



SHELTERED HOUSING, LIFELINE AND TELECARE



**Helping people live
independently**

Sheltered Housing

Sheltered housing accommodation is designed for older and disabled people. It enables residents to lead an independent lifestyle in a setting which encourages social interaction with the benefits of support from an on site warden and emergency alarm system.

Accommodation varies from scheme to scheme, but generally there are one and two bedroom flats, bungalows and fully self contained studio flats available.

Most schemes have a communal lounge where residents can meet, take part in social activities or drop in for a coffee on the way to the shops. Most schemes have a laundry - if not, the individual properties are plumbed for washing machines.

Sheltered housing is not an old people's home. It is a collection of individual homes each of which can be kept as private as the resident wishes. However, when companionship and social contact is needed a ready made community of people of similar age and interests is on hand.

Facilities

Generally the facilities found in sheltered accommodation are:

- two way speech intercom and alarm systems
- communal lounge
- laundry
- guest bedroom
- door entry system
- concessionary television licence.

Wardens

The warden will contact all residents on a daily basis either in person or via the intercom system, and will visit in person at least three times per week.

They will encourage residents to join in social activities and will contact relevant care agencies should residents require additional support.

In the event of illness or accident, the warden will act as a link with the medical and social services as well as relatives.

Wardens work part time and are not on call 24 hours a day. Outside their normal working hours, cover is provided either by a relief warden or by the Lifeline Service which links sheltered housing to a call centre, from which help can be summoned at any hour of the day or night and mobile wardens will respond as required.

Pets

Residents are allowed to keep pets such as budgerigars and tropical fish but not cats or dogs in flats.

For more information on how to apply for sheltered housing contact a member of the Landlord Services on 01748 901160 or 901187

Locations

The council has sheltered housing schemes in:

- St Cuthberts Green, Barton
- St Edmunds Close and Brompton Court, Brompton on Swale
- Noels Court, Catterick Village
- Oak Tree Court, Colburn
- Thornborough Hall Gardens, Leyburn
- Quaker Close and Langthorne Drive, Reeth
- Queens Court, Richmond.

Lifeline

Lifeline is a service run by the council which provides reassurance, emergency support and peace of mind to its users, 24 hours a day, 365 days a year.

Lifeline is an integral part of the service provided to residents of council sheltered schemes. For all other applicants lifeline can be provided for as long as you want the service. It is available to anyone over 60, disabled people and residents returning home from hospital who require some back up support during their convalescence.

Lifeline provides people with a special unit which connects them via the telephone network to a call centre. Customers can summon help at any time by pressing either of the alarm trigger buttons supplied with the unit.

The operator at the call centre talks to the caller, giving them reassurance and will summon further help if required. The help the operator can provide ranges from giving verbal reassurance, to contacting a friend, neighbour, relative, mobile warden or the medical and emergency services.

There is a charge for the lifeline service.

For more information on the help available contact **01748 901147**.

Mobile Wardens

The team of mobile wardens visit lifeline customers every four to five weeks, or as arranged, depending upon individual needs. They also respond to emergency situations, check the equipment regularly, validate personal information and can help to arrange additional support as required.

Telecare

Telecare also helps people live independently in their home. It may help by fitting some equipment with a wireless link to a lifeline - a type of telephone. This equipment can automatically tell the telephone to make an alarm call if help or support is needed.

Telecare equipment can raise the alarm to a specialist centre 24 hours a day. Trained operators will have users information and know who to call in an emergency. Like the lifeline system this could be family, friends, carers or the emergency services.

Getting connected

Speak to your mobile warden. He or she will help identify needs and decide which equipment would be most suitable. The mobile warden will also discuss who should respond to any alarm call.

All the equipment is provided and fitted by Richmondshire Lifeline service staff.

Equipment

Some of the equipment which can be provided and details of how it can help include:

- **Smoke Detector:** wireless smoke detector can raise the alarm in cases of fire
- **Fall Detector:** will identify a fall and get help quickly
- **Flood Detector:** can identify an overflowing bath or sink

There is a charge for the lifeline service. Any additional telecare equipment is also subject to a small additional charge.

For more information on any of the above services contact:



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This information is available in alternative formats and languages