

# Supported living schemes



## Information pack



INVESTOR IN PEOPLE

 **Hackney**

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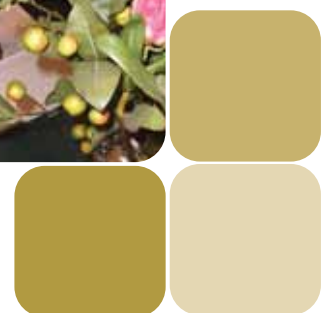
## Foreword

Welcome to our supported living schemes for older people (45 and over) in Hackney.

Supported living schemes help vulnerable adults and older people to live as independently as possible in their community. Living in a supported living scheme unit will help you deal with the difficulties of a disability, poor health and feeling isolated. We know that there will always be some older people who need residential or nursing care 24 hours a day. However, we also know there are people who can benefit from supported living schemes and one of our aims is to prevent people going into residential or nursing care if they could live independently with help.

Supported living schemes are different to residential or nursing care. Residential or nursing care is both multi-level care (for people with a range of support needs that may need more than one care worker to help them with their everyday living activities) or professional nursing care (24-hour care). Supported living schemes help people to make the most of living independently.

Living independently is sometimes hard for vulnerable members of the community. Poor health, disability and loneliness make it harder to keep living independently, especially, when carrying out everyday activities such as cooking, cleaning and shopping. This is even more difficult when friends or family move on, which can make you feel depressed and anxious. Some people also worry they may become a burden on those caring for them.



## Foreword

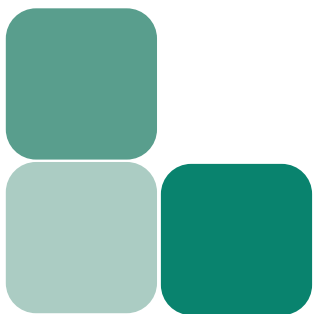
In 1993, we started working with three local housing associations to set up the supported living schemes. The schemes are in line with the Community Care Act (2000) and the National Care Standards (2003) and are regulated by the Commission for Social Care Inspection (CSCI).

In a report 'When I Get Older' published by CSCI a thousand people aged 16 and over were asked to give their views on what they considered important for their quality of life. The top five preferences were:

- living in their own home;
- being allowed the independence to come and go as they please;
- friendship and company;
- having visitors whenever they liked; and
- their own shower, bath and toilet.

People who use supported living schemes are totally independent and tenants in their own home.

There are seven units (each a different size), with a total of 152 one-bedroom flats. Each scheme also has shared facilities, which include a kitchen, lounge and dining room as well as a garden. There are also shared bathrooms to help people who need extra help.



## Foreword

Each scheme has easy access to major bus routes, is linked to a GP surgery, has shops close by and has transport provided to and from day centres.

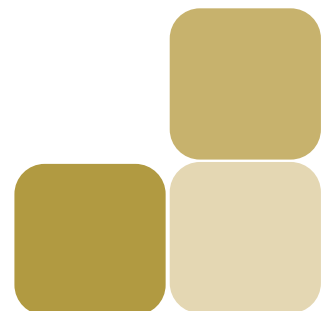
Your care plan will focus on helping you live as independently as possible. Care support workers will help you with this. Each scheme has special technology to help you. (See the flyer about assistive technology).

From day to day, we will work with you to help you do what you can for yourself and to provide you with support when you are not able to do something for yourself. Supported living schemes are a unique resource in Hackney, which give people an opportunity to live in their own home in a safe and secure environment.

Thank you for your interest in supported living schemes.



Myriam Browne  
Service Manager  
Community-based Services



## Introduction

### Supported living schemes are registered by the Commission for Social Care Inspection (CSCI)

CSCI replaced the National Care Standards Commission, the Social Services Inspectorate (SSI) and the joint reviews carried out by the SSI and the Audit Commission. It aims to encourage the services registered with it to improve and to also improve the way in which local councils buy and manage their services.

Each year CSCI produce an assessment which gives full information about local care services and how these services should improve.

You can contact your local CSCI office at:

4th Floor, Caledonia House

223 Pentonville Road

London

N1 9NG.

Phone: 020 7239 0330

Fax: 020 7239 0309

E-mail: [enquiries.london@csci.gsi.gov.uk](mailto:enquiries.london@csci.gsi.gov.uk)



To find out more about CSCI phone the CSCI national helpline number on 0845 015 0120 or 0191 233 3323. Or visit their website at [www.csci.org.uk](http://www.csci.org.uk).

## Introduction

This information pack introduces the supported living schemes and tells you about the different support and care services supported living schemes can offer an older person living in Hackney. Inside, you will find a map showing where each scheme is in the borough.

Our mission statement tells you about our responsibilities, our aims and our main values. It explains what your rights are, what we expect from you and what you can expect from us. It tells you briefly what our legal responsibilities are about certain regulations we must keep to, in particular, the way we must handle and store information.

We have written this information pack as a general guide to the service we provide. If you have any questions after reading this information, contact one of the scheme managers, or your care manager who will be happy to clear up any points for you.

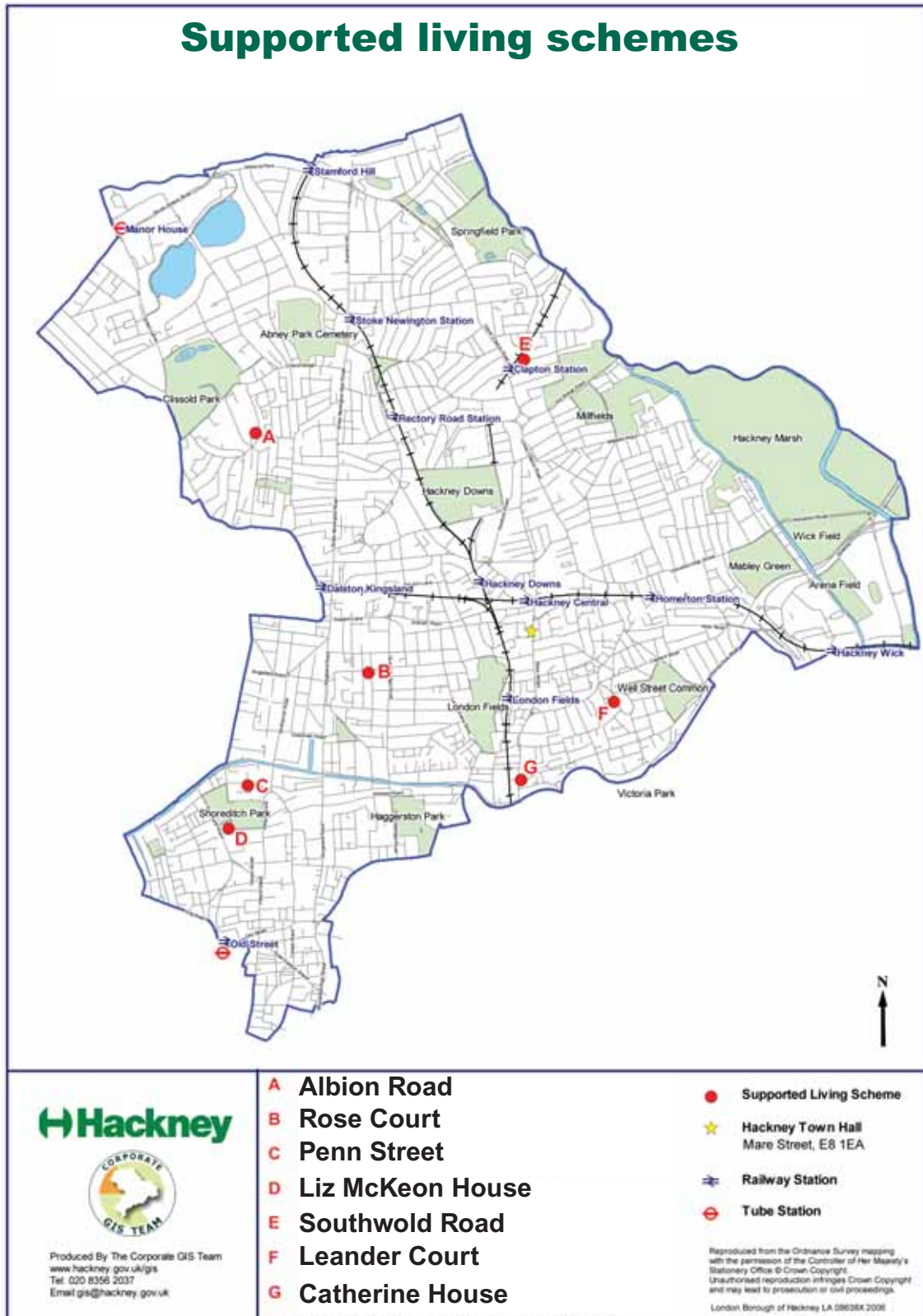
## Admission conditions

To be accepted into a supported living scheme you must be referred by the care management team and live in Hackney. The care management team will assess you based on those needs. Someone from the scheme and the housing association will also visit you at home or hospital to carry out a separate assessment.



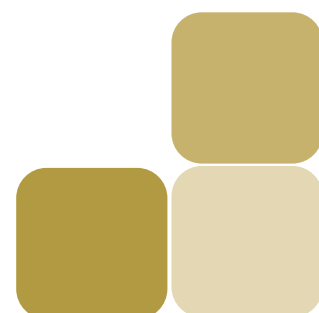
# Map

The map shows where our supported living schemes are across the borough of Hackney.



## Where to find a local supported living scheme in Hackney

<p><b>Albion Road</b>          153 Albion Road          Stoke Newington          London          N16 9JU          Phone: 020 7254 8524          Fax: 020 7249 5779</p>	<p><b>Penn Street</b>          20 Penn Street          London          N1 5DL          Phone: 020 7739 9655          Fax: 020 7739 9677</p>
<p><b>Catherine House</b>          30 Mare Street          London          E8 4RT          Phone: 020 8525 1955          Fax: 020 8986 2317</p>	<p><b>Rose Court</b>          57 Holly Street          London          E8 3XL          Phone: 020 7254 1818          Fax: 020 7254 1919</p>
<p><b>Leander Court</b>          63 Balcorne Street          London          E9 7AZ          Phone: 020 8985 4055          Fax: 020 8985 0606</p>	<p><b>Southwold Road</b>          15 Southwold Road          Upper Clapton          London          E5 9RD          Phone: 020 8806 9737          Fax: 020 8806 4511</p>
<p><b>Liz McKeon House</b>          3 Bridport Place          London          N1 5LW          Phone: 020 7613 4500          Fax: 020 7729 8069</p>	



## Our mission statement

We want to provide high-quality and consistent care and support.

We will work with you to help you do what you can for yourself and to provide support when you are not able to do something for yourself.

We will try to improve our services in line with your changing needs, making sure that you benefit from improvements in technology and new ways of providing care.

We value our employees, who come from a wide variety of backgrounds. We will give all our staff the opportunity to develop and learn new skills. We will make sure our staff can work in a clean, safe and well-managed environment and we will treat them fairly and consistently.

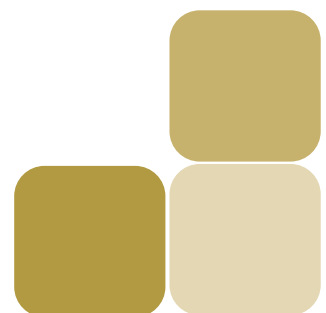
We are responsible for building relationships with the health service, voluntary organisations and private organisations. We will always try to build and maintain honest and valuable relationships with all of the organisations we work with, keeping your needs at the heart of everything we do.

We will make the most of our opportunities and make sure that we provide good-quality services with the resources available. We will always try to improve our services, while providing good value for money.



## What supported living schemes can offer you

- A specially designed flat to help make life easier and safer for you.
- An environment where you can get support and care.
- A quality of life that gives you control, choice and privacy and helps you to live independently.
- A secure tenancy or a short-term tenancy (see the flyer about tenancy agreements for our supported living schemes).
- Full laundry facilities.
- Care tailored to your needs provided by professional and supportive staff.
- Emergency call units in all bedrooms and shared areas and technology designed to help you be independent. (See the flyer about assistive technology for information about this kind of technology.)
- Being able to keep close links with family, friends and the local community.



## Your rights

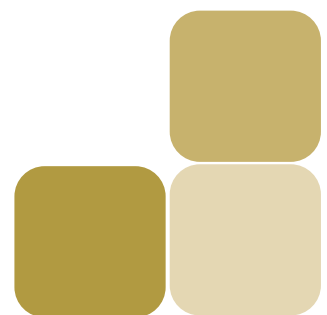
### You have the following rights

- To be listened to and have your wishes and opinions considered.
- To be supported to stay independent and keep your dignity.
- To receive a flexible and reliable service that meets your needs.
- To have the choice of when you would like your service and which tasks we do, within the resources we have available.
- To privacy. If you are not able to answer your door, we may need a key. Our staff will always ring the bell, knock on the door or call out when they enter your home.
- To be treated with dignity and respect at all times. We will make sure staff keep to the council's Protection of Vulnerable Adults (POVA) policy.
- To have any personal information that we have about you kept confidential.



## Your rights

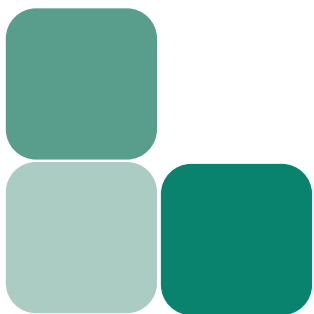
- To refuse help with tasks (but if you refuse help we expect you to take responsibility for your own safety).
- The Data Protection Act 1998 gives you the right to see written information about yourself. (For more information on the Data Protection Act go to page 24.)



## What you can expect from us

### You can expect the following from us

- All staff will have a Hackney Council ID card with them at all times.
- We have the necessary insurance to provide a service to you.
- If there are changes in your service at short notice, we will contact you and let you know the new arrangements.
- If there are any changes in your service, we will consult you before making these changes.
- Our staff will not use any of your property for their own benefit (for example, they would not use your phone to call a friend).
- We will not discriminate against you for any reason.
- Staff will not bring any unauthorised person, children or a pet into your home.
- You can contact our Complaints Unit using our complaints procedure. We have included a copy in this information pack.



## What we expect from you

### We expect you

- To treat our staff politely and with respect, and not to discriminate against them because of their age, sex, ethnic background, culture, sexuality or disability.
- Not to threaten or harass staff in your home or allow others to do so (if you do, we could withdraw your service).
- Not to give money or gifts as a token of appreciation to staff.



## Finances

If you live in a supported living scheme, you can choose how you would like your finances to be managed.

You can choose to manage your finances:

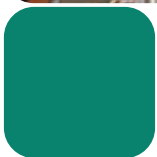
- yourself;
- through a relative or friend who you choose; or
- through our financial supported living schemes 'corporate appointeeship' banking system.

Whatever you choose, we will do our best to meet your request.

You will have to pay a weekly charge for the care and support you receive.

You will need to pay for:

- furniture;
- household items;
- clothing;
- weekly shopping; and
- a care charge (we charge a small amount each week for the care and support we will provide you with).



## Finances

You are responsible for your own:

- phone bills;
- gas bills; and
- electricity bills.

You may also need to pay a service charge to the landlord, depending on your income.

Our staff will do their best to make the most of your existing benefits. These include:

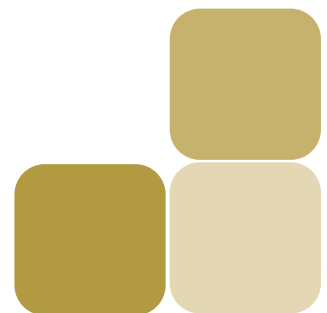
- State Pension; and
- Pension Credit.

We will assess your care needs to check whether you qualify for:

- Attendance Allowance; or
- Disability Living Allowance.

The housing association will help you claim:

- Housing Benefit; and
- Council Tax Benefit.



## Finances

You will know how much your rent will be

- The housing association will set your weekly rent and this will depend on how much benefit you are entitled to. The rent will also depend on which scheme you choose.

We and the housing association will fully support you to make a successful benefit claim to help you meet the cost of living in the scheme.

## Our staff

Our trained staff work in all schemes. They make sure you can live in a safe, secure and pleasant environment.

You will have a member of staff as your own 'key worker', who is responsible for your wellbeing, supporting you to make choices and to be independent. All key workers are trained to cover for each other, so you will still receive support if your own key worker is not available.



## Who is my landlord and what can I expect from them?

All flats are private and have a living room, small kitchen and an en-suite bathroom. The flats are carpeted and are decorated. You can change the colour scheme if you wish.

The housing associations provide support with things to do with your tenancy like:

- claiming Housing Benefit;
- repairs;
- painting and decorating (such as common shared areas);
- maintaining the buildings; and
- helping you to maintain your tenancy.

### Your accommodation

When you move into the scheme you must sign an assured shorthold tenancy agreement or short-term tenancy agreement, which makes you the legal tenant of the flat. Your housing association will give you a detailed booklet on your tenancy once you have moved in, which sets out how the housing association works. (See the flyer about tenancy agreements.)



## Who is my landlord and what can I expect from them?

Three different housing associations own the seven supported living schemes in Hackney.

- Family Mosaic.
- Newlon.
- Islington and Shoreditch Housing Association (ISHA).

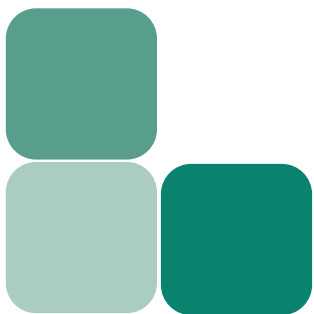
They work closely with us to provide high-quality services.

Family Mosaic, Newlon and ISHA are responsible for everything to do with managing their schemes, including maintaining the buildings and most of their fixtures and fittings. This covers things like:

- repairs;
- decorating (such as shared areas and empty flats); and
- servicing electrical and gas appliances.

They are also responsible for collecting rent and dealing with tenant disputes.

In the supported living schemes, the housing associations work with the London Borough of Hackney to support you and help you live independently.



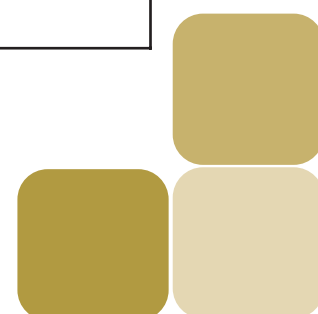
## Who is my landlord and what can I expect from them?

This means that staff employed by the housing associations work with our staff to provide support services including:

- helping you set up and maintain your tenancy;
- providing advice;
- working with you, for you;
- helping you manage your money and claim benefits;
- helping you with personal-safety and security issues; and
- giving you support in getting access to relevant local community organisations including issues specific to your culture or religion.

**Each scheme has the following number of flats.**

Scheme	Flats	Landlord	Location
Albion Road	16	Family Mosaic	Stoke Newington
Catherine House	8	Newlon and Outward	Mare Street
Leander Court	33	Newlon and Outward	Mare Street and Well Street
Liz McKeon House	8	ISHA	Hoxton
Penn Street	16	ISHA	Hoxton
Rose Court	41	Newlon and Outward	Dalston
Southwold Road	30	Family Mosaic	Clapton



## Who is my landlord and what can I expect from them?



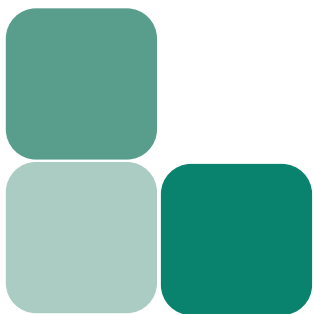
**Islington and Shoreditch Housing Association (ISHA)** is a community housing association. They manage, maintain and develop good-quality affordable housing for people in need, living in Hackney and three neighbouring London boroughs.

ISHA has offices in Blackstock Road, very close to Finsbury Park station. You can contact them on 020 7226 3753 (please ask for supported housing).



**Family Mosaic** is one of the largest housing associations in the UK and provides good-quality supported housing in North London and Essex.

Their head office is at Albion House, 20 Queen Elizabeth Street, London, SE1 2RJ. You can phone them on 020 7089 1000 (please ask for the Older People's Team, based at Globe House).

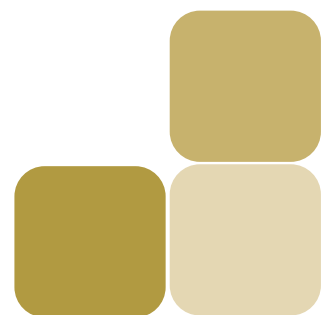


## Who is my landlord and what can I expect from them?



**Outward** is the care and support section of Newlon, who provides social housing in North East London and forms part of the Newlon Group. Outward is committed to providing good-quality support and care services which have a direct effect on people's lives, helping them live more independently, make more choices and reach their potential.

Outward has offices in Rose Court and Leander Court. You can phone them on 020 7254 5694 and 020 8985 3976. If you want to ask them a general question, you can phone them on 020 8980 7101.



## General information

### Our policy on confidentiality

Standard 5 of the national minimum standards for domiciliary agencies, deals specifically with confidentiality. Under the standard, we must satisfy you and your relatives or representatives that we are handling your personal information appropriately.

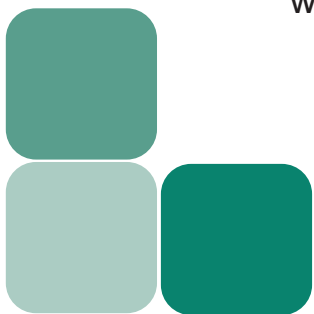
#### It sets out rules for:

- sharing information between staff and with other agencies;
- references to confidential information we share under supervision;
- what we must do if we break confidentiality; and
- storing and handling confidential information.

The Data Protection Act 1998 sets out what we must do when handling the information we have about you.

#### For example, we must:

- collect information in line with the law;
- keep it for a specific purpose;
- make sure the information is relevant and that we only ask you for the information we need;



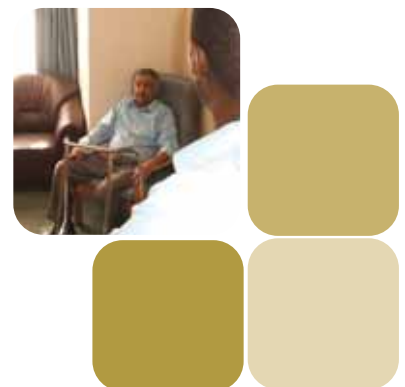
## General information

- keep the information accurate and up to date; and
- only keep the information for as long as we need it.

We follow all of these requirements.

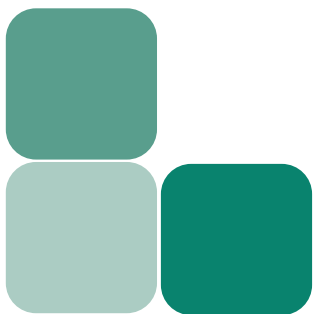
## Our principles

- To do our work we need to know a good deal about our service users. We cannot provide good care without having that information.
- Much of this information is very personal and sensitive. We recognise that you have a right to privacy and dignity and we will intrude as little as possible on those rights.
- We want you to feel at ease with the staff who help to care for you. An important part of that relationship is that you feel able to share information with staff and are confident that it will be treated with respect and only used in relation to the care provided.



## General information

- Providing care is complicated so it is not possible to guarantee that your information will only be handled by the staff you first gave it to, but we can make sure that information is seen only by staff when they need to know.
- Sometimes we have to share information with colleagues in other agencies. We only do this if they need to know and only with your permission.
- We will only break the rules of confidentiality in very extreme circumstances, where we need to do so to help you, or in exceptional circumstances. For example:
  - if you are at risk;
  - if we need to for your safety;
  - if we think you are being abused; and
  - to help others.
- We will keep all the information we hold on you in secure cabinets which can be locked.



## How our compliments and complaints procedures work

### Compliments procedure

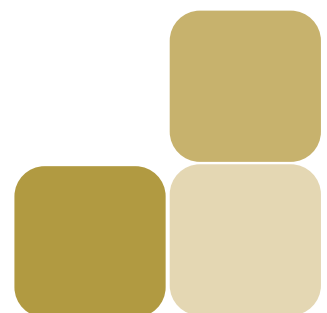
Every so often, we like to hear about good things we do to provide our services to you. We can only improve our services if we know what you think about them. If there is something you are happy with, tell your key worker, or the scheme's manager, whoever you feel most comfortable with. You can also give us a compliment by:

- telling your care manager;
- telling other professionals;
- phoning us; or
- writing to us.

We will acknowledge your compliment by sending you a letter within five days of receiving your compliment.

### Complaints procedure

We try to provide you with good-quality services at all times and, we understand there may be a time when you need to tell us something you are concerned about.



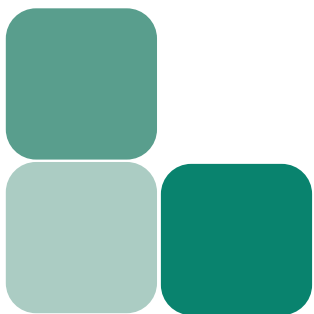
## How our compliments and complaints procedures work

We can only improve the services we provide if we know about what we need to improve. If there is something you are not happy with, tell your key worker, or the scheme's manager, whoever you feel most comfortable with.

You can help us to deal with your complaint quickly by telling us:

- what you think we have done wrong or what we should have done;
- when you first became aware of the problem and how it has affected you;
- when the incident you are concerned about happened; and
- what you would like us to do to put things right.

To make this as easy as possible for you, we deal with complaints in stages. We have included a copy of Hackney Community Services complaints leaflet in the information pack.



## How our compliments and complaints procedures work

### Stage one

This is the most informal level. If there is something you are not happy with, tell your key worker, the scheme manager or head office, whoever you feel most comfortable with. If possible, we will work with you to sort the problem out quickly and smoothly.

### Stage two

This is when you put your complaint in writing. You should do this if you are not happy with our response at stage one.

### Stage three

If you are not satisfied with our response at stage two you can ask a review panel to look into your complaint. This panel will be completely independent of us.

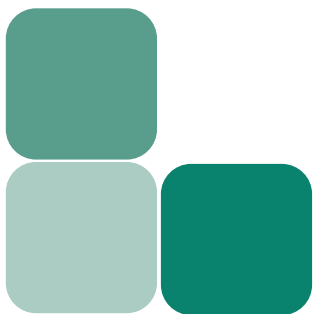
We hope you enjoy staying at the scheme.



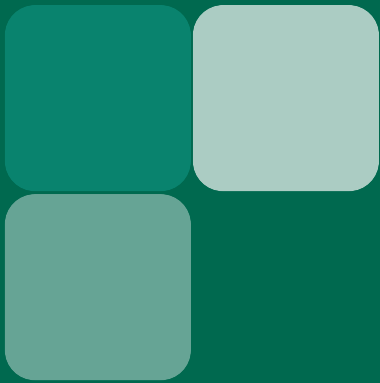
## Quality of our service

We are committed to providing you with a high-quality service. With your feedback we will be able to maintain this service. We welcome your suggestions that may help us to improve our service.

The supported living schemes management team will also visit you at least twice a year to check the quality of our service. We welcome any comments that you have.







# Translation

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

## Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

## Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

## French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

## Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

## Kurdish

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

## Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

## Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

## Vietnamese

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## Urdu

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## Chinese

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