



East Lothian
Council

Sheltered Housing in East Lothian

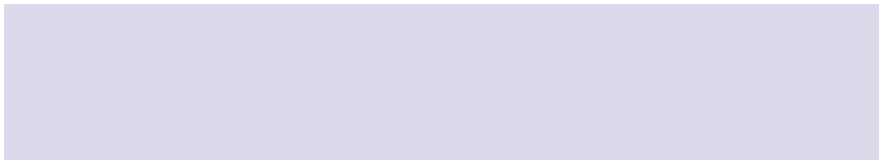
**Moving
somewhere
better suited
to your needs**



Thinking about moving to accommodation more suited to your changing needs? This guide provides information about our Sheltered Housing service in East Lothian to help inform decisions about moving and includes:

- information for anyone considering applying for sheltered housing – either for yourself, or for someone you represent.
- details of the types of sheltered housing services we provide.
- support for those moving to sheltered housing for the first time.

Your new home is part of a sheltered housing complex provided by East Lothian Council. The Sheltered Housing Officer (SHO) for this complex is:



Identification

As part of our safety and security measures, all staff employed by East Lothian Council will carry official identification. If you are unsure of anyone who comes to your door please ask to see their identification before allowing them into your home.



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199

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What is Sheltered Housing?

Sheltered Housing rental accommodation is specifically designed to enable older people, generally aged 60 or over, to continue to enjoy living independently – with the added reassurance a supportive environment can provide.

Our sheltered housing properties are unfurnished and mostly consist of one-bedroom flats and bungalows (some two-bedroom properties are also available). Each individual property forms part of a sheltered housing complex. All properties have their own kitchen, bathroom or shower room and all have central heating. Some of the complexes have their heating supplied by an external source. A set rate is charged against rent for this type of heating. In all complexes you can control the temperature in your own home.

Sheltered Housing tenants are encouraged to take an active part in the events within the complex or local community. As a tenant, you can benefit from having access to the communal facilities in each of our complexes.

A Sheltered Housing Officer (SHO) is based in each complex to ensure our residents have access to any additional housing support services required to help them meet their tenant responsibilities. The housing support service available for sheltered housing tenants covers a range of housing and related services including activities to help tenants:

- **Maintain their home**
- **Keep safe and secure**
- **Arrange minor repairs**
- **Become involved in the sheltered community**

Dedicated staff providing care and support

Who provides the Sheltered Housing service?

Sheltered Housing is part of East Lothian Council's Housing Service and is regulated by the Care Inspectorate (see page 13).

A Sheltered Housing Officer (SHO) manages each Sheltered Housing complex. As well as providing the housing support services (see page 9), they ensure that all the facilities in the complex are safe and working properly.

When an SHO is on holiday or unable to work, arrangements will be put in place to cover their duties.

Domestic staff provide a cleaning service in the communal areas, and, at some complexes they offer a lunch club service. There will be a charge for meals – ask your SHO for more details.

Our SHO's and domestic staff are not able to:

- Collect shopping, pensions or prescriptions
- Cook meals or do laundry
- Provide personal care or a night sitting service
- Deal with money – for example, pay bills for you.

If you do need any of these services please speak to your SHO who will provide information on your options or arrange to refer you to an agency or healthcare provider who can help.

Providing warm and friendly surroundings for older people

Our facilities vary between locations but we aim to make sure all our sheltered housing complexes offer the same services and provide warm and friendly surroundings which enable tenants to feel part of the community.

Communal areas and facilities

The communal lounge areas are for tenants to meet, socialise and relax in the company of others. Organised activities are held in these areas and all tenants are welcome to attend. Events are normally planned well in advance by the SHO, tenant committee and tenants.

Each sheltered complex also has a communal kitchen to help out with making and serving refreshments. All of the complexes have communal laundry facilities for tenants and their carers to use.

Mobility vehicles

All of our complexes have storage areas for tenants' mobility vehicles (electric scooters). Each dedicated area provides space to safely store their mobility vehicle, and to charge its batteries.

If you are thinking about moving into a sheltered house and either have, or plan to buy, a mobility vehicle, speak to the SHO in the first instance to find out about the space available. You must have suitable insurance cover for your vehicle and provide a copy of it to the SHO, before permission can be granted to use or store one at your complex.

Guest rooms

All of our sheltered housing complexes have guest rooms where you can have friends or relatives to stay for short breaks. There is a small charge for using this facility and tenants should contact their SHO for information on booking arrangements and charges.

What housing support services are available to Sheltered Housing tenants?

You will have the opportunity to discuss the type of support available and personal preferences, and agree how we can best meet your needs – recorded in a *Housing Support Plan*.

Some examples of Housing Support Services available to you through your SHO include:

- **Providing general assistance and advice where required**
- **Checking you are well by contacting you each day, if you wish**
- **Providing advice on any general housing issues you may have**
- **Helping you to understand your rent and housing benefits**
- **Help to report repairs needed to your home**
- **Arranging for any help you might need to manage your home**
- **Help to maintain an active lifestyle**
- **Increasing your social contacts enabling you to become part of your local community, if you wish**
- **Arranging or assisting with social events for tenants**
- **Help report and address any neighbour issues you may have**
- **Advising you about other council services**
- **Help to identify any adaptations you might need to help you move around confidently and comfortably in your home**
- **A Community Alarm Service; during office hours the service is provided by the SHO, and by our 24 hour contact centre at all other times.**

The SHO will ensure the Sheltered Housing Service you receive recognises your rights as a tenant to be treated with respect and helps protect your own privacy and dignity in your own home.

Where are the properties located?

The council manages three Sheltered Housing complexes in East Lothian located at: **Brunton Court** and **Mansfield Court** in Musselburgh, and **Well Wynd** in Tranent. All of our complexes are purpose built and provide a more sociable environment to meet our older tenants' housing needs.



Brunton Court
North High Street
Musselburgh EH21 6JD
Tel: 0131 653 5136



Mansfield Court
Inveresk Road
Musselburgh EH21 7AU
Tel: 0131 653 5135



Well Wynd
Loch Square
Tranent EH33 2JY
Tel: 01875 615756

Types of accommodation

This table shows the type of accommodation and number of properties at each complex:

	Brunton Court	Mansfield Court	Well Wynd
Internal properties (one/two bed apartments)	38	37	27
External properties (flats and bungalows)	—	25	8

Services and facilities

This table shows the services and facilities available at each complex:

	Brunton Court	Mansfield Court	Well Wynd
Daytime warden (SHO)	✓	✓	✓
Car parking	✓	✓	✓
CCTV protection	✓	✓	✓
Central heating – electric	✓	✓ (Internal properties)	✓ (Internal properties)
Central heating – gas	–	✓ (external properties)	✓ (external properties)
Communal garden	✓	✓	✓
Communal kitchen	✓	✓	✓
Communal lounge	✓	✓	✓
Controlled door entry	✓	✓	✓
Guest room/s	✓	✓	✓
Hairdressing facilities	✓	✓	–
Hobbies room	✓	–	–
Laundry	✓	✓	✓
Lift	✓	✓	✓
Lunch club	✓	✓	–
Mobility vehicle store	✓	✓	✓
24-hour community alarm	✓	✓	✓

How much does Sheltered Housing cost?

The costs of Sheltered Housing and associated support services can vary depending on your needs. Most tenants are able to claim Housing Benefit, and depending on how much they are entitled to, this is used to cover the rental cost of staying in the property, and any building maintenance.

If you do not receive Housing Benefit you would pay the full amount yourself (*self-funded*). If your financial circumstances change; the SHO can make a referral to the Citizen's Advice Bureau (CAB)/Welfare Rights or support you to make a claim for benefits – ensuring you are claiming everything you are entitled to, to help maximise your income. We have supported our tenants to make a claim for many benefits such as Pension Credit, State Pension and non means tested benefits such as Personal Independence Payment (PIP).

Please speak to the SHO for more information.

We regularly review the services make sure it provides our customers with value for money. As a sheltered housing tenant you will be given plenty of advanced notice if the cost of housing support you receive is to change.

Your rights and responsibilities

What are my rights?

- **You or your representative have the right to be fully involved in deciding what services you receive.**
- **You have the right to a written agreement of the specific services that you will receive, called a *Housing Support Plan*.**
- **We encourage you to provide feedback on our services**
- **We will act on them appropriately, and let you know of the action we have taken.**

What are my responsibilities?

- You are responsible for your rent.
- If you do not qualify for a grant or benefit, you must make sure you pay for any rent and housing support services on time.
- You must treat our staff with respect.
- You must inform of us of any changes to your circumstances, this information is necessary in the event of an emergency.

Applying for Sheltered Housing

Anyone can apply for sheltered housing, but normally only people over the age of 60 will be offered a Sheltered Housing tenancy. Our *Allocations Policy* is based on housing need, that is, those in the greatest need will be housed first. You can find out more and apply online at: **www.eastlothian.gov.uk/housing-choices-older-people**

Alternatively contact us at your local area Housing Office (see page 12) or Sheltered Housing complex SHO (see page 8) for an application form or to arrange a tour.

Reviewing your needs

Once settled in your new home the SHO will meet you to complete a Housing Support Plan. Your plan is then reviewed twice a year to make sure our services are continuing to meet your needs. If we feel that you require more intensive support, we will talk to you about this and help to arrange it for you.

Moving on

If you feel that you no longer need the level of support provided by sheltered housing or if we feel that the service provided no longer meets your needs, we may advise you to consider a move into more appropriate accommodation.

Local Area Housing Offices

For more information on housing options you can contact your local area housing office:

Musselburgh Area

Brunton Hall, Ladywell Way, Musselburgh EH21 6AA

housingmusselburgh@eastlothian.gov.uk

Tranent & Prestonpans Areas

The George Johnstone Centre, 35 Winton Place, Tranent EH33 1AE

housingtranent@eastlothian.gov.uk

housingprestonpans@eastlothian.gov.uk

Dunbar, Haddington & North Berwick Areas

John Muir House, Brewery Park, Haddington EH41 3HA

housingdunbar@eastlothian.gov.uk

housinghaddington@eastlothian.gov.uk

housingnorthberwick@eastlothian.gov.uk

Call 01620 827827 and ask to speak to a housing officer

or visit: www.eastlothian.gov.uk/housing-options

Who regulates the housing support service?

As a provider of housing support, we are registered with the Care Inspectorate.

The Care Inspectorate inspects our sheltered housing services every year to make sure that we are complying with the national standards. You can ask to see inspection reports for any of our sheltered housing schemes, or view them online at **www.careinspectorate.com**

Providing feedback

We carry out regular surveys to make sure our services continue to meet our tenants' needs. To help us resolve any issues or concerns, maintain high standards, and shape the service going forward – your feedback is always welcome.

If there is anything you wish to comment on you can:

- **Speak informally to the Sheltered Housing Officer**
- **Obtain a feedback form from the Sheltered Housing Officer, your local council office or library**
(a feedback form is included within your introductory pack)
- **Visit: www.eastlothian.gov.uk/feedback**
- **Call our Feedback Team on 0131 653 5290**

You can contact the Care Inspectorate with any unresolved concerns.

Visit: **www.careinspectorate.com**

The Care Inspectorate Head Quarters
Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Care Inspectorate enquiries: call **0345 600 9527**

Email: **enquiries@careinspectorate.gov.scot**

Other Sheltered Housing providers in East Lothian

Provider	Type of accommodation
Abbeyfield Haddington Paterson Place, Haddington Telephone: 01620 826253	Homecare & Support
Bield Housing Association Ltd Registered Office 79 Hopetoun Street Edinburgh, EH7 4QF Telephone: 0131 273 4000	Both Sheltered and Homecare & Support also provide Amenity Housing
Places for People 1 Hay Avenue Edinburgh, EH16 4RW Telephone: 0131 657 0600	Sheltered Housing also provide Amenity Housing
East Lothian Housing Association 18/20 Market Street Haddington, EH41 3JL Telephone: 01620 825032	Amenity Housing

There are also a number of private developments and retirement homes available throughout the county. For information on this type of housing you should contact any of the local estate agents.

Alternative housing options

Amenity Housing

We realise that Sheltered Housing will not appeal to or suit everyone. If you like the idea of having 24-hour alarm service, in a purpose-designed property, but would prefer to remain out with the Sheltered Housing environment, Amenity Housing might be a suitable alternative.

Amenity housing is generally offered to older people or disabled people under pensionable age and normally consists of two-apartment houses linked to the Community Alarm System. There is no resident warden or Sheltered Housing Officer for this type of accommodation nor does it have any of the communal facilities found in the sheltered housing complexes.

Further information on Amenity Housing or any aspect of the Sheltered Housing Service online at: www.eastlothian.gov.uk/housing-options or from any of the Local Area Housing Office (see page 12).

Glossary of terms

Adaptations

Additions or alterations to homes are to help people with disabilities in their home. For example, installing a ramp to the front door or a level-access shower.

Amenity housing

Type of housing designed to meet the needs of older people or disabled people under pensionable age, individual property with community alarm system fitted.

Care Inspectorate

The organisation that registers and inspects those that provide housing support services to others.

Community Alarm System

The type of alarm system used in sheltered and amenity housing and is also available to other vulnerable people. The alarm is linked to a 24hour Contact Centre and can be triggered using a pull cord or neck pendant worn by the tenant.

Customer

Any person that makes use of a service or facility provided by a service provider – whether or not a payment for that service is charged.

Department of Works and Pensions (DWP)

Replaced the Department of Social Security and is responsible for payments of pensions and other states related benefits to assist people on low incomes.

Housing Benefit

A DWP allowance paid to people on low incomes to help them pay for their housing rent and other housing related costs.

Housing Support

A term used to describe support services provided to sheltered housing tenants.

Housing Support Plan

An agreed detailed account of the housing support service that a tenant will receive.

Mobility vehicle

Battery-powered electric scooters and / or buggies used to assist people who have difficulty in walking or struggle with their mobility.

Pension Credit

Is extra money to help cover your costs if you're over State Pension age and living on a low income. You might be able to get it even if you have other income, savings or assets. Pension Credit comes in two parts: Guarantee Credit and Savings Credit. It's separate from your State Pension.

Personal Independence Payment (PIP)

Is a benefit for people who need help with daily activities or getting around because of a long-term illness or disability.

Representative

This can be any person who helps or acts on their behalf of another, when contacting others.

For example, a family member or friend who is authorised to contact the council on your behalf.

Service charges

Payments due for services provided or facilities used. In many cases this charge is in addition to the rent for the property. For example, laundry or mobility vehicle store charges.

Sheltered Housing Officer

The person within the sheltered housing unit who provides a housing service to sheltered housing tenants during office hours.

The Sheltered Housing Officer has closer links to housing and is part of the Community Housing service.

Tenant

Any person who has a signed tenancy agreement that allows them to rent their home on a secured or short secured basis.

Homecare & Support

A type of sheltered housing, which has more intensive personal care and support available to meet the needs of vulnerable tenants.

More specialised housing providers normally provide this type of sheltered housing.

Sheltered
Housing...
socialising,
relaxing and
enjoying the
company of
friends

Notes

Contact us

Visit www.eastlothian.gov.uk/housing-choices-older-people

Or call our Contact Centre on **01620 827 827**

East Lothian Council
Housing Choices for Older People
John Muir House
Brewery Park
Haddington EH41 3HA