

## SECTION H

# SERVICES FOR OLDER PEOPLE AND PEOPLE WITH SPECIAL NEEDS

This section includes:

- ◆ Sheltered housing
- ◆ Mobile wardens and Lifeline
- ◆ Adaptations
- ◆ Stonham Support

## WARDEN SERVICES - SHELTERED HOUSING

The Council has a number of sheltered flats and bungalows for people of retirement age who are still able to lead an independent life, but would benefit from the security and the service of a Warden. Each property is equipped with a two-way speech alarm system to enable residents to obtain immediate help should it be required. Some groups of properties or schemes also have communal facilities where residents can meet and social events are arranged.

At each scheme the Warden acts as a guide to the tenants, fostering independence and giving background support without interference. In case of an accident or other emergency, the Warden will call the doctor or ambulance and contact relatives if necessary. The Warden will also make regular visits to each tenant to ensure that all is well.

When the Warden is off duty, the scheme is linked to a Central Control system and to a Mobile Warden Service (see below).

If you are interested in Warden controlled or sheltered housing please contact your Neighbourhood Housing Office for more details.

If you are already resident in sheltered housing you should have received a separate information booklet giving more information about the facilities on your scheme.



## THE MOBILE WARDEN SERVICE AND LIFELINES

For residents who wish to remain in their existing homes and not move into sheltered accommodation, the Council also offers a support service through Lifeline telephones.



A Lifeline can be used as any normal telephone and may replace the telephone you already have. In addition to being used like a normal telephone it has a number of special features. Each Lifeline has an emergency button which, if you press it, will immediately put you in contact with the Council's Emergency Control Centre. The person on duty will be able to speak with you via the built in loudspeaker and microphone, and arrange for appropriate help for you. This may involve contacting a Mobile Warden, calling for a doctor or ambulance, or contacting a relative or neighbour you have nominated.

The Mobile Warden can also visit you once a month if you wish, to check that all is well.

Please contact the Council's Warden Services section on 01423 556811 if you are interested in finding out more about this service.

## **ADAPTATIONS TO YOUR HOME DUE TO DISABILITY**

If you are having difficulty managing in your home, because of illness or disability, the Council may be able to carry out adaptations to your home to help you live life as fully and independently as possible. These adaptations may include fitting small items such as grab rails or an additional stair rail: it may also include larger items such as showers or ramps to door entrances.

If you think that you may need adaptations to your home, please contact the Property Services Team on 01423 556917 to discuss the matter and request an application form.

If your home needs a lot of changes it may be possible for you to move to more suitable accommodation. Again you should contact the Repairs Team who will be happy to visit you and discuss the options with you.

## **STONHAM: TENANCY SUPPORT**

If you feel that you could benefit from support in your home Stonham's Tenancy Support service may be able to help.

Stonham can offer support on a range of things such as:

- Setting up and running a home
- Managing money, sorting out bills
- Emotional support and advice
- Looking for employment and doing training
- Establishing social contacts and activities
- Putting you in touch with further help

For more information contact your Neighbourhood Housing Office or Stonham at:

Stonham  
Harrogate, Tenancy Support Services  
6 Station Bridge  
Harrogate  
HG1 1SS

Tel. 01423 561800

## **GARDEN MAINTENANCE SERVICE (See also Section E "Looking after your home and neighbourhood")**

You can obtain help with your garden if you are elderly or disabled and have no-one living with you or nearby who is able to care for the garden for you. For more details ask your Neighbourhood Housing Office.