Services and schemes for older people and those who require extra support

Usługi dla osób starszych i potrzebujących dodatkowej pomocy

Usluge za starije osobe i one koje trebaju dodatnu pomoć

Serviços para idosos e pessoas que necessitem de apoio extra
This section covers
1. Adaptations
2. Sheltered accommodation
3. Warden Services
4. How to apply
5. Lifeline alarms

Our aim is to provide a safe and secure home environment for older people and those who need extra support. If you want to remain in your family home we can offer a number of services to help you to do this. Alternatively, you may want to move to accommodation that is more suited to your needs and designed to make life a little easier. If this is the case you will most probably qualify for a transfer through our allocations scheme. Please contact the Housing Options team who will discuss this in more detail with you. An appointment can be made via the One Stop Shop or you can phone on 01536 464000 and ask to be put through.

If you or someone in your household is an older person, vulnerable, has a disability, or has difficulty in performing everyday tasks, we can offer help in many cases. If we cannot help, we will do our best to make contact with, or tell you about, other agencies who can assist you.
1. Adaptations

If you experience difficulties accessing necessary facilities within your home, adaptations can be provided by Corby Borough Council to help you live life as fully and independently as possible in your home. These can be very simple like an extra stair rail, or more complex like a stair lift or ground floor toilet. We will organise the necessary works to be carried out, subject to an Occupational Therapist’s assessment of your needs.

Minor works may be one or more of the following:

- Handrails to stairs
- Support rails - by WCs, bath, hallways etc
- Small works to steps
- Small wooden ramping

Major works may be one or more of the following:

- Shower over the bath
- Permanent ramping
- Floor drainage shower
- Lever access shower
- Stair lifts

Occupational Therapy Services will then contact you either by phone or letter to make an initial screening of your request. If, following an individual assessment of your needs, a showering facility or stair lift is recommended, it may be necessary for a feasibility survey of your property to be carried out by a Building Surveyor. Providing the recommendations are feasible, practicable and reasonable the adaptations will be installed.

Not all properties are structurally suitable for the installation of the recommended adaptations. If this is the case, it may be necessary for you to move to a property already adapted or to a property considered more suitable to your needs. In this instance, the Special Needs Officer will contact you to discuss options you may wish to consider.

Owner occupiers, private tenants or Housing Association tenants can make a self referral and may qualify for a Disabled Facility Grant via the Environmental Health Department.

A referral can be made by telephoning the Occupational Therapy Service on 01933 220716, the Council Special Needs Officer on 01536 464630, or calling into the One Stop Shop where a staff
member will be happy to complete a Community Occupational Therapist Referral for you. This will be sent to the Occupational Therapy Service on your behalf and once agreed, the work will be arranged and a convenient date made to carry out the work as soon as is possible.

2. Sheltered accommodation

What is sheltered accommodation?

Sheltered accommodation is a term used to describe a group of flats and/or bungalows consisting of self contained dwellings specifically designed for the elderly. These are for independent elderly persons who are able to care for themselves and will benefit from companionship and the knowledge that assistance is at hand should the need arise. It is not intended for persons needing full-time care and attention.

In sheltered accommodation you still have your own front door and you are responsible for cooking, cleaning and everything else inside your home. Many schemes have communal facilities such as a community room. There are often gardens for your enjoyment, which are maintained by us. We have a number of warden-aided schemes, which are listed below. All of the schemes are linked with a two-way speech system to a Control Centre where emergency help can be summoned 24 hours a day, 365 days a year.

If you are over 50 you may apply on our register. Offers can be made once you are over 60. We do have some schemes where there is less demand due to bedsit accommodation and shared bathroom facilities. These may be available from the age of 50.

Schemes and locations

- Chatellerault Court, Borrowdale Road
- Donald Greaves House, Wordsworth Avenue
- Ernest Wright House, Willowbrook Road
- Oakley Court, Bamburg Close
- Rankine House, Studfall Avenue
- George Blackall Court, Dryden Way
- Marlow Court, Farmstead Road
- Sykes Court, Rockingham Road
- Velbert House, Ennerdale Road
- Wollongong House, Cannock Road
Can my pet move with me?

Some sheltered schemes are suitable for small pets, although most schemes that are linked internally are not suitable for animals and this should be borne in mind when considering certain sheltered accommodation.

What do I have to pay for?

The rent you pay for sheltered accommodation includes charges for the Warden Service, Control Centre and other related services, such as property charges and the maintenance of communal areas and gardens. Housing Benefit may be available if you cannot afford your rent and the warden or Housing Officer at sign-up will assist you in completing the form.

3. Warden Services

What can I expect from Warden Services?

The role of the support service is to visit or contact residents at sheltered housing schemes on a regular basis and provide an effective support service responsive to the needs of tenants in the sheltered schemes. They can also offer advice and assistance when necessary.

Warden Services are there to support tenants. They are not direct providers of care. They can, however, make referrals to necessary agencies to ensure that all your care needs are met.

When are Warden Services on duty?

Warden Services operate 24 hours a day, every day of the year. Support can be assessed out of hours by calling the emergency number or pulling the emergency cords which are linked to our service.
What happens out of hours (5pm-9am)?

In an out of hours emergency, the Warden Services control office will make contact with the most appropriate service or person - for example this could be fire, ambulance, a named relative or a friend.

Family and friends are encouraged to be supportive as our aim is to promote independence.

4. How to apply

To apply for sheltered accommodation, applicants should contact the Housing Options team or pick up a transfer or application form from the One Stop Shop. All applicants are welcome to visit the scheme of their choice by prior arrangement to see how it operates.

5. Lifeline alarms

What is the Lifeline service?

Many older people want to retain their independence and enjoy the comforts of their own home, but there is always the worry that living alone could mean living at risk.

The Lifeline alarm can be installed in your own home by our support service through an existing telephone line which will enable you to summon help or seek reassurance instantly, whenever you need it.

The Lifeline alarm comes with a pendant which can be worn around the neck, or as a wrist band.

When you press the pendant, this will alert our 24 hour team in the Control Centre who will then inform the Emergency Services, friends or relatives. Your pendant can be worn at all times during the day. At night the pendant can be placed on a bedside table ready to be pressed in any emergency.

What we provide

One of the most important parts of our service is our team of staff at the Control Centre. The staff are there to ensure your constant care and protection 24 hours a day.
How you call for help
Within seconds, we know automatically who you are, where you live and the friends, relatives or neighbours you would like us to contact in an emergency.

Contact the Control Centre:
01536 464568 - working hours, 9am-5pm
01536 400088 - emergency after hours