

## **Sheltered Housing Consultation – Key Findings**

Sheltered Housing aims to support people to remain in their own home, to make choices, retain their independence and ultimately have control over their own lives.

Stakeholders involved in sheltered housing for older people were consulted with to obtain their views on the future of this provision.

Residents said that the following themes were important to them in relation to sheltered housing services;

### **Feeling safe at home**

- Residents confidence was increased by the addition of Telecare alarm Pull Cord technology out of staffed hours
- Residents felt vulnerable when the Scheme Manager was not around as they did not have a lot of confidence in the door entry scheme – possibility that they could be fooled into letting anybody in

### **Social interaction and having a purpose**

- Daily presence of staff (either scheme manager or cleaner) was important for the wellbeing of residents.
- Sometimes there are very limited meaningful day time activities. This can lead to feelings of social isolation.
- Residents would welcome more evening events to give opportunities for mixing with others. These should be community based and not solely for scheme residents.
- Residents feel that they have a purpose in life when they are connected into local social networks and that there should be more of an emphasis on developing community centres

### **Maintaining independence**

- Residents agreed that the ability to maintain their independence was one of the most important things to them.
- It was felt that support should be on hand when it was needed and not necessarily booked in for regular slots.
- If more support was available from the local community, the need for paid services would be less

### **Appropriate support**

- Some residents felt that they weren't receiving the level of support that providers should be delivering.
- Isolated people could benefit from a volunteer support scheme with neighbours helping one another.

- There should be more work put into developing intergenerational schemes – e.g. younger people teaching older people how to shop online. Skill sets in the community should be used to benefit others in the community