

Retirement Living Schemes Policy

1.0 Purpose of policy

- 1.1 To raise awareness of our Retirement Living Services, which help promote independence and wellbeing; supporting residents to enjoy a happy and fulfilled life.

2.0 Objective

- 2.1 To provide a safe place for older residents to live, to support independent living and promote sustainable communities.

3.0 Policy detail

- 3.1 Retirement Living Schemes help to remove any fears of isolation and loneliness that many people experience as they become older. Knowing that other people live in the same building in similar circumstances can help to relieve these fears. Karbon Homes will ensure:
- Each scheme is managed by a scheme coordinator appropriate to the needs of the scheme who will be responsible for managing the building and providing housing related support.
 - Each scheme unit will be fitted with an alarm system that will enable residents to contact assistance in an emergency 24 hours a day and that is compatible with Telecare technology and the 24 hour mobile response service.
 - Each scheme is fitted with a controlled entry system.
 - Properties in our schemes are allocated in accordance with the relevant Allocations Policy.
 - Each resident will receive a Service Statement which describes the service we will provide.
 - There will be annual residents meetings to consult residents on service charges and there will be quarterly scheme meetings to seek feedback on the service.
 - Our schemes contribute to the quality of life and independence of our residents.

- All residents receive an assessment of their support needs and any associated risks and have an up to date support plan.
- There is a commitment to safeguarding the welfare of adults and children using or visiting each scheme and to work in partnership to protect vulnerable groups from abuse. Please refer to the Safeguarding Policy.
- There is a demonstrable commitment to fair access, fair exit, diversity and inclusion. The service acts within the law and ensures clients are well informed about their rights and responsibilities.
- There is a commitment to empowering residents and supporting their independence. They are well informed so that they can communicate their needs and views and make informed choices. Residents are consulted about the services provided and are offered opportunities to be involved in their running. Residents are empowered in their engagement in the wider community and the development of social networks.

4.0 Monitoring and Review

- 4.1 This policy will be reviewed at least every 3 years. Kelly Taylor, Assistant Director Specialist Housing has responsibility for the implementation and review of this policy.

5.0 Equality and Diversity

- 5.1 This policy is implemented in line with the Group's Equality and Diversity Policy and associated legislation. Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations.
- 5.2 This policy and associated documents are available in different languages and alternative formats where necessary.

6.0 Data Protection and Privacy

- 6.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the General Data Protection Regulation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which in association with the Data Protection Procedures must be followed throughout the operation of this policy.