

We hope you have found this guide helpful. If you require more information or have any questions, please get in touch.

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inspire support services



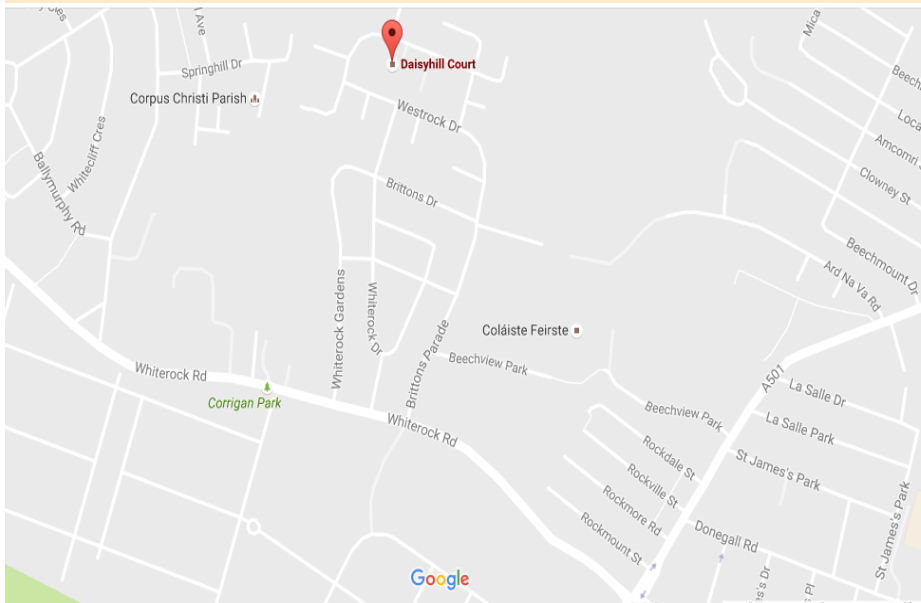
Daisyhill Court Service Guide



This booklet has been developed to provide an introduction to Daisyhill and the service we offer.

Whether you are a prospective tenant, carer, referral agent or anyone else looking for information, we hope you will find this helpful.

How to find us:



Support

Inspire is the support provider within Daisyhill Court.

Our goal is to promote and enhance quality of life and independence by supporting tenants to maintain or improve the following: self-care; daily living skills; social inclusion; daily routines; personal safety and security; physical health and emotional wellbeing; community integration and good neighbour relations; access to relevant and appropriate services.

Inspire Support Services offer services that are tailored to individual support requirements and are based on what tenants feel is important to them. Support is available one-to-one or in groups.

One-to-one support may include; assistance with household management, such as, assistance to go shopping; help with budgeting; assistance with domestic tasks; accessing healthcare services such as GP, hospital, dentist, podiatrist, OT, optician and other community health services; help with verbal and written communication, eg phone calls and letters; I.T skills; accessing welfare rights information; accessing public transport networks and taxi services; accessing other public and community services such as leisure facilities; cultural and religious centres; education and training services and Community Centres; support with a healthy lifestyle and befriending.

Group support may include; breakfast club; day trips; art and crafts groups; Tenant Forum; board games; irish classes; computer classes; chair based activities; pool competitions; coffee mornings; walks; health checks; lifestyle information sessions and seasonal celebrations.

These lists are not exhaustive. Staff are available to assist tenants wherever possible to meet their support requirements and to maintain their tenancies.

Tenants participate in an individualised assessment of their support needs and agree a package of support, in accordance with the Inspire Wellbeing Social Care Model. Support Plans are regularly reviewed and updated in conjunction with the tenant to ensure that the service is responsive, flexible and shaped to meet tenants' needs.

All tenants have a named keyworker and co keyworker.

Finance

Personal Finances

All tenants are responsible for managing their own finances. Staff can provide guidance on savings and budgeting if required. Staff do not provide support in completion of benefits claims forms but can signpost and support tenants to access specialist services.

Accommodation Charges

Rental Charges and Scheme Charges for upkeep of communal areas are payable to Choice Housing. These are usually covered in full or in part by Housing Benefit and are paid direct to Choice Housing. If there is a shortfall in entitlement, the Housing Officer will advise the tenant of this and agree payment arrangements. All flats are let unfurnished.

Support Charges

Support fees are payable to Inspire by Supporting People. This funding pays for the staff in Scheme who provide the support tenants receive. The Supporting People Programme is part of the NI Housing Executive and funding is only available for tenants in receipt Housing Benefit. Tenants not eligible for Housing Benefit would be required to self-fund.

Household Costs

Tenants are responsible for buying their own furniture, electrical items and paying their own household bills.

Utilities: All flats are fitted with individual electricity and gas meters. Staff can provide support to new tenants in getting accounts set up and in changing meters to/from Pay As You Go if required.

Flats are not plumbed for a washing machine. There is a communal laundry room which is free to use for all tenants.

Telephone, Internet and Satellite TV: Cabling is available in all flats to enable tenants to set up their own telephone, internet and satellite/cable TV packages. Tenants must use existing wiring and cannot put additional dishes on the outside of the building. Tenants who are registered as disabled or retired are eligible for a concessionary TV licence fee.

Scheme Background

The Scheme, located in the Whiterock area of West Belfast, is a two storey building offering accommodation to a total of 37 people within 35 self-contained one bedroom flats and a two bedroom, two person bungalow. It was built by Choice Housing as a Sheltered Housing Scheme and opened in 1993. In 2003, with the inception of the NIHE Supporting People Programme, Inspire Support Services were invited to step in to provide an enhanced support service to all tenants.

Daisyhill operates as a Jointed Managed Partnership between Choice Housing and Inspire Support Services. It is funded and regulated by NIHE through the Supporting People Programme.

Daisyhill is not RQIA registered and is not contracted or approved to provide care services such as personal care, managing service users' monies or administration of medicine. We do however aim to ensure the care needs of our tenants can be met through close working relationships with Care Management, Community Mental Health Team, Learning Disability Services, Physical Disability Services, Home Care Services, Visual Impairment Team, Addictions Service and various approved care providers.

Tenancy Agreement

All tenants sign a Tenancy Agreement with Choice Housing. This is a legally binding agreement which outlines the responsibilities of the landlord and the tenant. It is important that tenants familiarise themselves with this as breaches of the agreement can place the tenancy at risk. Examples of such breaches would include failure to maintain the property to an acceptable standard; anti-social or nuisance behaviour by a tenant or their visitors; deliberate damage to property or other criminal behaviour.

Tenancies and support agreements at Daisyhill are not time limited. Tenants may remain in Daisyhill and continue to avail of a high quality housing support services for as long as this is appropriate to their needs and they continue to abide by the conditions in the Tenancy Agreement.

Referral and Admissions Process

Referral to Daisyhill Court is via the NIHE Common Selection Scheme. Applicants must be registered on the General Needs Housing list seeking Sheltered Housing or on the Complex Needs list. The Westrock area of Belfast must be included within the applicant's geographical areas of choice.

Inspire Support Services and Choice Housing jointly assess referrals to the property and Choice Housing allocate the accommodation on the basis of this assessment. Support is available to all successful applicants.

To be eligible for admission, applicants must meet one of the following criteria:

- Aged 45 and over, on the General Needs Housing List seeking Sheltered Housing.
 - Aged 45 and over on the Complex Needs list, referred by statutory worker and having needs that may be met by the level of service provided.
 - Aged 18 – 45 on the Complex Needs list, as above (limited places).
- AND
- Eligible for Housing Benefit (or able to self-fund).

The service is unlikely to meet the needs of the following groups, unless appropriate Care Packages are in place. Those who:

- Need a high level of supervision, personal care or nursing care.
- Have a forensic history with high levels of risk around violence / aggression and/or self harm.
- Are unable to self-medicate.
- Need 24 hour support.

NB Emergency admissions are not available.

Staffing

Daisyhill Court has a dedicated staff team, employed by Inspire, who are on duty Monday to Thursday 8am - 5pm and on Friday 8am -4pm.

The staff team at Daisyhill is made up of the following:

1 x Project Manager

3 x Project Workers

1 x Support Worker

1 x Clerical Assistant (part time)

All staff are registered with the Northern Ireland Social Care Council (NISCC).

Daisyhill Court has a designated Housing Officer, employed by Choice Housing. The Housing Officer is not based at Daisyhill but visits regularly and is available to meet with tenants upon request.

Out of Hours Arrangements

Outside of the Inspire staffing hours, on call arrangements are in place for tenants through Fold Telecare.

An emergency call system operates in all flats. When staff are not on-site, tenants can use this system to contact Fold Telecare. They hold tenants' emergency contact information, and can contact emergency services – Police, Fire Service, Ambulance, as well as emergency maintenance services such as emergency plumber, electrician, etc. They can also open the gate and front door remotely to give access to Emergency Services or other authorised personnel if required.

Security

The gate to Daisyhill is locked at night, for safety and security reasons. (10pm—7.30am approx.)

Insec Security hold a contract with Choice Housing and will respond to any reported security or anti-social behaviour incidents outside of Scheme staffing hours. Tenants may use the Telecare system report any such issues.