



# SANDWELL COMMUNITY ALARMS AND WARDEN SERVICE



## SERVICE RECOGNITION FOR WARDEN SERVICE



After 12 months of dedicated hard work and gathering evidence to support the requirements for the 10 Standards Sandwell Homes Sheltered and Supported Housing Warden Service has received National Recognition from the Centre for Sheltered Housing Studies (CSHS) .

The CSHS Code of Practice is a stringent and robust set of 10 Standards that are monitored, audited and inspected annually. The Code's unique standard is the only independently assessed kite mark for sheltered and supported housing.

The CSHS Accreditation benefits tenants and service users by providing a high quality professional service and demonstrates continuous improvement in service delivery.



Supporting Professionals  
Supporting People

## Sheltered Housing Warden Service



# CONGRATULATIONS

to you all for achieving the CSHS Code Of Practice Accreditation



## THANK YOU FOR ALL YOUR HARD WORK AND COMMITMENT...WE DID IT!



## ANNUAL QUESTIONNAIRE COMMUNITY ALARM SUMMARY

The questionnaire was amended from the previous 3 years and distributed to 2500 service users.

1300 questionnaires were returned completed (52%), this has once again increased on previous years and overall satisfaction continues to show that service users are satisfied with the service they receive.

### FINDINGS FROM THE QUESTIONNAIRE

Service users were encouraged to make comments about the service and most comments were once again favorable (671).

Other comments raised included 'paying for a service that service users considered should be free' and 'the length of time taken for the mobile to respond to a call'.

Mobile response times were checked and all response times were made within the standards set, that all mobile officers will attend within one hour of each call.

Overall from the 1300 questionnaires returned completed all considered the Community Alarm Service to be Good Value. There was a small improvement in response to the questionnaire from Black, Minority and Ethnic Groups but still remains low. This is an area for improvement and part of our Service Action Plan 2007/08.

We are continuing to exhibit our service at Support Group Meetings, Forums and not forgetting our DVD is available in several languages including sign language and can be accessed at [www.sandwellhomes.org.uk/welfare](http://www.sandwellhomes.org.uk/welfare)

Recommendations for improvement were discussed at the Consultation Group meeting and monthly Team meetings.

Suggested articles for the Newsletter from service users include 'How to pay for the Community Alarm Service?' and 'What happens at Consultation Group meetings?' Read on to find out more.....

*99.6% said their call was answered with a friendly greeting*

*98.2% do not have any difficulty in activating their alarm*

*97.2% are happy with their pendant, 2.8% requested to change their pendant*

*98.64% said staff are courteous, polite and professional at all times when visiting service users at home*

*95.9% like the format of the Newsletter and 97.4% like its contents*

*98.5% of all calls received are answered within 60 seconds*

## SANDWELL'S HOUSING FOR OLDER PERSONS (SHOP)

Sandwell's Housing for Older Persons known as 'SHOP' was set up in 1998 and is still active today.

If you are an older person and would like to 'have your say' on any housing issues which affect older people, then you are welcome to come along to Sandwell Homes SHOP group.

They meet at Oldbury Council House, every second Monday of each month, 12.00-2.00pm. The next meeting is on the 10th September 2007.

If you require further information please contact Sue Johnson Community Care Unit 0121 569 5099.

## WAYS TO BE CONSULTED AND KEPT INVOLVED

Our bi-annual Newsletter is one way that we consult with tenants/service users about the service we provide other ways include Consultation Group Meetings or the CSHS Working Group Meetings

Each group meets twice a year to discuss service improvements and Agenda items. The meetings last for up to 2 hours and are held at our Extra Care Schemes.

It is a good opportunity to meet with other tenants/service users, to share experiences but most of all to 'have your say' on the service we provide, ensuring we continuously review and improve to meet the changing needs and diversity of the Customers we serve.

Without consultation we would not have achieved the Accreditations that we have achieved to date; Charter Mark, Telecare Services Association and CSHS Code of Practice.

Be a part of that achievement come and join us at our next Consultation Meeting or the CSHS Working Group for

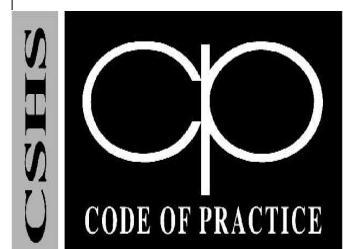


*Dates for your diary*

*The next SHOP meeting will be held on the 10th September 2007 12.00-2.00pm at Council House Oldbury*



*Remember to contact us on 0121 525 4290 for details of our next Consultation or CSHS Working Group Meetings*



## **COPING WITH HOT AND COLD WEATHER**

**Extreme weather can affect older people more so than other groups and often existing health conditions can be adversely affected by weather conditions**

### **HOT WEATHER**

Older people can be especially vulnerable to suffering adverse effects on their health during hot weather and can have heatstroke, heat exhaustion and dehydration.

Symptoms of heat exhaustion can include headaches, nausea and vomiting, muscle weakness or cramps, pale skin and a high temperature.

Symptoms of dehydration include thirst, headaches, reduced ability to think clearly and can lead to urine infections and confusion. Useful hints and tips to help you cope in very hot and very cold weather, to keep you safe and well.

### **HOW CAN YOU KEEP YOURSELF COOL AND REDUCE DEHYDRATION IN VERY HOT WEATHER?**

- ◆ Stay inside during the hottest part of the day between 11am-3pm
- ◆ Leave curtains drawn to stop sun shining directly into your property, use a fan
- ◆ If you do go out wear a sun hat and sunglasses to reduce headaches, sun glare and poor vision
- ◆ Apply high factor sun cream
- ◆ Drink plenty of water throughout the day

### **COLD WEATHER**

Cold weather can make older people susceptible to colds and flu; increases the risk of heart attack, stroke or breathing problems; and can lead to hypothermia.

To minimise these risks you should make plans for any cold weather, so that you reduce any risks to yourself.

## HOW WARM SHOULD YOUR HOME BE?

You should maintain a stable comfortable temperature in your home over a 24-hour period during the winter months.

The World Health Organisation recommends that your lounge should be heated to 21C (70F) and all other rooms in your home should be 18C (64F).

For further information and details of free services from your energy company you can contact *energywatch* on 0845 906 0708 or your energy supplier AND ASK THEM 'Who can get free services and how to join the priority service register?'

Alternatively you can contact Age Concern Sandwell telephone 0121 500 1860 or call in to 15-17 Bull Street, West Bromwich B70 6EU and request a booklet titled 'Cold Can Kill' which has a free thermometer for you home to measure room temperature.

## WAYS TO PAY FOR YOUR COMMUNITY ALARM

### METHODS OF PAYMENT INCLUDE:

One of the questions asked this year in our annual questionnaire was if people were aware of the different payment methods and from the response thought it may help to explain the options available.

We send out invoices every three months January—April—July—October. Payment can be arranged by Standing Order of which your bank will require details of the Customer Reference number to pay to. If you wish to make arrangements to pay by this method contact Community Alarms for a Standing Order form telephone 0121 500 5500.

Payment can be made at any Local Housing or Council Office, bank or post office. Or telephone 0121 569 3777 or Direct Payment Service on 0845 355 3500.

### **MINICOM TYPETALK FACILITY AVAILABLE FOR HARD OF HEARING SWITCH YOUR HEARING AID TO THE 'T' POSITION.**

Remember..... Newsletters and any other literature is available in other formats, Large Print, Audio CD, and any other Languages on request.

## **ONE IN 10 ADULTS IN THE UK WOULD BENEFIT FROM WEARING A HEARING AID, YET ONLY 1 IN 30 HAS ONE**

### **What is a hearing aid and how does it work?**

A hearing aid makes sounds louder so that you can hear them. It is battery operated and you put it in or around your ear. Hearing aids are available in different shapes, sizes and types. However, all hearing aids work in a similar way. The type of hearing aid you get will depend on your hearing loss and what you find comfortable. They all have a built-in microphone that picks up sound. This sound is processed electronically and made louder, either by analogue circuits, or digitally. The resulting 'signals' are then passed to a receiver, or earphone, in the hearing aid, where they are converted back into sounds for you to hear.

### **How can I get a hearing aid and find out more?**

In the UK you can get a hearing aid free of charge on the NHS or buy it privately. You should always visit your GP first if you think you have a hearing loss, even if you are thinking of buying a hearing aid privately.

**FOR MORE INFORMATION:** contact RNID Information Line *Freephone* 0808 808 0123 or Textphone 0808 808 9000 or email [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)

## **SANDWELL HOME ACCIDENT PREVENTION SERVICE (H.A.P)**

The Sandwell Home Accident Prevention Service (H.A.P) was introduced in April 2001 and is based in Rowley Regis Hospital. The service provides a **free assessment** for people in their home environment, and is aimed particularly at those who may be at risk due to advancing age, illness, disability or those who just feel vulnerable to accidents within their own environment.

The service is available for people who live in any type of property i.e. Owner-Occupier, Private Landlord, Sandwell Homes or Housing Association.

The service can be accessed by self-referral or family/friends or alternatively with your agreement by your GP, Health Visitor, Social worker, Carer, Warden or Community Alarm Officer can refer on 0121 507 6341 (an answer machine may be in use at busy times) or fax to 0121 507 6364.