

Tenant Handbook  
**Housing and Services  
for older people**



# Housing for older people

There are a number of different types of housing for older people available across the city. Some are provided by the city council and others by local housing associations. These options range from 'housing with care' for vulnerable older people who need extra care and support, to housing complexes for people aged over 60. We also offer accommodation for people over the age of 55 who want to live in an area with people of a similar age whether they need support or not.

If you're interested in any of the housing options described below the best place to start is by contacting the Housing Solutions Service. We will discuss your housing circumstances with you and explain the choice of housing options available.

To contact the Housing Solutions Service please telephone **01782 233696** or email [housing.adviceservices@stoke.gov.uk](mailto:housing.adviceservices@stoke.gov.uk)

## Bungalow Accommodation

Bungalows for rent are available in most areas of the city. Stoke-on-Trent City Council own and manage around 3500 bungalows, most of which are one bedroom homes, offering a more manageable space for households looking to downsize. There are a limited number of two and three bedroom bungalows available, and a strict eligibility criteria is in place to ensure larger households, and those with special requirements, are given priority when these properties become vacant.

A lot of the council's bungalows have adaptations installed and if you have mobility needs, following an occupational therapy assessment, we'll try and match you to a property with appropriate adaptations such as level access showers, grab rails and ramps.

Housing associations also offer bungalow accommodation; many have been built recently and contain two bedrooms as standard.

## Sheltered Housing

Sheltered housing refers to groups of bungalows or apartments, with their own kitchen, bathroom and front door with some support provided on site. The facilities and the level of support will vary between schemes,

Typical benefits of sheltered accommodation include:

- Living in a community of older people
- The security of living in a complex of apartments, or bungalows, with features such as a door entry system and CCTV.
- Residents' lounge
- Shared laundry room
- Guest flat for overnight visitors
- Level access throughout

There are two types of sheltered accommodation offering different levels of support:

- **Alarm only Sheltered Housing** – Each flat or bungalow has an alarm system linked to a central control centre for help in an emergency.
- **Supported Sheltered Housing** - In addition to an alarm system there will be a scheme manager on site (usually during office hours), or alternatively, a visiting warden. The scheme manager will provide support to help people live independently like help filling in forms, accessing services and co-ordinating any repairs. The scheme manager will also organise activities for residents such as coffee mornings and day trips.

## Extra Care

Most of the retirement villages in Stoke-on-Trent also have care and support staff available 24 hours a day - this type of housing is often referred to as 'extra care housing'.

If you're a single person or a couple aged 55 or over you will be eligible to live in this type of accommodation, whether you're fully active and independent or have some care needs.

Most schemes seek to maintain a balance between the number of residents who are fully independent, needing no support at all, and the number of people who have care needs.

The idea behind extra care housing is that it is a home for life; where care and support services can be accessed if needed and reduced or increased as individual needs change. Higher levels of care can also be accommodated which in many cases will prevent individuals from needing residential care or from having to move later in life.



## Retirement Villages

Retirement village accommodation offers the same benefits as sheltered accommodation with enhanced facilities. Residents live in their own self-contained flat, within a purpose built development, most schemes comprise of about 100 apartments. The benefits of living in a retirement village include:

- Communal facilities such as a restaurant, café, gym, shop and hair salon, complemented by landscaped gardens, meeting spaces, and secure facilities;
- Design features to allow easy access for people with mobility difficulties or disabilities;
- Retirement villages tend to be modern, with spacious apartments, often offering a spare bedroom and a balcony or patio space;
- Properties may be available to rent or for shared ownership;
- There are lots of events and activities to get involved in, organised by residents, or by the scheme manager.

## Residential Care and Nursing Homes

The independent sector now provides the bulk of residential and nursing care within the city. This type of provision is for older people unable to support themselves within a community setting and who require a high degree of care and support.

More information relating to accommodation for older people is available at [www.staffordshireandstokeontrent.nhs.uk](http://www.staffordshireandstokeontrent.nhs.uk)



# Extra help for older people or those with greater needs

## Independent Living

The council wants to support people to live safely and independently at home wherever possible. Whether your needs relate to age, mobility or disability issues we have a range of support available that can help you.

## Aids and Adaptations

If you or a member of your family has a disability, is chronically sick or is elderly and experiencing difficulty in everyday things like getting up and down the stairs, bathing etc. it may be possible for the city council to provide you with equipment and/or alterations to your home that will help you to live more independently.

Examples of aids and adaptations may include:

- Minor adaptations and equipment such as grab rails, bath boards, toilet raisers, settee raisers
- Major adaptations such as stair lifts, ramps, hoists, level access showers

If you believe you need equipment or adaptations to assist with your independent living due to a disability or long-term illness, you will first need to have your needs assessed for eligibility by an occupational therapist from the Social Care Occupational Therapy Service (SCOTS). Please contact the Social Care Contact Centre on **0800 561 0015** to request an assessment, who will take your details and pass them to SCOTS. If major adaptations are required, SCOTS will then liaise with the Housing Assistance and Adaptations Team.

## Community Alarms and Telecare

### Lifeline Alarm Service

For extra piece of mind a Lifeline system can be installed in your home, this consists of a base unit, which will be set up next to your telephone and an alarm button which can be worn as a pendant or clipped to your waist band.

If you fall, or feel unwell, you just need to push the alarm button and a specially trained adviser from our control centre will contact you via the base unit. If you need help or there is no response the adviser will contact a friend, relative or carer and ask them to visit you. If necessary, they will phone for an ambulance and contact the police. There are also highly trained emergency response officers at the control centre if you need help to get up after a fall but don't require an ambulance.

For information please contact Stoke-on-Trent City Council's Telecare and Lifeline Service on **01782 234545** or email [telecare@stoke.gov.uk](mailto:telecare@stoke.gov.uk)

### Telecare (or Assistive Technology)

This involves a range of sensors around your home to alert specially trained staff if you are in need of assistance. Following an assessment we can put together a package of equipment to meet your needs; the equipment operates through a Lifeline base unit and includes:

- Bed Occupancy Sensors to turn on lights when you get up, or alert us if you may have fallen down in the night.
- Bogus caller alert buttons at the door, to press if you have any concerns when you answer the door to strangers.
- Smoke, carbon monoxide and gas detectors linked to our control centre who will quickly contact the fire service.
- Sensors to turn on the lights if you get out of bed at night, so you don't trip over anything in the dark.
- A pill dispenser to help you to take the right medication at the right time, and to alert people if you miss important pills.

Further information can be found on our website ([www.stoke.gov.uk](http://www.stoke.gov.uk) and search for Telecare) or you can call or email us:

- Telephone - **01782 234545**
- email - [telecare@stoke.gov.uk](mailto:telecare@stoke.gov.uk)



City of  
**Stoke-on-Trent**