

*Service Statement*

*and*

*Resident's Guide  
to Sheltered Housing*  
*(Also available on Audio Tape  
and in large print)*

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# THE ABBEYFIELD SOUTHEND SOCIETY LTD

A Member of the National Abbeyfield Society

Royal Patron HRH The Prince of Wales KG, KT, GCB



*If you need the information in this booklet in larger print, on an audio CD, or in another language, please telephone us*  
*On 01702 213350*

Service Statement and Residents' Guide to Sheltered Housing at :-

- ✚ Fred Laws House – 26 Westcliff Parade,  
Westcliff-on-Sea
  
- ✚ Diana Rose House – 158, Southchurch Boulevard,  
Southend-on-Sea
  
- ✚ Frank Phillips House - 107, Oakengrange Drive,  
Southend-on-Sea
  
- ✚ St Margaret's - 1461, London Road,  
Leigh-on-Sea, Essex

**Registered Charity No 260015**

Ground Floor  
19 Clifftown Road,  
Southend-on-Sea,  
Essex SS1 1AB

Dear Resident,

We would like to take this opportunity to welcome you and to provide you with all the information you will need for residence at ..... House.

Your House Manager is M..... and in the event of his / her absence, the Relief House Manager on duty will be able to assist.

There follows some information regarding the Society and the House which we hope you will find useful.

We aim to provide a welcoming and homely atmosphere for our Residents and we will do everything we can to make your stay comfortable and enjoyable.

We will always be happy to listen to your comments, whether positive or negative and you should always feel able to speak to staff if you have any concerns, as we welcome and value your views.

Once again, welcome, and I look forward to meeting you very soon.

G Salmon  
Society Chairman

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## 2. THE ABBEYFIELD GUIDING PRINCIPLES

*The Abbeyfield Society is founded on the belief that Christian principles of care and compassion can and should find their outworking in practical concern for older people.*

*Members of the Abbeyfield Movement, of all faiths and none, acknowledging the importance of this foundational principle, believe that:*

- 1. All people, including older people, have intrinsic value and worth and should be supported in their desire to live in dignity and with respect.*
- 2. Older people have an important and unique role to play in relation to families and the wider community.*
- 3. For a variety of reasons, many older people suffer from loneliness and insecurity.*
- 4. At a time of increasing longevity the medical, physical, mental, emotional and spiritual needs of older people should be given high priority.*
- 5. Within the wider community, individuals should be encouraged and helped to share their own gifts and skills with the older people.*

*The Abbeyfield Society, as a co-operative movement consisting of volunteers and professional staff, endeavours to enhance the quality of life for older people. It does this predominantly through the provision of accommodation, providing support and care for older people in local communities and by other means.*

***The Society's Purpose**, therefore, is to provide elderly people with their own homes within the security and companionship of small households, which can become focal points for goodwill and friendly contact within the community.*

***The following pattern** has been evolved to achieve this purpose:-*

- ✚ *In all areas wherever there is a need, a local Society is set up which will have full local responsibility for opening and maintaining Abbeyfield Houses*
- ✚ *Houses are situated in the communities from which the Residents are usually drawn*
- ✚ *Loneliness is a primary consideration in the selection of Residents*
- ✚ *Residents have rooms of their own, furnish them as they wish and look after them*
- ✚ *The privacy of each Resident's room is respected, but visits from relatives, friends and neighbours are encouraged*
- ✚ *Each Resident pays his or her share of the running costs of the House*
- ✚ *A House Manager cares for the Residents, runs the House and provides and prepares main meals*
- ✚ *Local clergy and ministers are made aware of the House and given the opportunity to visit as in an ordinary home. Any arrangements for services or prayers within the House are made in accordance with the wishes of the Residents.*

*In sharing these beliefs and following this general pattern of work, local Societies achieve the purpose of the Abbeyfield Society.*

### **3. AIMS AND OBJECTIVES**

*The Abbeyfield Southend Society Ltd is a Registered Charity, which operates a network of accommodation for older people in the Borough of Southend-on-Sea.*

*The Society's Sheltered Houses are designed to provide independent living*

*whilst promoting a homely, family atmosphere and providing an improved quality of life for those who, through age, need security, support and companionship.*

*It is the Society's intention that all Residents are made aware of the type of accommodation and facilities, which are offered within an Abbeyfield Sheltered House and the levels of support available to them.*

*The Society will achieve this by :-*

- + Agreeing and regularly updating a Support Plan with each Resident*
- + Identifying with each Resident the amount of independence they can exercise safely*
- + Enabling Residents to live as normal a life as possible, according to their own preferences*
- + Maintaining and where possible, increasing, levels of independence*
- + Referring Residents to other appropriate support services when independent efforts cannot be sustained*
- + Motivating, supporting and recognising achievements*
- + Encouraging feedback regarding the service it provides*

*All Residents will have available sufficient information and options to choose their own lifestyle :-*

- + Freedom to accept or reject whatever is on offer*
- + Support in making decisions regarding their own personal affairs*
- + Opportunities to review and make suggestions on menus, menu changes and food presentation*
- + Respect for individual beliefs and culture*
- + Unrestricted access to their rooms and to the communal areas of the House and grounds*
- + Access to their own Support Plans*

*At their own discretion, Residents will have the choice of :-*

- + GP, chiropodist, optician, hairdresser*
- + Whether to be alone, have company or socialise*



- ✚ Times of rising or retiring
- ✚ When to bathe
- ✚ When and where to eat

*In all their dealings with Residents, relatives, friends and the general public, Abbeyfield staff and volunteers will protect Residents' privacy and dignity at all times by observing the following :-*

- ✚ Knowing and respecting the type of privacy each Resident has requested
- ✚ Being aware of the requirements of the individual's Support Plan
- ✚ Respecting the Resident's room as his or her home – knocking and waiting to be invited in and avoiding unnecessary intrusion
- ✚ Treating all information regarding Residents as confidential
- ✚ Listening to Residents' concerns

*Staff will also :-*

- ✚ Treat Residents with courtesy and respect
- ✚ Help create an atmosphere, which is homely, cheerful and relaxed at all times
- ✚ Be confident and skilful in the duties they carry out
- ✚ Be informal and yet efficient and professional
- ✚ Make time to chat and form friendships with Residents, where this is the Resident's wish
- ✚ Take professional pride in delivering a quality service

*There will be no actions or practices which hurt Residents. There will therefore be:-*

- ✚ No action taken which degrades or belittles any person
- ✚ No ridicule or humour at another person's expense
- ✚ No discrimination against any person, for any reason.

## 4. INDEPENDENT LIVING

### 4.1 *Philosophy of Abbeyfield Sheltered Housing*

*In Sheltered Housing, the Society recognises that the number of years a person has lived does not necessarily mean that their wishes, feelings and daily lives should fall into particular categories. The Society recognises and respects individuality and will value its Residents' life experiences and knowledge, using these to formulate individual Needs & Risk Assessments Support Plans.*

*The Society will treat its Residents with courtesy and respect whilst protecting their privacy and dignity and encouraging them to maintain the highest levels of independence possible.*

*Staff and volunteers will address Residents, using their preferred name, in a helpful and courteous manner at all times.*

*Staff and volunteers will not enter a Residents room before knocking (save in an emergency), and will then wait to be invited in.*

*Staff will also ensure that Residents have private facilities for meeting relatives or other visitors.*

### 4.2 *Individual Assessment*

*Before taking up residence in an Abbeyfield Sheltered House, applicants are assessed according to the Society's Allocations Policy. This assessment includes a medical report by the applicant's General Practitioner followed by a recommendation by the Society's Medical Advisor. It is carried out in order to ensure that the levels of accommodation and support offered by the Society are adequate for the applicant's needs and also serves to satisfy the applicant that the service offered meets his or her needs and expectations.*

### 4.3 *Taking up Residence*

*Once the application has been approved, a tenancy date will be agreed between the applicant and the Society and both parties will sign a formal Assured Periodic Tenancy Agreement.*

*This will confirm the details of the accommodation and facilities available, the date that the tenancy commences along with the relevant charges and other contractual terms and conditions for both parties.*

*Once signed, a copy of the agreement is retained by the applicant, with a further copy being lodged at the Society's Registered Office.*

#### **4.4 Support Plans**

*An individual and confidential Needs & Risk Assessment and Support Plan will be completed in line with the Society's policies, with the full participation of the Resident within 1 month of taking up the tenancy. This document is designed to identify an individual's particular needs and sets out how these needs, along with individual lifestyle choices will be met. The Support Plan will be completed at a pre-arranged meeting between the Resident and the House Manager and the plan will be reviewed every 6 months, or sooner if the Resident's circumstances change or if the Resident themselves requests an earlier review. A copy of the Support Plan will be made available to the Resident, with further copies being held securely in the Resident's file within the House and also at the Society's Registered Office.*

## **5. DAILY LIFE IN THE HOUSE**

### **5.1 Catering Arrangements**

*Breakfast items are provided by the Society and Residents usually take breakfast in their own rooms. The two main meals of the day are cooked and served by the House Manager (or the Relief staff if the House Manager is off duty) and Residents are encouraged to take these meals in the dining room in the company of the other Residents and the House Manager.*

*Residents are always consulted regarding menus and special dietary requirements are catered for as and when required.*

*Guest meals can be provided for visitors by arrangement.*

## 5.2 Residents' Meetings

*It is the Society's intention that Residents will feel able to contribute fully to life in an Abbeyfield House. Residents are encouraged to hold their own meetings, with or without the attendance of staff or volunteers as they choose and concerns and suggestions, whether positive or negative are always acknowledged and passed along the appropriate lines for action. Attendance at these Residents' meetings is optional.*

## 5.3 Advocacy

*Although Residents are encouraged to participate fully in the decisions which affect their daily lives in the House, there may be times when an individual Resident would appreciate help and support from an independent person to make their views known. There are several categories of person who are able to act as advocates :-*

- + Relatives*
- + Health professionals*
- + The House Chairman or another member of the Society's team of volunteers*
- + The Society's Support Manager*

*In addition, the South East Essex Advocacy for Older People (SEEAOP) is available locally and one of their representatives will attend a Residents' meeting if asked to do so. If an individual wishes to consult a representative from SEEAOP, this will be arranged.*

## 5.4 Professional Boundaries

*The Society's policies and procedures incorporate elements of professional boundaries for both its staff and volunteers. In particular, it is strictly forbidden for staff and volunteers to abuse their position for personal gain. Specifically, staff and volunteers are **forbidden** from:-*

- + Accepting gifts or money from Residents or their families*
- + Becoming involved in personal relationships with Residents*
- + Lending money to or borrowing money from Residents or their families*
- + Advising on, witnessing or assisting with the writing of wills*
- + Benefitting from a Resident's will*
- + Assuming Power of Attorney for Residents*
- + Treating one Resident more or less favourably than another*

## *5.5 Activities*

*These vary from House to House and from season to season. The team of volunteers attached to the House will usually be responsible for organised activities and outings and these are open to all Residents to participate in as they wish. On an individual basis, Residents are encouraged, as part or independent living, to participate in as many activities in the wider community as they feel able to manage.*

## *5.6 Religious Services*

*Details of local Churches and other places of worship will be found on the notice board in the House. In addition, visiting clergy are available to hold services within the House according to Residents' wishes.*

## *5.7 Visitors*

*Visitors are welcome in the House at all times. To meet security and Health & Safety requirements they will be required to sign in and out of the House using the visitors' book provided. All visitors to the House will be required to observe the Society's Health & Safety Policy and a copy of this can be provided on request. It should be noted that relatives, sponsors or friends cannot be issued with keys to the House. Meals can be provided for visitors by arrangement in advance with the House Manager.*

## 6. *Physical Environment*

### 6.1 *Residents' Rooms*

*Residents are encouraged to furnish their own rooms with furniture which is appropriate to the space available and safe for their use. Any items belonging to the Society will be scheduled on an inventory which forms part of the Tenancy Agreement. Residents are encouraged to bring with them, photographs, ornaments and other private mementos.*

*Cleaning of Residents' rooms is provided as part of the tenancy. Any electrical items brought into the House must be subjected to checks by a qualified professional, appointed by the Society, before they are used in order to comply with current Health & Safety legislation. If, upon testing, an electrical item is found to be unsafe, its use will not be permitted and the Resident will be advised as to its disposal.*

### 6.2 *Communal Areas*

*These are available for residents to make use of as they wish and are cleaned, decorated and furnished by the Society.*

### 6.3 *Laundry*

*Facilities for Residents to undertake their own laundry are provided within the House. Items of clothing which require dry-cleaning are dealt with at the Resident's own expense.*

### 6.4 *Telephones*

*It is open to an individual Resident to arrange for the installation of a telephone line into their room. Charges incurred for installation and calls are met by the Resident.*

## 6.5 Alarm System

*A fully automated Tunstall/Careline Service is installed in the House. This covers not only Residents' rooms, but all communal areas. This alarm system is provided for the personal safety and convenience of Residents and enables them to summon assistance should they need it, at any time of day or night. Full instructions on how this service works and how to use it are available in Residents' rooms and also on display in the House.*

## 6.6 Pets

*For reasons of Health, Safety and hygiene, Residents may **not** keep pets and visitors' pets are allowed only at the discretion of the House Manager.*

## 6.7 Insurance

*The Society will insure the contents of your room within its own House contents policy. The annual period of insurance is 1<sup>st</sup> January to 31<sup>st</sup> December. Residents should insure items of particular value on a separate policy.*

*Details of how to do this can, if necessary, be supplied by staff at the Abbeyfield office.*

# 7. Health & Safety

*It is a requirement of the House that all Residents and relatives/guests observe the Health & Safety notices displayed within the House. A Health & Safety inspection and a General Risk Assessment of the House and grounds is carried out by the Society annually and a lower-level Health & Safety inspection is carried out monthly. Residents are invited to take part in this process, although participation is not compulsory.*

## Fire

*The House is fully equipped with a fire alarm system, which is checked and tested regularly and serviced and maintained by an*

*approved contractor. All Residents will be expected to make themselves familiar with the Fire Exits and other fire signs. It is important that Residents “sign out” when leaving the House so that in the event of an emergency, everyone can be accounted for. This is equally important for visitors.*

### *Electrical Equipment*

*Residents are permitted to bring small electrical items such as lamps, radios and shavers into the House. These items will be subject to a periodic check by a fully-trained member of the Society’s Maintenance Team (see also 6.1 above)*

### *Smoking*

*Smoking is not permitted in any of the communal areas of the House or grounds.*

### *Rights and Responsibilities*

*Residents living in an Abbeyfield House have equal rights to those who live in the wider community. These rights include the right to :-*

- + Privacy*
- + Dignity*
- + Safety*
- + Fulfilment*
- + Freedom to make individual choice*
- + Independence*


*Residents are encouraged to work with the Society with reference to their Support Plan and to show care and consideration for the rights of other Residents, staff and volunteers within the House by following the Health & Safety and other Society policies*


## *8. Complaints*

*The Society has a laid down procedure and policy for dealing with complaints. Full details appear in the Residents’ Handbook which is supplied when a new Resident takes up a tenancy in one of the Society’s Houses. In addition, a copy of the Society’s Complaints*



*policy will be supplied on request.  
Complaints may also be made at any time to :-*

 *The Housing Ombudsman Service  
81, Aldwych,  
London WC2B 4HN Tel : 0845 712 5973*

 *Southend-on-Sea Borough Council  
Civic Centre,  
Victoria Avenue,  
Southend-on-Sea,  
Essex SS1 2EP Tel : 01702 215000*

## ***9. Termination of Tenancy Agreement/ Move-On Policy***

*Residents are required to give two month's written notice of their intention to leave an Abbeyfield House and this should be sent to the Society's Registered Office at 19, Clifftown Rd., Southend-on-Sea, Essex SS1 1AB*

*The Society will also normally give two months written notice to vacate. In exceptional circumstances the Society may, as stated in the Tenancy Agreement, reduce the period of notice. Such circumstances may include sudden and acute behavioural problems that cause significant disruption to other Residents and/or staff, or sudden and acute onset of long-term physical or mental frailty requiring care that cannot be provided at the House.*

*Notice to vacate will be issued to a Resident at the Abbeyfield House and a copy will be sent (for information only) to the Resident's legal representative or sponsor unless other arrangements exist. Notice will be written and signed by the Society Chairman. It will specify why notice has been given and offer the right of appeal.*

### ***Grounds for serving notice to vacate***

*The grounds for notice to vacate are stated in the Tenancy Agreement.*

### ***Securing suitable alternative accommodation***

*When the Resident needs more specialised care than can be provided in the House, the Society will co-operate with the Resident/Sponsor by advising them as to sources of alternative accommodation. The Society will expect sponsors, family and friends to assist but, as appropriate, the Society will help Residents by*

- + discussing needs and options with the Resident and, with permission, his or her sponsor, relative or legal representative.*
- + helping to arrange an assessment of the Resident's care needs with Social Services*
- + listening to the Resident's wishes and possibly helping to find an independent advocate.*
- + providing information about relevant housing providers.*
- + helping the Resident to secure advice about funding and, if necessary, helping to arrange a financial assessment by social services.*

### ***If a Resident refuses to leave***

*If, having been given notice to vacate, a Resident refuses to leave by the due date, the Society will, if appropriate, take possession proceedings through the court. Residents who do not accept the notice and seek to challenge possession proceedings may do so through the court.*

## *Appendix 1*

### *Money matters*

*If you are thinking of applying to be a Resident of an Abbeyfield House, or if you are an existing Resident and your level of income is becoming a concern, there are sources of help and advice available to you. Some of these are detailed below and in addition, the Society's Support Manager holds contact details for outside agencies.*

*According to your personal circumstances and level of income, you may be able to get help with paying your rent by making a claim for Housing Benefit from the Local Authority, or you may wish to approach them for an assessment under their "Fairer Charging Policy". A successful claim for Housing Benefit would also qualify you for Supporting People subsidy from the Society.*

*Also, and again depending on your personal circumstances, you may be able to claim Pension Credit from the Department of Work and Pensions, or lower rate Attendance Allowance from the Attendance Allowance unit.*

*Whilst the Society does not give personal advice to individuals on money matters, it does encourage its Residents / potential Residents to seek advice from the agencies shown above if they are at all concerned about personal finance.*

*You may wish for a relative or sponsor to help you to do this, or the Southend East Essex Advocacy for Older People (SEEAOP) may also be able to assist.*

*For enquiries about Housing Benefit, Supporting People Subsidy or Fairer Charging assessments, telephone the Local Authority on **01702 215000** and ask for the section you require.*

*For Pension Credit:- phone **0800 99 1234**  
For Attendance Allowance:- phone **0845 712 3456**  
For SEEAOP:- phone **01702 340566***