

# Supported Services



## Supported Services

We provide a range of services and housing for our residents who are elderly, vulnerable or have special needs.



## Sheltered Housing

Sheltered housing can offer elderly people the best of both worlds. It allows them to live with independence, privacy and security but with the peace of mind that help is on hand 24 hours a day, every day of the year.

Bridgewater Housing is our charitable association which specialises in providing sheltered housing and support services for elderly people. It has 11 sheltered schemes providing accommodation for more than 300 people. Our schemes are not residential or nursing homes, all residents have their own apartment with their own front door and can come and go as they wish. All residents in sheltered housing have their own Tenancy Agreement.

## What services are available in sheltered housing?

### Sheltered Housing Managers

Each scheme is covered by a sheltered housing manager who contacts all residents daily. If residents have any questions or problems the manager is there to help.

### Help 24 hours a day, 7 days a week

All apartments are connected by an intercom system to the manager or staff on duty, providing cover around the clock, every day of the year. In an emergency, residents can alert the Sheltered Housing Manager by pulling an emergency cord within their apartment or by pressing the 'alert' button on the intercom system. This will then connect to the

Sheltered Housing Manager. When the Manager is not on duty there will always be a mobile sheltered housing manager on duty who will be alerted at any time and provide residents with the help they need.

### **Repairs service**

We have our own in-house maintenance team who will carry out any repairs needed. Emergency repair cover is provided around the clock every day of the year. The Sheltered Housing Manager usually reports repairs on behalf of residents.

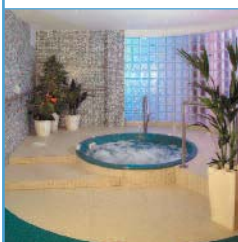
### **Facilities**

All our sheltered schemes have the following communal facilities:

- Communal lounge where residents can socialise if they wish;
- Communal kitchen;
- Laundry room;
- Garden.

### **Guest rooms**

Most sheltered schemes have en-suite guest rooms where visiting family and friends of residents can stay in comfort for a small cost.



### Buggy charging rooms

Many of our sheltered schemes have rooms for charging buggies so that they do not take up room in hallways or residents' apartments.



### Hairdressing facilities

Some of our schemes have a communal room which is used specifically for visiting hairdressers.

### Caretaking

We employ caretakers to maintain all the communal areas.

### Location

All of our sheltered housing schemes are within the Royal Borough of Windsor and Maidenhead and are within walking distance from a bus service to Maidenhead town centre. Residents can also contact 'People to Places' which is a transport service provided by the Royal Borough of Windsor and Maidenhead. All sheltered schemes are within walking distance from a local shop. Many schemes are frequently visited by travelling shops and a mobile library.

### Extra Care

Extra care provides a real alternative to residential care. People who can no longer manage in their own homes and who need more intensive or high levels of personal care can be offered the benefits of sheltered housing plus the personal care and support that they need. The care is arranged by a Social Services care manager following an assessment of needs, which will identify those aspects of daily living which people can continue to provide for themselves and those which they need assistance with in order that they remain as

independent as possible. The care is available 24 hours a day, 7 days a week.

Extra care can include help with:

- Washing;
- Dressing;
- Bathing, catheter and stoma care;
- Laundry;
- Medication;
- Shopping and meal preparation.

There will be a separate charge for extra care which Social Services calculate according to how much income a resident has.

For more information about sheltered housing please contact us on 0800 876 6060.