

# Guide to sheltered housing





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## About sheltered housing

We offer a range of sheltered accommodation designed to support older people to live active and independent lives.

Sheltered housing is available to residents of pensionable age. This leaflet describes the type of accommodation on offer, together with the services provided to help you discover if sheltered housing is right for you.

## What can we offer?

Sheltered housing offers a range of benefits.

It can provide:

- ▶ Peace of mind - all sheltered housing schemes are linked to a 24-hour support system and an intercom facility meaning residents can call on help at any time of the day or night
- ▶ Security - all schemes have a scheme manager, and secure access

- ▶ Easy access for those with disabilities
- ▶ A sociable environment - all schemes provide a communal room where residents can enjoy activities.

## Scheme managers

Scheme managers support residents to live full and independent lives.

They act as a ‘good neighbour’ to ensure residents’ wellbeing and to help with organising social events or contacting support agencies such as social services, meals on wheels or district nursing teams.

Out of hours support is provided by a team of support services officers, who can be called via the Lifeline system.

An officer will attend in the event of an incident, or call for emergency services and

contact relatives as needed.

You don’t have to live in sheltered housing to join the Lifeline system.

You could enjoy the benefits of the system in your own home. More information is available via the Guide to Lifeline leaflet, or via our website [www.ddh.org.uk](http://www.ddh.org.uk)

## Sheltered schemes

We offer seven sheltered schemes at the following locations:

- ▶ Chappell House - Moulton (offering two flats and 20 studio apartments)
- ▶ Greenhill Court - Long Buckby (offering 24 flats)
- ▶ Henry Smith House - Daventry (offering 26 flats and two studio apartments)
- ▶ Saxon House - Brixworth (offering 18 flats and 10 studio apartments)

- ▶ Station Court - Woodford Halse (offering six flats and 18 studio apartments)
- ▶ Stephenson Court - Kilsby (offering 29 flats and one studio apartment)
- ▶ Warwick Court - Daventry (offering 40 flats).

All flats are purpose built with one bedroom, a lounge, kitchen, and bathroom. Studio apartments have a lounge and bedroom combined.

Each scheme has a large laundry room where washing machines and driers are provided for residents' use.

All schemes also include an assisted bathroom with a shower and bath which enables home care assistants to help with bathing where needed.

## Social activities

Scheme managers encourage and help residents to organise social events.

The types of events and activities on offer vary from scheme to scheme, depending on individual preferences. Activities include craft afternoons, bingo and cards.

Residents can also join organised outings. Outings can include trips to the theatre, safari parks and music halls.

## Contact us

For more information or to arrange a visit to a scheme to find out more, contact 01327 707500.

## **If you have a complaint**

If you are unhappy about any part of our service, or feel we have not met the standards set out in this leaflet, then we want to know.

Our complaints procedure ensures that all complaints are fully investigated. It also ensures that we learn from mistakes and keep on improving in line with your feedback.

All complaints are dealt with in strictest confidence and you won't be treated any less favourably as a result of making a complaint.

You can complain in person, by telephone, in writing, or by using the form included within the Compliments and complaints leaflet available at our reception. You can also make a complaint via our website at [www.ddh.org.uk](http://www.ddh.org.uk)

So remember, if you are not happy with the service we have provided, let us know.

**For help to understand this  
please contact 01327 707500.**

ইহা বোঝার সহায়তা পাওয়ার জন্যে অনুগ্রহ করে  
01327 707500 নম্বর ফোনে যোগাযোগ করুন

如果你在理解此项内容时需要帮助的话，  
请致电01327 707500

PO POMOC W ZROZUMIENIU TEGO  
TEKSTU NALEŻY ZGŁOSIĆ SIĘ POD  
NUMER: 01327 707500

اسے سمجھنے میں مدد کیلئے  
براہ کرم 01327 707500 پر رابطہ کریں

An audio version is also available on request.

Home visits are available particularly  
for older and vulnerable residents and  
those with mobility and transport  
problems. Please contact our  
Customer Services Team for more  
information on 01327 707500.



**Daventry & District Housing**

Nene House  
Drayton Fields Industrial Estate  
Daventry  
NN11 8PB

Tel: 01327 707500  
[www.ddh.org.uk](http://www.ddh.org.uk)



This information has been  
approved by Daventry & District  
Housing tenants



A Futures Housing Group company

