



Practical Help
for **Elderly &**
Disabled
Residents



Practical Help for Elderly and Disabled Residents

Some of our residents need more help than others to care for their homes and gardens. This is why we offer a number of practical services to our older residents and residents who are disabled, who have no other help available to them.



We offer a free internal decorating service and free help with gardens. We also offer a flexible maintenance service, which reacts and adapts to meet the special needs of these residents and their families. For small DIY jobs that are not covered by our Repairs Service, we also offer the services of a handyman, for which there is a charge of £14 an hour.

Gardening

If you qualify for help with your garden we will carry out:

- Grass cutting every two weeks, weather permitting, according to the season;
- Hedge cutting twice a year, according to the season and weather permitting;
- Tree lopping and pruning as necessary (If you apply for tree pruning the tree will be inspected by our contractor who will decide what work, if any, needs to be carried out).

Internal decorating

We offer a free internal decorating service of two rooms of your choice or the hall, stairs and landing. Only rooms considered by Association staff to be in need of redecoration will be considered. If you make use of this service you will have to wait two years before you can reapply to have any further rooms decorated.

Vulnerable residents

Customers identified as having vulnerabilities, which may have an impact on their ability to make payments are offered assistance to suit their needs where appropriate. Vulnerable residents are usually defined as those who are: elderly, usually over state pensionable age, chronically sick, severely disabled, families with new born children and residents in care homes.

Special needs

We take a flexible approach to the priority of your request for day-to-day repairs. This means that if a repair is requested by an older, disabled or vulnerable resident that affects their heating, security, peace of mind or comfort it will be given a high priority.

Smoke alarms

We can arrange to replace the batteries in your smoke alarm if you are over 60, or disabled and do not have relatives living with you who can do this for you.

Remember: it is vital that you check the batteries in your smoke alarm at least once a month and make sure that they are replaced once a year. If you cannot do this yourself, please contact us for help.

Help with DIY

Residents who need help with routine DIY jobs that are not covered by our repairs service, can now call on the services of our Repair with Care Handyman for just £14 an hour. The Handyman Service undertakes jobs, such as taking down

curtains for cleaning, putting up curtain rails and assembling flat-pack furniture. The service cannot undertake any specialist jobs such as plumbing or electrical work.

Lifeline Alarm

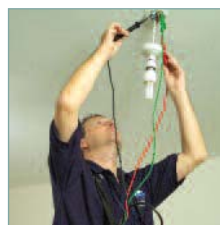
The Lifeline Alarm System provides a link to the outside world for people of all ages who live independently but want the security of knowing that help is on hand if they need it. The system summons help at the touch of a button and operates 24 hours a day, every single day of the year.

How does it work?

The alarm operates through a telephone, which connects to a Control Centre. One press of a button on the lifeline telephone or a remote trigger, puts the user in touch with an operator at the Control Centre. The operator will then arrange appropriate help from neighbours, relatives, friends or the emergency services.

Who uses Lifeline?

Lifeline has a wide range of users, from young people who are disabled or suffering from illness, through to frail elderly people. All have one thing in common, they want to maintain an independent lifestyle, but want the security of knowing they can summon help if they need it.



Help around the clock

People who live in sheltered accommodation have the security of knowing that they can call on a warden for help, at any time of the day or night. We now offer the option of a mobile warden service to all our Lifeline users, as a back-up to alerting relatives or neighbours, when you need help. This service gives you many of the benefits of sheltered accommodation whilst remaining in your own home. There is a weekly charge for this service.

How much does it cost?

The Lifeline Alarm system costs from £2 a week to lease, with free installation. The service may be free to people who rent their home, depending on their circumstances. For more details about the Lifeline Alarm service please call 01628 545000.

You can pick a Lifeline leaflet up from our offices, or call 0800 876 6060 to request a copy. It is also available on our website at www.mdha.co.uk.