

What if you are concerned about the service you are receiving?

Initially you should contact your Resident Manager to discuss the area of concern. If you are not satisfied with the response given you can of course contact your Housing Officer.

What is a Central Control System?

Many local authorities now provide a mobile warden service. In some of our Sheltered Schemes and a number of our flats and bungalows designed for the elderly we have provided an alarm system which is connected through to a central control. When the alarm is triggered the central control is able to speak to the person in distress through the alarm system. A person can be heard from any room within the flat or bungalow and the central control has details of the occupant of each flat. They are able to despatch mobile wardens to help, or call doctors, emergency services or next of kin.

The cost of this service is charged within the service charge element of the rent.

Two Castles Housing Association



WITH CHARITABLE STATUS.

If you require more information please contact the Housing Officer for your area

North West Region

3 Castle Street Carlisle
Cumbria CA3 8SY
Tel: (01228) 547463
Fax: (01228) 597822

Catherine Mill Catherine Street
Whitehaven Cumbria CA28 7QT
Tel: (01946) 591848
Fax (01946) 591880

3 Angel Yard 21-23 Highgate
Kendal Cumbria LA9 4DA
Tel: (01539) 733319
Fax: (01539) 730175

North East Region

154 New Bridge Street
Newcastle upon Tyne NE1 2TE
Tel: (0191) 2614774
Fax: (0191) 2619692

sheltered housing



Two Castles Housing Association 

Opening more doors for more people

What is Sheltered Housing?

Sheltered housing is specially designated accommodation for older people. Unlike Residential Care or Nursing Homes, residents have their own self-contained flats but these include an alarm system so that assistance can be summoned.

Most schemes are served by a Resident Manager. Some, additionally, have communal facilities such as a lounge and kitchen for social events and a guest room for family or friends to stay. Your Housing Officer can supply individual details about your scheme.

THIS CAN INCLUDE...

- Your Resident Manager's name, address and telephone number
- The facilities and any rules relating to their use
- Amenities in the area

What is the purpose of Sheltered Housing?

The aim behind sheltered housing is to allow people to live an independent life for as long as possible. Both tenants and the family of tenants, will, we hope feel more confident knowing that in cases of emergencies help is at hand.

What is the role of the Resident Manager?

Primarily, the Resident Manager is expected to act as a good neighbour to all tenants within a scheme. The Resident Manager would be expected to give general support for tenants, look out for signs of need, advise on the facilities within the scheme and to call in domiciliary service where required. The Resident Manager will also visit tenants on a regular basis, encourage the involvement of friends and relatives of the tenant within the scheme and inform them where necessary of any problems, and liaise with doctors and social workers etc.

The Resident Manager also has a social function. Initially s/he will organise events but after a while residents will be encouraged and assisted to form social committees to arrange activities themselves with support from the Resident Manager as needed.

Will the Resident Manager cook meals in emergencies?

No. However, s/he will liaise with Social Services to arrange meals on wheels if necessary.

What response can you expect in the case of an emergency?

Whether your Resident Manager is on site or you are connected through to a Mobile Warden System, if you call for assistance you will get an immediate response. Normally, your Resident Manager will ask what the trouble is and respond accordingly, eg. calling to see you or calling for an ambulance or for other emergency services. If you are taken to hospital the Resident Manager or Mobile Warden Service will contact your relatives or next of kin (unless specifically requested not to do so).

What happens if there is a breakdown in the lift or other essential services within the scheme?

In these circumstances your Resident Manager would contact the appropriate services. The Mobile Warden Service also have a list of contact names and addresses and they will take similar action.