

## FLOATING SUPPORT FOR OLDER PERSONS LIVING IN GROUP SCHEMES WITH HARDWIRED ALARM SYSTEMS



### Floating Support for Older Persons living in Group Schemes with Hardwired Alarm Systems

As a tenant living in one of our group schemes with hardwired alarm systems, your support needs will be assessed and you will be placed in one of three bands – Bronze, Silver or Gold.

We provide a Floating Support Service that aims to work with you as a tenant over time to enable you to:

- Maintain your independence
- Enjoy a fulfilled life in your own home
- Feel secure in the knowledge that emergency help can be summoned 365 days per year whenever required.

There is a weekly charge for floating support as follows:-

|   |                 |
|---|-----------------|
| Bronze Band Assessment<br>( <i>Standard level charged</i> )                             | £4.60 per week  |
| Silver Band Assessment<br>( <i>Bronze Band plus some additional services</i> )          | £7.00 per week  |
| Gold Band Assessment<br>( <i>Bronze and Silver Band plus some additional services</i> ) | £10.50 per week |

If you are a tenant receiving Housing Benefit you will not have to pay for this service. You are automatically entitled to Supporting People Funding, which will cover your full support costs.

**FLOATING SUPPORT FOR OLDER PERSONS IN GROUP SCHEMES WITH HARDWIRED ALARM SYSTEMS**

| <b>BRONZE BAND SERVICE</b> |  | <b>£4.60 per week</b> |
|----------------------------|--|-----------------------|
| •                          | Help in an emergency through the community alarm service 365 days a year   |                       |
| •                          | A personal six monthly review and well-being check   |                       |
| •                          | Access to a dedicated Activities Coordinator who can support you in taking part in social events in sheltered housing schemes and in the wider community |                       |
| •                          | General housing information and support advice alongside signposting to other appropriate services   |                       |
| •                          | Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)   |                       |
| •                          | Service upgrade to silver or gold upon request subject to a review of your support needs   |                       |

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| <b>SILVER BAND SERVICE</b> |   | <b>£7.00 per week</b> |
|----------------------------|---|-----------------------|
| •                          | Help in an emergency through the community alarm service 365 days a year  |                       |
| •                          | A personal six monthly review and well-being check  |                       |
| •                          | Access to a dedicated Activities Coordinator who can support you in taking part in social events in sheltered housing schemes and in the wider community        |                       |
| •                          | General housing information and support advice alongside signposting to other appropriate services  |                       |
| •                          | Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)  |                       |
| •                          | Service upgrade to silver or gold upon request subject to a review of your support needs  |                       |
| •                          | A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need                              |                       |
| •                          | One face-to-face visit per week from your Floating Support Officer who will work with you to achieve positive outcomes in meeting your identified support needs |                       |
| •                          | Crisis intervention to avoid, if possible, the need for you to receive higher levels of support on a longer term basis  |                       |
| •                          | Support Service upgrade to Gold upon request and subject to a review of your support needs  |                       |

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| <b>GOLD BAND SERVICE</b> |   | <b>£10.50 per week</b> |
|--------------------------|---|------------------------|
| •                        | Help in an emergency through the community alarm service 365 days a year  |                        |
| •                        | A personal six monthly review and well-being check  |                        |
| •                        | Access to a dedicated Activities Coordinator who can support you in taking part in social events in sheltered housing schemes and in the wider community  |                        |
| •                        | General housing information and support advice alongside signposting to other appropriate services  |                        |
| •                        | Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)  |                        |
| •                        | Fortnightly pull cord and pendant checks in your home   |                        |
| •                        | The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required  |                        |
| •                        | A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need  |                        |
|                          | Up to 5 visits per week from your Floating Support Officer who will work with you to ensure positive outcomes to your identified support needs. This level of support is aimed at helping you to maintain and regain independence to remain in your own home and, if practicable, a move back to a lower band |                        |
| •                        | Liaison with other agencies on your behalf, where appropriate, and to arrange joint planning meetings to ensure all of your needs are met   |                        |
| •                        | Crisis intervention to avoid, if possible, the need for higher levels of support on a longer term basis   |                        |