

# Our levels of support for Retirement Living

When you're a resident in one of our Retirement Living schemes you're provided with a level of support that enables you to remain living independently however, living in a Stonewater property is different to residing in a general needs property.

All residents receive the following service as standard (as part of their tenancy agreement) This includes:

- A 24/7 alarm monitoring service.
- Housing-related support which assists residents to remain independent at home. Our Service Delivery Officers are available to signpost residents to other agencies as needed to help sustain independence.
- Effective housing management and tenancy sustainment services – our Service Delivery Officers can act as mediator between Stonewater, assisting with housing services Eg rent or problems with neighbours
- Low level support services that provide improved health and wellbeing.
- Health and Safety building checks:

**In addition to the above we offer our Retirement Living residents at: Herald Court, Chaddesley Court, Brannigan Court, Cawston House, Montpelier House, The Hermitage, Dormer Court, Whittle Court, Jonathans Court and Savile Court schemes (only) three different levels of support ('Baseline', 'Mid' and 'Maximum' support) from Monday - Friday:**

## **Baseline support service provides:**

Baseline support is our standard entry level of service at the above six properties and includes:

- One monthly visit by our Service Delivery Officer. This 30 minute visit takes place in your home and during the visit we will ensure all the contact details we hold for you and your next of kin are up to date. The agenda for the remainder of the visit is up to you.
- Daily alarm system wellbeing calls during working hours Monday - Friday. Alternatively you can opt out of the daily alarm call and add this check-in process into your monthly visit, for a 40 minute monthly visit.

If you'd like to receive a little bit more support than our baseline support level provides, you can opt to choose either our Mid level support service or our Maximum level support service (both incur an additional weekly cost). The flexibility of our service means that you're able to change the level of support you receive at any time – to suit your needs. For example; a resident leaving hospital could choose to upgrade to our maximum support service to aid their recovery and then revert back to their usual baseline level of support once they're better.

## **Our Mid support service:**

The enhanced benefits of upgrading from Baseline to our Mid support level are:

- A 'Health and Wellbeing' call including face to face contact. Three times a week PLUS two daily alarm system wellbeing calls Monday – Friday during working hours by our Service Delivery Officers..
- Or, as an alternative, you can choose to accumulate minutes for a visit from a Stonewater Service Delivery Office (up to a maximum of 40 minutes per fortnight)

## **Our Maximum support service:**

The enhanced benefits of upgrading from Baseline to our Maximum support level are:

- Five daily Health and Wellbeing calls during working hours Monday-Friday by our Service Delivery Officer
- Or, as an alternative, you can choose to accumulate minutes for a visit from a Stonewater Service Delivery Officer (up to a maximum of 30 minutes per week or one hour per fortnight to allow for more intensive support work)

**If you'd like to find out more about our support service, including how to upgrade to an enhanced level of service, please contact our Customer Contact team on 01202 319 119**