

Please note: Scheme Managers are not responsible for providing meals. They must never be involved in the provision of nursing services and under no circumstances will they administer medication.

We aim to protect all vulnerable adults from incidents of abuse. Any resident who is being abused or neglected, or thinks someone else is being abused, should speak to the Scheme Manager or their Housing Officer at the council. In an emergency you should use your pull cord to contact Epping Forest Careline. We will listen to what you say, treat you with respect, and take action as necessary.

Need more information?

If you want further advice on housing for older people, or if you want to know more about Epping Forest Careline telecare services, please telephone the Council on 01992 564000. Or, you can visit one of our information desks at Epping (Civic Offices), Loughton (Traps Hill Library), Waltham Abbey (Town Hall) and Ongar Library.

Epping Forest Careline is also available at a reasonable charge to residents of privately owned or rented accommodation.

If you would like this information provided in large print or another format, please phone the Housing Information Section on 01992 564292

Epping Forest District Council
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Phone: 01992 564000 www.eppingforestdc.gov.uk/housing

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Area Housing Schemes

Your guide to area housing schemes for older people in Epping Forest District



Epping Forest
District Council

Area Housing Schemes

Area housing schemes offer special accommodation for older people who are capable of living independently, but feel more secure with the neighbourly support of a Scheme Manager.

The Council has three kinds of sheltered housing. Sheltered schemes and grouped schemes are properties in a single block or managed as a small group. Area schemes are properties which are specially set aside for older people within ordinary housing estates across the district.

A Scheme Manager visits regularly and the Epping Forest Careline system connects the occupant directly with the Council's 24 hour Careline Centre. This leaflet explains the services that a Scheme Manager provides for people living in area schemes.

Scheme Manager Services

Scheme Managers help people to live as independently as possible. When you move in, your Scheme Manager will complete a Support Plan with you to identify any support needs. They agree with you whether you should be seen on a weekly, fortnightly or monthly basis, and set up a Visiting Plan. During these visits the Scheme Manager will offer advice and support as needed. Your health and general well being will be monitored and reported to the Housing Manager (Older Peoples Services).

The Scheme Managers are on duty between 9.00am and 5.15pm Monday to Thursday, and from 9.00 to 5.00 on Fridays. Their hours may vary slightly in the event of outings and social occasions. An overview of their duties is included on the next page.



Duties of a Scheme Manager Area Schemes

1. To carry out a 'risk assessment' and complete a Tenant Support Plan for every tenant, and to produce a Visiting Plan according to the level of risk and support needs.
2. To visit tenants on duty days according to the Plan.
3. To check the health of residents during visits and ensure that they are able to take care of themselves.
4. To take suitable action if a person appears to be ill or at risk.
5. To contact the tenant's relatives as soon as possible in the event of illness or an accident.
6. To offer advice in non-emergency situations where the tenant has problems of a financial or social nature.
7. To encourage tenants to use the Epping Forest Careline emergency alarm service in emergency situations.
8. To work closely with the Careline Centre staff ensuring that arrangements are made to answer emergency calls and to summon doctors or other professional help.
9. To ensure that the emergency alarm equipment is tested and that all tenant information is up to date.
10. To do all that is possible to encourage residents to support one another and to act as a community.
11. To promote social events and activities, but not necessarily to organise them.

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