



CROSS KEYS Homes

You'll be at home with us

The role of Cross Keys Homes' Scheme managers

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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter or have it translated for you. Please call us on: **01733 385116**.

You will need to tell us your name, address, telephone number and the language you speak.

Arabic:

إذا كنت تواجه أي صعوبة في فهم هذا المستند يمكننا تفسيره لك من خلال مترجم فوري أو القيام بترجمته لك. الرجاء الاتصال بنا على: 01733 385116.

سيتعين عليك إخبارنا باسمك، عنوانك، رقم تليفونك واللغة التي تتحدثها.

Farsi:

اگر درک مطالبی که در این متن نوشته شده برای شما سخت است می توانیم ترتیبی بدهیم که یک مترجم شفاهی آنها را برای تان توضیح بدهد یا اینکه متن را برای شما ترجمه کنیم. لطفاً به ما تلفن کنید: 01733 385116.

شما باید نام، آدرس، شماره تلفن و زبانی که به آن صحبت می کنید را به ما بگویید.

Kurdish:

ئەگەر هیچ گرتتیکت هەیه لە تیگەشتنی ئەم بەلگەنامەیە، ئەو دەتوانین لە ڕینگای زمان وەرگیرێک بۆت 01733 385116 ڕوون بکەینەو یان بۆت بگۆڕینە زمانی خۆت.

پێویستە ناگاداران بکەیتەو بە ناوت و ناوێشان و ژمارە ی تەلەفون و هەروەها زمانی قسە کردنت.

Polish:

Jeśli masz trudności ze zrozumieniem tego dokumentu, możemy go przetłumaczyć na język polski, albo zorganizować pomoc tłumacza, który go wyjaśni. Jeśli potrzebujesz pomocy tłumacza, zadzwoń: 01733 385116.

Musisz podać swoje imię i nazwisko, adres, numer telefonu i język, w jakim życzysz sobie tłumaczenie.

Portuguese:

Se tiver alguma dificuldade em compreender este documento, podemos contactar um intérprete que lho explique ou mandá-lo traduzir para si. Telefone para o número: 01733 385116.

Iremos precisar que nos diga o seu nome, morada, número de telefone e qual a língua que fala.

Urdu:

اگر آپ کو یہ دستاویز سمجھنے میں کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعے آپ کی خاطر اس کی وضاحت کا انتظام کرسکتے ہیں یا آپ کے لئے اس کا ترجمہ کروا سکتے ہیں۔
برائے مہربانی ہمیں کال کریں: 01733 385116

آپ کو ہمیں اپنا نام، پتہ، ٹیلیفون نمبر، اور وہ زبان بتانے کی ضرورت ہوگی جو آپ بولتے ہیں۔



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

The role of a scheme manager has significantly changed over the years and continues to develop. Rather than being just 'good neighbours' providing care to older people, they now enable residents to access the right support to meet their diverse needs.

They do this by:

- Maintaining routine contact with residents
- Providing background support and offering advice and help in times of difficulty
- Liaising with social services and other agencies
- Participating in care assessments and attending reviews
- Contacting relatives, GPs and other services in the event of an emergency
- Encouraging social activities

They are also responsible for the day-to-day management of the scheme providing high standards of customer service support and assistance to residents.

Some of their main responsibilities include:

Support - Scheme managers use a variety of methods to check on the welfare of residents, this may include visiting them in their homes, speaking to them on the intercom systems or over the telephone or speaking informally as they meet them around the scheme. The frequency of these checks and visits will differ from one person to another and is largely dependent on need and vulnerability and how this evolves and changes.

Support is also given in the form of advice on matters relating to the individual's tenancy, benefit entitlements and bills. They will also support the health needs of residents, signposting or contacting the appropriate agencies to make referrals for services, visits and support. The level or intensity of the support provided is agreed in consultation with each resident via a 'support plan' which is reviewed at regular intervals or as needs change.

Dealing with emergencies - Scheme managers are trained to handle emergency situations and continue to receive support to ensure that they can provide the best possible service to residents in all situations.

They can be contacted through the emergency alarm system, however when they are off duty or otherwise unavailable these calls will be answered by our Lifeline service. In emergency situations the appropriate help is provided as quickly as possible. This can be in the form of contacting the emergency services, and friends or relatives where appropriate or when requested.

It is important to remember that scheme managers are not carers and are unable to provide hands on care. They will of course assist in ensuring that where this type of care has been identified, it is provided by making referrals to the appropriate agencies. They are however able to provide short term assistance like collecting prescriptions for anyone who is unwell and if no one else is able to do this.

Scheme activities - One aspect of sheltered living that many residents enjoy is the availability of scheme based activities and social functions, from luncheon clubs to bingo sessions and outings. Organising these activities, while it is very rewarding, is also very time consuming and is not part of the scheme manager's duties. However they will support social clubs on schemes in ensuring that these events are provided as frequently as wanted.

Working hours:

The expectation of scheme managers can be quite high and because some staff live on site it is not always easy to identify when they are off duty and should not be disturbed. As a rule, those who do live on site should never be disturbed at their homes and it is safe to assume that in these circumstances they are off duty.

Hours of work are from 8.30am to 4.30pm, Monday to Friday. Outside of these hours support and assistance is available via the Lifeline alarm service. This service can be accessed by pulling any of the alarm cords located around the scheme and in residents' homes.

What scheme managers cannot do:

There are some matters such as payment of rent, collection of pensions and handling tenants' money that they are not responsible for under any circumstances.

A day in the life of a scheme manager:

Here is a typical day of Jenny Johnson, who manages Larch Grove sheltered housing scheme in Dogsthorpe.

8.30am: I come on duty and log onto my computer and through this I access the Jontek system. This enables me to see at the touch of a button, any messages or calls that have gone through to the control centre over night. A few residents have called in to say they have an early hospital appointment and will not be at home when I visit. I then start to check my emails for any urgent messages that I need to respond to.

8.45am: I start my visits calling in on specific residents I need to see or have concerns about. My first call is to a lady who has been very poorly lately and only returned from hospital two days ago. Most of my other visits are to ensure that everyone is ok and to provide a comforting ear where necessary.

11.00am: One resident has informed me that their central heating system has broken so I contact our repairs' centre to arrange for a

plumber to come out and fix the problem. I also deal with a few other issues that have cropped up this morning to ensure all are happy.

1.00pm: I go back to my office to check my post and emails and make a few phone calls. Emails are a good way for me to stay informed and keep up to date with all that I need to do for my residents. For example today I check on the progress of some repairs and the date and times of some viewings for an empty property I have on my scheme. I then make a referral to social services for an occupational therapist to come out and see one resident who is having difficulty getting down the back step and thinks grab rails would help them.

Then I pop home for lunch.

1.45pm: I have an appointment with my manager who visits me on the scheme for my one-to-one meeting where we discuss what's been happening on the scheme recently and decide what objectives we need to set for the coming month.


2.30pm onwards: I now prepare for two support plan visits which I have arranged. Cross Keys Homes' sheltered housing residents each have a support plan which I work with them to complete. This Government funded scheme helps us to identify areas where extra support is needed and it helps ensure tenants are getting all the support they require.

4.30pm: I finish the day contacting 'Works and Pensions' and invite them to a coffee morning that we are holding next week so that residents can hear first hand about the benefits they may be entitled to and receive information on how to claim them. My last half an hour is spent updating my diary and tying up loose ends. I then put myself off duty via the Jontek system. This will ensure that all alarm chord calls go through to the Lifeline team who will assist tenants when I am unavailable.

Another rewarding day, and the best thing about my job is that no two days are ever the same.

For further information on Cross Keys Homes' sheltered housing schemes call: 01733 385103.

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HOUSING
FEDERATION**
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 **business for neighbourhoods**



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