



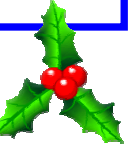
Silver Lining



AIRE VALLEY HOMES LEEDS Sheltered Housing Services, Civic Buildings, Marsh Street, Rothwell, Leeds LS26
0AD Telephone: 0113 2477055 Fax: 0113 2477052 e-mail:



Silver Lining December 08
SEASONS GREETINGS



CONTACT DETAILS
Aire Valley Homes Leeds
Sheltered & Supported Services
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Warden Co-ordinators:
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STOP PRESS! STOP PRESS!



With the help of our Residents and Warden Focus Group we have attained another 'A' rating for the standard of service we provide to our customers. Our thanks to all those who took part in the discussions

In this issue:

- Sheltered Services Complaints Policy
- Useful numbers to cut out and keep
- John Rylie House has witches and wizards to lunch and something was happening to residents at Astley Court as well!
- Your page!
- Who has a 'Heart of Gold'?

MAKING A COMPLAINT ABOUT SHELTERED HOUSING SERVICES

Did you know?

The Sheltered Housing Service now has its own Compliments and Complaints procedure, this works side by side with our corporate complaints procedure but gives you the opportunity to take your complaint, or make a compliment, direct to us.

Customers have the same right to make a complaint to AVHL if they wish to. The Sheltered Services gives you the option to take your complaint to Supporting People if you feel we have not dealt with and resolved any issues you may have raised.

Customers will be receiving an information leaflet in the very near future. This has been approved by residents living in sheltered accommodation and wardens via the Sheltered Focus Group.

Take a look at Pages 2 and 3 for more details.



EQUIPMENT SHOWROOMS

Three showrooms have been set up at Rothwell, Hunslet and Swarcliffe with a fourth planned in Garforth.

The equipment in the showrooms give you the opportunity to see items that may help you live an independent lifestyle.

Items range from armchairs of different shapes and sizes, to grab rails internal and external and a range of small items such as kettle tipplers and kitchen mates.

Also on display is the new Telecare equipment which could prove useful to those who need that little extra reassurance.

We cannot provide the items for you but we can refer you to the person who can. Why not telephone Judy Hyde on 0113 2477055 to make an appointment to visit one of the showrooms near you.



Contact us by telephone on 0800 915 6660 – this is a free phone call. The Telephone Contact Centre will pass on your messages to the Sheltered and Supported Services Team and one of the team members will call you back as quickly as possible.





Poster on display in Community Centres

This is our Complaint form



SHELTERED SERVICES FORMAL COMPLAINT FORM



Name: _____ Date: _____
 Address: _____
 Postcode: _____ Tel Number: _____

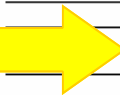
My Complaint is:
 (Please write the details of your complaint here. Attach a separate sheet if needed)

I would like the sheltered services team to:
 (Please tell us how you would like things put right)

Please return the completed form to: Sheltered Services Team Leader Rothwell One Stop Centre Marsh Street Rothwell Leeds LS26 6AD Please use the Freepost envelope provided	You can also make a formal complaint via email to avhleeds.shelteredserviceteam@avhleeds.org.uk OR Telephone 0113 2243006 OR In person by visiting the sheltered services offices at Rothwell One Stop Centre
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If you need help to make a complaint, perhaps because of language or communication difficulties, please let us know and we will be happy to help.

Tell us how you would like us to resolve your problem



Information leaflet delivered to all service users

Our Focus Group Members took a good long look at our Compliment/Complaint process. They made constructive suggestions and asked many questions about this. They asked us to provide a freepost address so that you could send compliments and complaints at no cost to yourselves. The group asked us to make the 'compliment' form 'happy' by printing it on cheerful yellow paper—we agreed to do this.



When you request either a Compliment or Complaint form we will send you a pre-paid envelope to return the form to us



Our 'Compliments' form

The Complaint Process

Although Aire Valley Homes Leeds has its own Compliments and Complaints Procedure we in the Sheltered Services Section felt that our customers should be able to make any complaints, or compliments, direct to us.

Our process also gives details of who to address your complaint to if you feel we have not resolved any issues you may have.

How are we letting you know about this process?

- Posters have been placed on notice boards in all of our community centres
- A short explanation leaflet has been printed and sent to you either via your War-

PLEASE

- do not hesitate to contact us if you feel that we are not providing you with the service you expect to receive
- Let us know if we are doing things right as well

The only way we can improve our service to you is by listening to **you!**

**NEED TO REQUEST A REPAIR
 USE OUR FREE TELEPHONE NUMBER DAY OR NIGHT
 0800 915 6660**



Ever wondered where to get the information you need, when you need it?

Look no further: www.olderpeopleleeds.info.org.uk

infostore

better information for older people in Leeds

Care and Support

Carers

Disability

Health and wellbeing

Home, neighbourhood
and community

Leisure and learning

Money

Rights, advice and
advocacy

Transport

Work and volunteering

All the information
you need



There are useful tips on how to use the web site; the opportunity to receive their newsletter; lots of information about Organisations and Services; Community Language links and Emergency telephone

[Ringing the changes - new phone numbers for Council services](#)

Leeds City Council has launched new phone numbers for key Council services. This change affects everyone who might need to contact these services, including Leeds residents, staff, partner organisations and community/voluntary groups who work with the council.

Introduction

The infostore aims to provide accurate, up-to-date information for older people, their carers, friends, family and relevant professionals. It is one of the key ways of delivering the information aspiration of [Older Better](#) (a strategy to promote a healthy and active life for older people in Leeds 2006-2011).

Partnership

The infostore is a partnership between [Leeds City Council](#), [Leeds Older People's Forum](#) and [Leeds Primary Care Trust](#).

The Infostore website is easy to use, easy to find what you're looking for no matter what the subject. Take a look at: www.olderpeopleleeds.info.org.uk

Search the site:



STAY SAFE—LOCK YOUR DOORS—USE YOUR CHAIN OR BOLT BEFORE OPENING IT TO CALLERS—CHECK THEY ARE WHO THEY SAY- MAKE SURE YOU LOOK AT THEIR ID BADGE BEFORE LETTING THEM IN!



SHELTERED HOUSING SERVICES CONTACTING US FOR ASSISTANCE

In an emergency you should use your Care Ring equipment

24 hour/7 days a week

pull your cord or press your pendant, the response centre will assist you

If you are unable to contact Care Ring by using the call equipment in your property, or your Relatives or Carer need to speak to them on your behalf, please telephone **0113 2433780** to speak to a Care Ring operator.



Sometimes you may need to contact your Warden to request help and assistance – perhaps a letter you don't understand has arrived, or you need help to complete a form. Contact the

Sheltered Services Co-ordinators

0113 2243066 (9.00 am – 5.00 pm)

A message can be left with the Co-ordinator who will contact your Warden and ask her to call.



Repairs to your home **0800 915 6660**

Any time of day or night

This number is used to report any repair issues or any other concerns you may have. There is no charge for this call from a land line.

Police Non-Emergencies Telephone **0845 6060606** 24 hours a day, 7 days a week for non-emergencies where:



- Police attendance is required
- To report a crime
- To report other incidents

Your Housing Enquiries are dealt with by your Tenancy Management Officer

_____ Tel: _____

The Warden at your scheme is _____

This page has been displayed as a poster in Community Centres in our sheltered complexes. If you live in a bungalow or flat ask your warden for details of your Tenancy Management Officer, complete the form then cut out and keep for future reference.

ALTERNATIVELY USE OUR FREE TELEPHONE NUMBER **0800 915 6660**

John Rylie House at Barwick in Elmet reopened officially on October 31st 2008.



Councillor Carter cut the ribbon for the official opening watched by the residents and groups that use the centre who then went on to enjoy a Halloween party.

Some may recall that the gable end of the

community centre collapsed during renovation works and the building had to close. The displaced groups had to find alternative venues for their meetings—however repairs are done, the building has been decorated and is open for business once more.

Tea was served (and very well too) by the intrepid ladies of the John Rylie House Committee.



JOHN RYLIE HOUSE

All started normally



The community at **Astley Court** had two reasons for celebrating All Hallows Eve on October 31st 2008. This date marked the 25 years anniversary of the Community Centre being opened and the residents felt it was an ideal opportunity to dust off the broomsticks and get dressed up to 'party' in style.

Then the cracks appeared



The centre was originally opened by Mr Gregory Moakes in 1983, and a presentation of an arrangement of flowers was made by Councillor Tom Murray to Mrs Jean Moakes on behalf of the tenants living in the sheltered scheme now.

Around 3 years ago a couple of teenagers attended the Astley Court Centre to help set up activities as part of their Duke of Edinburgh Award. Although Richard Johnson and Ryan Glennon have completed their Award, they still come along to help out regularly. The residents want them to know their efforts are greatly appreciated and say a big thank you.



Eventually everyone showed their true colours and a good time was had by all



ASTLEY COURT

DO YOU NEED A SMALL JOB DOING?

Why not ask us about the small jobs scheme that Aire Valley Homes and Care & Repair Leeds have put together.

Your TMO will be able to tell you more or get in touch with us on the usual number 2477055

I knew there were some budding author's out there just waiting for the chance to get into print.

In this issue we have a poem from a resident in Micklefield, and a short 'whimsy' from the residents and warden at Ingram Court and Northcotes as well as good news from our Warden at the Westbournes (on the back page).

Life under shelter

Sheltered housing we hear you cry
"Not on your Nelly" said I
But just read on and you will see
At Micklefield, how happy we can be.



Monday afternoon there's
no time to sit
Keith has us all doing Keep Fit.
Our bones may be creaking we're all getting old
But this does us good so we are told.

Lunch on a Tuesday, a wonderful club;
With raffle and bingo and lovely grub
Wednesday is Active Retirement Group



There's art on Friday, Bingo too
Oh what a lot we have to do.
And oh, on a Saturday night,
A social with bar, and what a delight

So sheltered housing can be fun
If you're willing to join in and not sit alone,
Come and join us, I can hardly wait,
Retire and live life - don't suffocate.



Anne E Bagnall 2008 *St Marys Walk*

WHAT SENIOR CITIZENS ARE WORTH

Did you know that we old folk are worth a fortune? We have silver in our hair, gold in our teeth, stones in our kidneys, lead in our feet and gas in our stomachs!

I have become older since I saw you last, and a few changes have come into my life. Frankly, I have become a frivolous old woman! I am seeing six gentlemen every day!

As soon as I wake up **Will Power** helps me out of bed, then I go to see **Jimmy Riddle**, and then it is time for breakfast with **Mr Kellogg**, followed closely by the refreshing company of **Mr Tetley** or my other friend who I only know by his initials – **PG**

Then comes someone I don't like at all - **Arthur Itis** - he knows he's not welcome but he insists on being here, and what is more he stays for the rest of the day. Even then he does not like to stay in one place, so he takes me from joint to joint. After such a hectic day I am glad to get to bed (and with **Johnny Walker** too). Oh yes, and now I'm now flirting with **Al Zheimer**. What a hectic life!

The vicar came to call the other day and said that at my age I should be thinking of the hereafter, so I told him I did, all the time. For no matter where I am, the bedroom, the kitchen, the sitting-room or the garden I ask myself "Now what am I here after?"

Well, I'll close now and I hope that Will Power is your constant -companion too, but do make sure that his friend **Emma Royd** does not creep up on you from behind! And watch out for that crafty one - **Gerry Atric!!!**

Merry Christmas from one 'codger' to another!



Do you have a Carer? Would you like your Carer to be present when your Warden completes your Support Plan with you?

We want to involve your Carer in supporting you, and sometimes they may think of something you forgot - something that may make a huge difference to ensuring that you continue to live independently for as long as possible.





We want to work with you and your Carer to make sure that we are providing as much support as possible to you. If your Carer would like to be present when we complete or review your Support Plan or the Needs and Risk Assessment then we would welcome them. All you or your Carer has to do is let the Warden know, make sure she has their name and contact details (address and telephone number) and we will do the rest.

We will contact your Carer when your review is due and we will also keep them advised of any changes or concerns we may have.



SCAMS

DON'T GET CAUGHT

How It Works

You receive a notification that you've won a large lottery prize overseas - sometimes it's Spain, sometimes Australia or Canada, at other times elsewhere, the location doesn't really matter. To claim your prize, however, you need to pay an "administration fee" which can range up to hundreds, occasionally even thousands, of pounds.

These days, however, as more people become wise to the scam, your notification might include a cheque for a sizeable amount, and drawn on a reputable bank. This comes from your supposed winnings, for you to use to pay the administration fee and whatever taxes might apply. It's a clever trick to make the con seem more legitimate.

You bank the cheque, send off the fees they request, and maybe even spend some or all of your advance "winnings." It's only a few weeks later that you discover the cheque was, in fact, counterfeit, and you're suddenly responsible for all the money from this fake cheque that you've spent. The crooks, meanwhile, have the administration fee you sent in good faith.



You won!

'Remember if it looks too good to be true, it probably is'.

How To Avoid The Scam

- The very first question to ask yourself is how you could win a lottery you'd never entered.
- Real lotteries don't ask you to pay administration fees, taxes, or other amounts before you can claim your winnings.
- You should wonder why you're being asked to pay upfront by money transfer.
- Before you do anything, check the lottery with Consumer Direct to be sure it's legitimate.
- If you receive a cheque, verify it with your own bank before depositing it. Do nothing until you're absolutely certain it's cleared and is real.

You're a
guaranteed
winner



Scout around Leeds, with help from DOTTSS

Do you have a mobility scooter or powered outdoor wheelchair, or are considering getting one? Are you confident about using it? An innovative free service can help you.

Scooters and powered wheelchairs can be an enormous aid to independence and mobility, but many people scared of using them, because of fear of traffic, or potholes, or of what will happen if they have a problem. Leeds City Council's Disability Outreach and Travel Trainer Support Service (DOTTSS) supports adults with mobility issues to gain the skills and confidence to negotiate routes safely.

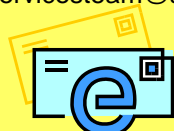
The team, who have been helping people use community facilities and resources such as libraries, shops and leisure centres for over five years, have extensive knowledge of the practical and safety issues that can arise. They will work alongside you, on a one to one basis, until you have the confidence to continue independently.

"When I first got my scooter I was very nervous. I now go to the hairdressers, visit my son and attend a community group, on my own. I feel great, really pleased with myself and I have more confidence. Don't leave your scooter in the garage, get out and use it. That's where DOTTSS can help." (M. J. Gledhow) If you would like further information please get in touch with DOTTSS by phone (0113 247 7351) for a chat.



0113 2477055

avhleeds.shelteredservicesteam@avhleeds.org.uk



Sheltered Housing Services
Civic Buildings
Marsh Street
Rothwell
LEEDS LS26 0AD

WARDENS WITH HEARTS OF GOLD

Linda and Frank Gallacher celebrated their 30th wedding anniversary by renewing their wedding vows at St Mary's Church, Garforth where they first married in October 1978. They held a party for family and friends at Swillington WMC in the evening. Linda is one of our Sheltered Housing Wardens at the Westbourne's. I'm sure everyone wishes the happy couple all the best for the next 30 years



Because this is our last publication this year we felt it would be a good idea to present the wardens who have been nominated by you over the last year but have not yet been mentioned.

As you can see, it is not just Wardens who get nominated for a heart of gold award—some of our cleaning staff also come in for high praise.

The Cleaners at Halliday Court have been praised for the way in which they help the Wardens and residents of the scheme. Nothing is too much trouble for them. Well done Charlene and Debbie, shown here with Karen and Judy.



Sandra Findlay is one of the Wardens at Cross Hills Court, and she along with her partner warden Isobel have been awarded hearts of gold by their residents



Hazel Fell is the warden at Northcotes and Ingram Court. Her customers think she is 'just great'



Linda from Haigh Road is well known for her happy smile no matter what the weather!

AIRE VALLEY HOMES LEEDS Sheltered Housing Services

Civic Buildings
Marsh Street
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Leeds LS26 0AD
Telephone: 0113 2477055
Fax: 0113 2475501
www.avhleeds.org.uk

We will be starting 2009 with a clear sheet, so if you want to nominate your Warden, or some other deserving person, contact me.

Make sure you nominate someone you think deserves a bouquet for providing help and assistance to you, or maybe to someone who is there when needed. Contact Leeds 2477055 and leave a message for Judy or alternatively you can write to her at The Sheltered Services Team, Rothwell NHO, Civic Buildings, Marsh Street, Rothwell. Tell us the name of the person and why you feel they deserve the award.

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 0113 2141942 and speak to the Equality Officer