

Operational Procedure 34

Completion of Housing Support Plan

Responsible Officer	Senior Housing Officer – Supported Accommodation						
Issue No.	1	Revision No.	1	Revision Date:	18/04/06	Doc Ref:	OP34 v1.1

Amendment and Authorisation Record

Date	Author	Paragraph ref:	Nature of change	Authorised by
18/04/06	George Martin / Mark Smith	n/a	First Revision.	GM
30/06/09	NF		Updated Housing Service's address throughout document	AC

Procedure for the Completion of Housing Support Plan

1. The Housing Support Plan should be filled in by the Housing Support Worker. Black ink should be used for completion of the Housing Support Plan.
2. The tenant should be present when the Housing Support Plan is being filled in. The Housing Support Plan should be only be completed with the full co-operation and input of the tenant.
3. The Housing Support Worker should go through the form with the tenant, making sure the tenant understands the purpose of the Housing Support Plan, the information given in the Housing Support Plan, and also understands the questions they are being asked. If the tenant does not understand what is being asked, the Housing Support Worker should not continue with the completion of the Housing Support Plan and should inform Supported Accommodation staff at 6 North Ness Business Park.
4. The Housing Support Worker should record the answers the tenant provides. All handwriting should be legible and clear as the Housing Support Plan will be retained and referred to by the tenant.
5. After all the sections have been filled in, the Housing Support Worker should read back what has been written in order to make sure that the information recorded in the Housing Support Plan is an accurate reflection of the answers given by the tenant. When it is agreed that the form is complete, both tenant and Housing Support Worker should sign and date the form on page seven.
6. After the Housing Support Plan has been approved by the tenant, a date for the next review should be agreed. The first review of the Housing Support Plan should be done after three months. Reviews should then take place once a year. The date of the next review should be entered on page eleven of the Housing Support Plan.
7. The completed Housing Support Plan should then be sent to the Housing Service at 6 North Ness Business Park, Lerwick, for copying.
8. Once the Housing Support Plan has been copied, the original document and the copy will be returned to the Housing Support Worker. The original should be given to the tenant who should keep the document. The copy should be retained by the Housing Support Worker.



**Shetland Islands Council
Housing Service
Supported Accommodation**

**Personal Housing Support Plan
for**

THIS DOCUMENT IS DESIGNED TO ASSIST WITH THE PROVISION OF HOUSING SUPPORT. ALL INFORMATION IS VOLUNTARY AND YOU HAVE THE RIGHT NOT TO ANSWER ANY OF THE QUESTIONS ASKED.

PLEASE USE BLACK INK TO COMPLETE THIS FORM.

Details of Tenant

Full Name (Including Title)

Preferred Name

Date of Birth

Address

Details of Tenant

Please detail any medical conditions you have.

Please detail any medication you take.

Details of Support

If your health or personal circumstances change, or if your housing support has to be reviewed, who, other than your Housing Support Worker, should be involved? Any further contacts can be entered on the Further Information page.

Contact 1

Name:

Address:

Telephone Number:

Relationship to Tenant:

Contact 2

Name:

Address:

Telephone Number:

Relationship to Tenant:

Details of Support

Below is a list of Housing Support Services adapted from the Housing (Scotland) Act of 2001. A copy of the services stipulated in this act is available on request. Please place a tick next to which services you require.

Service	Required? (tick)	Notes
General advice and support, where this does not overlap with services provided by other agencies.		
Help to ensure the safety of the dwelling.		
Help with the maintenance of the dwelling.		
Advice and supervision in the use of domestic equipment		
Advice to help keep the dwelling and surrounding area in an appropriate condition		
Assistance in dealing with other agencies with an interest in the provision of care		
Arrangement of adaptations to help the user cope with disability		
Advice or assistance with financial matters		
Advice or assistance in dealing with other people and neighbours		

Advice or assistance with resettlement		
Advice or assistance in helping with a move to accommodation where less intense support is required		
Assistance with testing of emergency alarm, as required.		
Response to emergency alarm, in the event of a crisis or emergency e.g. sudden and severe illness. If the Homelink is used, the Housing Support Worker will normally be the first person contacted and, if available, he or she will respond. Please note, a guaranteed on-call service is not provided.		
Control of access to your property		
Encouragement of social intercourse and welfare checks		
Arrangement of social events		
Advice on how to get help with domestic tasks e.g. shopping and cleaning via social care or voluntary groups.		

Details of Support

Who else contributes to your support and care? (e.g. social worker, meals on wheels, home help, etc)

Do you have any special communication needs? (e.g. English is not your first language or sign language is required)

Do you hold any religious belief which you believe should be taken into consideration by the providers of housing support or any other service?

When, and in what circumstances, should friends, relatives and carers be contacted?

Details of Support

Please enter the times at which your Housing Support Worker is able to make routine visits (e.g. between the hours of 9am and 11am).

Monday	
Tuesday	
Wednesday	
Thursday	
Friday	

Also, please agree with your Housing Support Worker a minimum number of visits that he or she will make in a five-day week. Please enter the minimum number of visits below.

--

Further Information

--

Declaration

By signing this declaration I state that I am satisfied this document provides an accurate reflection of the housing support provided by the Shetland Islands Council Supported Accommodation service.

Signed: _____ (Tenant) Date: _____

Signed: _____ (Housing Support Worker) Date: _____

Contact Details & Details of Housing Support Worker

Housing Support Worker

Your Housing Support Worker is _____. They can be contacted on _____. The Housing Support Worker can provide a range of support services to tenants including assistance during a power cut. Individual requirements will be detailed in your personal housing support plan

The Housing Support Worker is available on a part-time basis between Monday and Friday and he or she will have discussed with you when they can be contacted and the times at which they will make routine visits. The Housing Support Worker also has some additional flexible hours to allow him or her to provide extra support to tenants who may be experiencing problems due to ill health, etc. The level of this support will be agreed between the Housing Support Worker and the tenant.

If available, the Housing Support Worker will respond to an emergency or crisis outwith normal hours when contacted by Attendo alarm systems. However, a guaranteed on call service is not provided.

Concerns / Complaints

Should you wish to raise a concern you should contact:

George Martin
Senior Housing Officer – Supported Accommodation
Shetland Islands Council
Housing Service
6 North Ness Business Park
Lerwick
Shetland
ZE1 0LZ

Tel: 01595 744371

Fax: 01595 744395

Email: george.martin@sic.shetland.gov.uk

A copy of our complaints procedure is available from your Housing Support Worker or from Shetland Islands Council, Housing Service. Tel: 01595 744360

Other Useful Contacts

**Care Commission
Charlotte House
Commercial Road
LERWICK
Shetland
ZE1 0HF**

Tel. 01595 696661

The Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 01382 207100

Complaints: 0845 603890

Fax: 01382 207236

Website: www.carecommission.com

Ombudsman

Scottish Public Services
Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

Tel: 0870 011 5378

Fax: 0870 011 5379

Changes to Your Housing Support Plan

Should you wish to change your Personal Housing Support Plan due to a holiday or a day out, you should discuss this with your Housing Support Worker. Should any unforeseen circumstances arise, such as admission to hospital, all those involved in your care will be advised before you return to your home.

If there is to be a change to your Personal Housing Support Plan, such as your Housing Support Worker going on holiday, you will be advised as soon as is possible.

If you wish to end your housing support service you should discuss this with your Housing Support Worker or the Senior Housing Officer – Supported Accommodation who will advise you on how to proceed.

The Housing Support Worker will check with you regularly that the service meets your needs as identified in your Personal Housing Support Plan. After the initial completion of the plan, it will be reviewed after three months and then will be reviewed once every year.

Your Rights

These are your rights as listed in section 7 of the National Care Standards for Housing Support Services.

You keep your rights as an individual.

1. Your personal plan explains your rights and responsibilities as a user of the service, and you know what is expected of you and what you can expect of housing support staff.
2. You will not suffer any form of abuse from housing support staff.
3. You have the right to confidentiality, unless any specific legal provision applies. Your personal plan explains how information about you will be handled and how your confidentiality will be protected.
4. You do not have to give the housing support provider any information which is not essential for your housing support services. The housing support provider will tell you why they need information about you.
5. Your personal information will be kept secure and easily available to you and anyone else you want to be able to look at it.
6. Your housing support worker will respect your privacy when talking to you and when talking to other people living in or visiting your house.
7. Your housing support worker will not gossip about you, your home or your family.
8. You will have a housing support worker who will be your usual contact with the housing support service provider.
9. Your housing support worker will deal with your requests for help politely and quickly.