

Useful Addresses & Telephone Numbers

Independent Living Project Manager & Senior Staff

Quendale House
Commercial Street
Lerwick
ZE1 0AN

Tel: (01595) 744304
Fax: (01595) 744321

Reception and Duty Social Worker

92 St Olaf Street
Lerwick
ZE1 0ES

Tel: (01595) 744400
Fax: (01595) 744436

**Out of hours:
(01595) 695611**

Chief Social Work Officer Education & Social Care Department

92 St Olaf Street
Lerwick
Shetland
ZE1 0ES

Tel: (01595) 744400
Fax: (01595) 744436

Care Commission Office

2nd Floor
Charlotte House
Lerwick
Shetland
ZE1 0HF

Tel: (01595) 696661
Fax: (01595) 697231

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ILP ARHEIM

**Information for prospective tenants
and their families
about the ethos of ARHEIM,
the new Independent Living Project
- Core and Cluster Development**



Community Care Service
Education and Social Care Department
Shetland Islands Council



Other Information

ILP is registered with the Care Commission and is subject to inspections. It adheres to the national care standards and has been developed in line with some of the recommendations in 'The Same as You?' (Scottish Executive Policy Initiative).

We also provide a 24-hour emergency on call system as a back up for staff on duty.

For more general information about the Independent Living Project (ILP) please see the ILP leaflet.

ILP is part of Education and Social Care's Supported Accommodation Service.

Complaints

If you are unhappy with the service provided, you should complain to the ILP Manager who will try to deal with your concerns. If you are still unhappy, you can make a formal complaint to the chief Social Work Officer, Education and Social Care Department, at the address on the back page of this leaflet.

You can also use the Care Commission Complaints Procedure to make a complaint. You can do this by contacting the local Care Commission Office at the address shown on the back page.

Allocations

Houses are allocated using the SIC housing department's general needs system which is based on points reflecting housing need. If there is a shared tenancy to allocate we will also look at compatibility.

The ILP allocations team together with the Senior Social Care Worker will coordinate all aspects of the tenancy and transition process into ILP. ILP operates a key working system, so the key worker allocated to the individual, along with the Senior Social Care Worker, will draw up a care plan with the tenant, which will meet their needs and assist them to develop new skills and experiences.

Finances

ILP tenants pay their rent directly to the Council or Hjalmland although many individuals qualify for some Housing Benefit. Tenants finance all aspects of their daily living expenses themselves from earned income and/or welfare benefits. ILP operates stringent financial procedures and guidelines for staff and is audited on this.

Staff assist tenants to comply with the Department for Work and Pensions benefit rules, unless this task is formally undertaken by another person, e.g. DSS appointee or Power of Attorney.

Arheim

Arheim is a new development in the Sound area of Lerwick, offering accommodation to adults aged 16 and over who are in need of support due to their learning disabilities or autistic spectrum condition.

There are 9 one bed roomed homes and 2 two bed roomed homes arranged in a cluster. There will also be one house, which will be known as the "core house", this will be the staff base and a space for tenants to come together.

ILP

The Independent Living Project (usually known as ILP) aims to provide a high quality service for adults with learning disabilities who have their own tenancies within the community. We aim to provide our tenants with the right amount and type of support so they can have the kind of life experiences most of us take for granted.

Staff support

Staff will be available to support the tenants at key times to live as independently as possible within the community. A member of staff will always be contactable at other times and will sleep at the core house overnight to be on hand for emergencies. The amount of support provided to tenants will depend on their assessed need and will be outlined in their individual care plan.

Staff will not be there to tell people how to live their lives, but they will give guidance on matters such as relationships, diet, hygiene and safety. The focus will be on support not care.

Who will benefit from moving to Arheim?

- People who like to spend some of their time on their own.
- People who want to be part of a small supportive community.
- People who want to do things their way (as long as it doesn't break the terms of their tenancy and is agreed in their care plan)
- People who need the reassurance of a member of staff being nearby.

Who will not benefit from moving to Arheim?

- People who do not enjoy their own company.
- People who expect staff to do everything for them.
- People who are uncomfortable about taking reasonable risks.

Making Choices

Unless a tenant does not have capacity to make some or all of their own decisions (in which case the Adults with Incapacity (Scotland) Act 2000 will be consulted), staff will not interfere with a tenant's choices so long as they keep within the law and do not present undue risks to the tenant or others. However, staff will do their best to ensure that tenants have appropriate information to make informed choices.

ILP considers that Arheim tenants should be able to take reasonable risks in order to improve or maintain their independence. The emphasis will be on living an ordinary life and few adults can say that they avoid all risks.