities above, please see below:

Befriending Service:

Contact telephone number: 01255 425 692 or email: admin@cvstending.org.uk

For another other information, contact them on 01255 425692 or admin@cvstending.org.uk.

Need to contact us?

You can do this by:

Telephoning:

01255 686488 for Older Persons Team

01255 686464 for rent account enquiries

01255 686468 for rent arrears enquiries

01255 686455 for right to buy enquiries

01255 686488 to report anti social behaviour or other nuisance complaints

01255 686477 to report a repair during working hours

01255 222022 to report emergency repairs only outside of normal working hours

01255 686466 for Housing Register or allocation enquiries

01255 686436 for enquiries about special needs housing or adaptations

Emailing:

housing.services@tendringdc.gov.uk
for general enquiries

HousingRepairs@tendringdc.gov.uk
to report any non urgent repairs that are needed to your home

HousingASB@tendringdc.gov.uk
to report any incidents of anti social behaviour or nuisance

tenant.involvement@tendringdc.gov.uk
to find out more about getting involved in our services

Writing to:

Operational Services (Housing)
Tendring District Council
Town Hall, Station Road
Clacton on Sea, Essex CO15 1SE

Visiting:

Housing Reception at the Town Hall in Clacton between 9am and 5pm Monday to Thursday and 9am to 4.45pm on Fridays



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