

Silver Lining EXTRA



ROTHWELL
ONE STOP
CENTRE
The home of
The Sheltered
Services Team

AIRE VALLEY HOMES LEEDS Sheltered Housing Services, Civic Buildings, Marsh Street, Rothwell, Leeds LS26 0AD
Telephone: 0113 2477055 Fax: 0113 2477052 e-mail: judy.hyde@avhleeds.org.uk www.avhleeds.org.uk

SHELTERED SERVICES REVIEW 2007

BUILDING ON FIRM FOUNDATIONS

As you are aware, Aire Valley Homes Leeds has been looking at the way in which we deliver our services to you. An outline proposal was sent to the Board in July with suggestions to improve and modernise the service. The Board asked us to carry out consultation with you, our customers.



CONSULTATION SO FAR

We received many letters and telephone calls following our initial letter to you, most were expressing individual concerns about the proposed changes. We have held a number of meetings at different schemes, over 300 residents attended.

PRINCIPALS OF THE REVIEW

- Improve your quality of life
- Promote more independence for you
- Continue to provide the high quality service you need and want
- Supporting you to have an enjoyable life

Our **PROPOSALS** offer more choice and move away from the 'one size fits all' service. We **guarantee** 5 visits per week if you wish to continue in this way but you may want to extend your choice:-

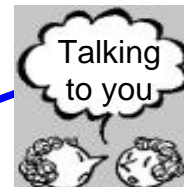
- AM or PM visits
- Alternate days
- A telephone call
- A mix of the above



We want to provide you with a service that fits in with your lifestyle and your choice – helping you to continue to live independently.

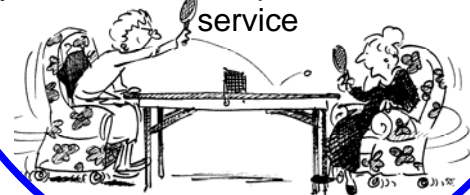
MAKE YOUR VOICE HEARD

As part of the review we have established a 'Sheltered Focus Group'. This includes residents and Scheme Wardens and we have been discussing some of the proposals. We will also be looking at various aspects of the service, the type of information you feel you need to be told, the leaflets and news letter items that tell you about what's going on. If you would like to know more please contact the Sheltered Services Team or ask your Warden for more details. We want to hear from you.



CONSULTATION has told us how important activities are to you and we have recognised this in our review. We want to ensure our schemes have a good range of activities that would be welcomed by all.

Let us know what activities you may be interested in. If there is a reasonable demand we may be able to provide them. If we know what you want it will help us to deliver a better service



There will be no change to Care Ring – this will still be available 24 hours a day X 7 days per week. This service will continue to provide more reassurance and peace of mind.



However we are working to improve equipment and modernise this. Aire Valley Homes Leeds is proposing a trial in a couple of its schemes to monitor the effectiveness of new technology.

**Would you like to take part?
Do you know of other members of your scheme that would benefit?**

We may not be able to accommodate all who apply but please contact us if you are interested in taking part.

The new technology will not replace wardens – it will only be used to improve your quality of life, independence and reassurance.



What can the new technology do?

Fall Detector – detects a serious fall automatically

Gas/Smoke/Carbon Monoxide Detector automatically cuts off the gas supply

Pillow Alert Vibrates to provide a smoke alert to a sleeping user

Movement Detector detects and alerts long periods of inactivity

Temperature Extremes Sensor detects low, high and rapid rise in temperature within a property

Wandering Alert left the home and not returned within a predetermined time

Bed/Chair Occupancy provides an early warning that you have left your bed/chair and have not returned within a predetermined time

Bogus Caller Panic Button fitted near a door, this discreet button can be used to call for assistance when a stranger requests entry to your home.



RESIDENTIAL WARDENS

Before August 2006 all our Wardens were residential, this meant that the accommodation was tied to employment. After August 2006 your warden became a secure tenant, which means that if she wishes she can move to another house but still remain your warden.

Changes to working times will benefit both our customers and the warden in that you will know when your warden is going to be on site and who her regular 'stand in' will be when she is on leave. This will hopefully resolve the problem of providing cover by someone unknown to you.

When will the changes be made? We are still in consultation with staff and customers alike but we will keep you advised.

Rest assured we will not make any changes without advising you first.



INFORMATION LEAFLETS

We are in the process of producing information leaflets and booklets to provide you with information about the Sheltered Support Service. The booklet/leaflets will explain just what you can expect from your warden and in order to ensure that we provide the information that you need we would like you to help us. Please contact us if you would like to be involved in our consultation and focus groups.

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