

Housing Support & Housing with Care

This section of the Handbook is relevant to those who live in Very Sheltered Housing or Housing with Care. This section provides an explanation of Housing Support and Housing with Care Services.

What is Housing Support?

Very Sheltered Housing and Housing with Care services help you live independently at home and cover a range of activities to allow you to maintain your accommodation, fulfil your duties and responsibilities and get involved in the local community.

These services may be provided by:

- Hanover;
- Private agencies;
- Specialist voluntary bodies; or
- Your local authority.

Housing Support / Housing with Care Plan

Employees will complete a Care/Support Plan with you to determine your care and support needs. This form is easy to read and should not take long to complete. You will have assistance to complete it and will be given a copy. You can choose not to complete the plan and if you do, we will respect that choice.

Housing Support Services

Housing Support services we can provide are listed below:

- General counselling and support which includes befriending, reminding and non-specialist support where this does not overlap with similar services provided as personal care or personal support.
- Assistance with the security of your home.
- Assistance with the maintenance of the safety of your home.
- Advice and assistance in the use of domestic equipment and appliances.
- Assistance with arranging minor repairs to and servicing of domestic equipment and appliances.
- Advice and assistance in maintaining the dwelling and curtilage in appropriate condition, advice on issues of cleanliness, maintenance and safety.



- Assistance to engage with people, professionals, and other bodies with an interest in your welfare. For example, housing staff, social workers, medical staff, etc.
- Arrange adaptations to enable you to cope with disability.
- Advice or assistance with personal budgeting and debt counselling.
- Advice or assistance in dealing with relationships and disputes with neighbours.
- Advice or assistance in dealing with benefit claims and other tenancy related correspondence.
- Advice or assistance with resettlement, for example, help you may need in moving to new accommodation.
- Advice and assistance to enable you to move to accommodation where less intense support is required.
- Provision and maintenance of an emergency alarm and call system.
- Response to emergency alarm calls where such calls relate to any of the housing support services prescribed and other emergency situations.
- Control of access to the accommodation when required because of disability or vulnerability.
- Encouragement of socialising with neighbours and provision of regular welfare checks.
- Help with arranging social events.

Health and Social Care Standards

Both Housing Support and Housing with Care are covered by the Health and Social Care Standards.

These can be accessed in full from the Care inspectorate website here: www.gov.scot/publications/health-social-care-standards-support-life/

These Standards describe what you can expect from a service provider such as Hanover. They focus on the quality of life that the person using the service experiences.

The Standards are underpinned by five principles; dignity and respect, compassion, be included, responsive care and support and wellbeing. And are based on five headline outcomes:

- I experience high quality care and support that is right for me.
- I am fully involved in all decisions about my care and support.
- I have confidence in the people who support and care for me.
- I have confidence in the organisation providing my care and support.
- I experience a high quality environment if the organisation provides the premises.

You can obtain a copy of 'Health and Social Care Standards – My Support, My Life' from employees on your development.

The Care Inspectorate

The Care Inspectorate is a scrutiny body that regulates and inspects care services in Scotland to ensure they meet high standards. It works with providers to help them improve their service and make sure everyone gets safe, high-quality care that meets their needs.

It has a legal duty to register and inspect a wide range of services provided by us including housing support and care at home.

The Care Inspectorate wants to hear as many views as possible particularly from you, the service user, and may seek your views as part of the inspection process.

They will also check that the Health and Social Care Standards are being met during their inspection.

Following an inspection, the Care Inspectorate will provide a report detailing what is good about the housing support or care service and anything that might need improving. These reports will be available on developments and will also be accessible to the public from the Care Inspectorate. They will provide a grading for the service from 1 to 6.



The Scottish Social Services Council (SSSC)

The SSSC is the national independent body responsible for regulating the Social Service workforce and its education and training.

Employees providing housing support and care at home services need to be registered with the SSSC. To register they need to have specific qualifications and experience.

We ensure that all employees who require qualifications will have access to appropriate training courses to meet the registration requirements of the SSSC.

The SSSC also issues Codes of Practice for employers and employees who work in Social Services. These detail the standards of conduct and performance that are expected from employers and employees. Our employees are committed to meeting these standards.

