



# Your Housing Support Services

## 2. How we will support You

Also see 'Your Housing Support Services – 1. General Information'.

We will support you in the way that you want, so that you can maintain your tenancy and live as independently as you wish. You will experience high quality support that is right for you and you will be fully involved in all decisions about your support.

Staff will regularly discuss how you would like to be supported, and this will be agreed with you in your Personal Plan. Your Personal Plan will set out how your needs and wishes will be met.

## What Housing Support means

Only certain support tasks can be called “Housing Support”. If you need help, we will support you by:

- Responding to emergencies
- Assisting you contact other agencies to help you manage your money, so you have as much control as possible, your rent and bills are paid, and your interests are safeguarded
- Helping you to keep your home safe and secure
- Assisting you with reporting or arranging repairs
- Arranging adaptations for your home
- Helping you to claim benefits
- Supporting you with issues related to your tenancy
- Working with you to engage other people to support your wellbeing
- Encouraging you to socialise (if you choose to take part in recreational activities), and arranging events
- Encouraging and supporting you to make and keep friendships and other relationships
- Providing general counselling and support so you can get the most out of life
- Checking on your wellbeing regularly.

Other things do not fall under “Housing Support” so cannot be undertaken by Trust staff. These are things like:

- Personal care (like bathing and dressing) or administering your medication (unless you live in a Housing with Care development)
- Accompanying you to appointments
- Assisting with shopping and errands
- Cleaning your flat
- Managing your finances.

## Emergency alarm call system

We will provide you with an alarm call system that you can use in an emergency to talk through a two-way speech unit – to Trust staff when they are on-site or to the alarm receiving centre at other times. We share essential information about you with the call centre so that they can respond well if you need them. You can access the emergency alarm call system by pulling any pull cord or by pressing your pendant if you have one.

## Personal Plans

We aim to support you in the way that you wish so that you can live your life the way that you want. We want to make a difference in the things that matter most to you. We do this by agreeing a Personal Plan with you.

You can share whatever information you wish to create your Personal Plan. We will agree a Personal Plan with you, which will be updated at least every six months, or if your circumstances change significantly, or if you ask for a review. Your Personal Plan is confidential information and will not be shared. However, in your Personal Plan, you can state who you wish to be informed if you are in hospital, and what information you want shared (for example, with your neighbours). Staff will respect your privacy in line with your wishes.

**If you require any further information or guidance, or have any concerns about the Housing Support you are getting, please contact local staff or your Area/Service Manager or call [0131 444 1200](tel:01314441200).**

Information correct as of October 2018