

## Useful Addresses

SIC Education and Social Care Department  
Social Care Services  
92 St Olaf Street  
Lerwick  
Shetland  
ZE1 0ES  
Tel: 01595 744400

**Should you require assistance outwith office hours,  
telephone 01595 695611.**

SIC Education and Social Care Department  
Housing Services  
6 North Ness Business Park  
Lerwick  
Shetland  
ZE1 0LZ  
Tel: 01595 744360

Care Commission (SCRC) Local Office  
2nd Floor Charlotte House  
Commercial Road  
Lerwick  
Shetland  
ZE1 0HF  
Tel: 01595 696661

# King Erik House



Shetland Islands Council  
Education and Social Care Department



## King Erik House

King Erik House is a joint development between Shetland Islands Council Housing Services and Social Care Services. The service aims to give 'vulnerable' people the independence of their own flat, as in sheltered housing, but with additional care and support. The aim is to help tenants remain as independent as possible.

### Location

King Erik House occupies a central location in Lerwick, at the corner of St Olaf Street and the Town Hall Brae, overlooking King George V floral gardens and children's play park. It is close to local shops, post office, library and other facilities.



King Erik House

### Accommodation

There are 16 self contained flats, 6 of which can accommodate two persons and / or wheelchair users and 10 are specifically for single people.

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## Rents

Tenancies are on a Scottish Secure Tenancy (SST), whereby tenants have the same rights as any other housing tenant, however they cannot buy their house.

The rent is comprised of two parts, the basic rent and a heating / lighting charge. Both elements of the rent are revised from 1st April each year. Housing Benefit is available to assist those with limited income to cover the cost of charges, except for the heating / lighting charges for the flats.

An application for Very Sheltered Housing can be made either through Social Care Services or Housing Services.

### Complaints

If you are not satisfied with the services provided, you should complain to the Senior Social Care Worker. Should you be dissatisfied with the response, you can complain in writing to the Chief Social Work Officer, who will provide a response within 28 working days.

**Support at Home** is a registered service and is regularly inspected by the Care Commission.



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Jubilee Flower Park

## Community Care (cont.)

Whether you are suitable for allocation to King Erik House does not depend solely upon your housing need. Issues such as your care needs are taken into account. Only applicants with complex community care needs will be considered for this type of accommodation.

To be assessed as requiring very sheltered housing you should have:

- Complex community care needs
- A need for the on-site support and care services 24 hours per day
- A need for the community alarm service; and
- A housing need e.g. lack of amenities, overcrowding, housing related medical needs; and

Housing and Social Care will jointly assess your application and With You For You assessment. If you were referred for King Erik House, your referrer will also be invited to comment.

Vacancies at King Erik House will be offered to the applicant who has been assessed as requiring this kind of housing, with the highest level of social and medical housing need and who will benefit the most from a move to very sheltered housing. The decision will be agreed by consensus between Housing and Social Care.

*To access more detailed information, please use the following Internet link, which takes you to the Council Housing website:*

<http://www.shetland.gov.uk/housing/policyandprocedures/operationalprocedures.asp> where you will find

*Allocation Policy and Sheltered Housing Allocation Procedure.*

## Accommodation (cont.)

Each flat has its own kitchen, living room, bedroom and shower room / toilet. Tenants are encouraged to maintain their own flats, cook their own meals, and generally live their own lives, as far as they are able.

There is a communal lounge situated on the first floor for tenants to use which is seen as part of their home. The lounge is used for varying purposes, depending on what the tenants want. Occasionally outside bodies are invited to visit to provide social entertainment. Each Sunday a Church service is held by members of the Church of Scotland.

In addition to the communal lounge there is a fully equipped laundry for tenants use. Assistance with the use of all facilities is available.

There is also a very pleasant conservatory and small porch for tenants comfort and use.



A guest room which consists of 2 single beds and shower room is available for the use of tenants family and friends, and may be booked through the Social Care Worker.

There is no charge for this.

## Aims and Objectives

The emphasis at King Erik House is on maintaining independence within the community and tenants are strongly encouraged to maintain links with friends and relatives and to pursue an outside interest. The services provided are flexible and tailored to meet the individual needs of tenants.

With the emphasis on individual tenancies, King Erik House is a development which is quite different from a Residential Care Home, or Nursing Home.

An assessment is completed for all tenants in King Erik House and each will have their own individual care plan. The purpose of this is to make sure that appropriate services are organised and co-ordinated to meet the individual's needs.

## Support

Support is co-ordinated by the Care at Home Senior Social Care Worker based at Edward Thomason House. The staff based at King Erik House are Social Care Workers. Their aim is to provide care and support, to promote ordinary daily living, respecting the rights and dignity of tenants; ensuring the maintenance of tenants independence and choice and to encourage their involvement in all aspects of life at King Erik House.

Staff are available to discuss any concerns or worries and liaise with the Senior Social Care Worker. The Community Alarm scheme ensures that tenants receive help in an emergency, 24 hours a day.

## Support (cont.)

Additional Care at Home staff are available to provide additional support according to assessed needs of the tenants.

Community Nursing Support and other health care services will be provided to tenants at King Erik House in the same way as for anyone in Shetland who requires these services.



## Community Care

If you want to apply for very sheltered housing, you should complete a housing application form and applications for medical and social need points.

Requests for very sheltered housing may also be received from existing applicants either directly or through a referral, from Social Care for example.

You cannot be considered for allocation to King Erik House, without both a current housing application and With You For You assessment. If you do not already have a With You For You assessment, we will arrange for one to be completed.