



Silver Lining

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CHANGES TO SHELTERED SERVICES



CONTACT DETAILS

Aire Valley Homes Leeds
Sheltered & Supported
Services

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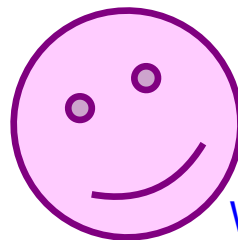
www.avhleeds.org.uk

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 2007 with suggestions to improve and modernise the service.

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



We carried out a survey in May 2008 when we asked:

What time in the day you would like our warden to visit you?

In response, nearly 20% had no preference, 9% preferred afternoons, whilst nearly a quarter of you preferred a later morning visit.

However some of our sheltered tenants have asked that we visit less frequently or we contact them by phone which suits their lifestyles.

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.

Our PROPOSALS offer more choice and move away from the 'one size fits all' service. We **can offer you different forms and frequency of contact which can be chosen from the following:**

- Monday to Friday (inclusive) 5, 4, 3, 2 or 1 day contact visit per week
- A telephone call
- A mix of the above

If your needs change we can review the way we deliver our service to you. We want to provide you with a service that fits in with your lifestyle and your choice – helping you to continue to live **independently.**

Brigshaw Drive Hollins Grove Leeds Road Victoria Close	Allerton Bywater	Susan Rodgers Sandra Findlay Fay Andrew	Ashton Cres Cranmores Jarvis Square Northfields Ramsgate Stanhope Gardens	Carlton Lofthouse Robin Hood Rothwell Thorpe	Bev Smith Dawn Cockerham Liz Tilsley
Dulverton Court Seigen Close The Grove Westerton Close/Walk	Cottingley East Ardsley Gildersome Morley	Hazel Fell Karen Clarke Ann Morgan	Astley Court Berry Lane Primrose House The Pleasance 1& 2	Gt Preston Swillington	Diane Smith Lynn Morris Gillian Kirby
Church Gardens Halliday Court 1 + 2 Oak Road The Crescent Westbourne Crescent Westbourne Gardens	Garforth	Linda Gallacher Susan Burrows Elaine Twiddy Sharon Watson Ann Faulkner	Crescent Grange Ingram Court Ingram Gardens Northcotes	Holbeck	Susan Holmes Christine Howard
Arthington Court Middleton Park Court RocheFord Court Woodhouse Hills	Hunslet Middleton	Michelle Skinner Beverley Sutcliffe	Birch Road, Crosshills Court 1-2 Gibson Lane Mount Pleasant Gardens Valley Ridge	Kippax	Kath Balmforth Denise Birch Karen Croucher Isobel Thorpe
Main Street Woodhall Grove	Methley	Mary Butler	Church Lane Churchville House St Mary's Walk	Micklefield	Janet Silver Pat Whiteley Sharon Watson
Greengates, Oulton Holmsley Field Court Holmsley House Midland House	Oulton Woodlesford	Gillian Stephens Sandra Hemingway Jessie Clements	Blackburn Court Haigh Road Homelea Royds Court Temple Lawn Windmill Green	Rothwell	Claire Fearnley Julie Smith Jackie Lockwood Eileen Comer
Belle Vue Estate Carrfield Road Manor House	Scholes Barwick in Elmet	Tracey Robinson Julie Naylor	Naburn Court Sherburn Court White Laithe Court White Laithe Croft	Whinmoor Swarcliffe	Sandra Kelly Maureen Ellis

RESIDENTIAL WARDENS

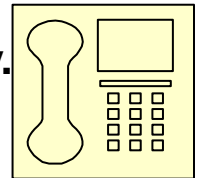


Before August 2006 all our Wardens were residential, this meant that the accommodation was tied to employment. After August 2006 our wardens became secure tenants, which means that if they wish they can move to another house without having to change employment.

Changes to the Service

- The wardens name will change to **Supported Housing Officers**(SHOs)
- Teams of SHOs will cover the Schemes in your areas shown in diagram opposite.
- SHOs will be available **Monday to Friday** between the hours of **9.00am to 5.00pm**
- SHOs will be able to offer individual preferences of contact.
- We will have **office space** for our wardens(SHOs) and this means that each team will work together and provide cover from 9.00 am to 5.00 pm.
- The wardens (SHOs) will have your Support Plans stored in a secure lockable cabinet within the office and not in their homes. This means that all the Wardens (SHOs) in your team will have access to your files and be able to update them when the need arises.

All data stored comes under our confidentiality policy.



Using Call Equipment

During the office hours of 9.00am to 5.00pm Monday to Friday

If you are going out before your warden (SHO) has seen or spoken to you then you must either pull your pull cord or press your pendant to inform Care Ring who will then give a message to the warden (SHO). **Or** you can leave a message with your neighbour to say that you are OK.

Outside the hours of 9.00am to 5.00pm Monday to Fridays *(including weekends and Bank holidays)*

If you have an emergency you can use your pull cord or pendant which will go through to Care Ring who are on call 24 hours a day.

When will the changes be made?

We do not have an agreed start date at present but you will be sent confirmation in advance of the change.



Since July 2007 we have been working with Supporting People to bring our service up to standard. Initially when the service transferred to us it was assessed as being 'well below standard'. With your help and the hard work of the Wardens we have transformed the service to a level 'C', with parts of the service receiving an 'A' grade.

**REMEMBER
You do have a choice**

If you would like to change your visit cycle or if you prefer a telephone call you can have a word with a warden (SHO) or give Ann, Jackie, Karen or Judy a call on 2243066

Your Service - delivered by wardens (SHOs) you trust when you most require that service

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



0113 2243066



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