



Retirement Housing

Welcome to Your New Home



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thenuehousing.co.uk



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General Retirement Housing Information

Welcome to Your New Home.

We hope you settle in and enjoy your new surroundings.

This Welcome Pack provides you with some additional general information about your new home and our services.

Settling in Visit

Shortly after you move in, your Retirement Housing Assistant will arrange to visit you at home.

They will chat with you to make sure that you have settled into your new home and will help with any matters which you are unsure of.

Emergency Alarm Information

Your new home may have a SMART HUB emergency alarm system fitted.

Your SMART HUB will look like this if you have one:



It works from your electricity supply connected by a plug to one of your sockets. It also has a backup battery in it. The Hub is generally located in your living room. It has an in built SIM card which uses 5G technology to transmit a signal.

The signal will come from you either pressing your pendant or bracelet (which we will provide you with) or from the PIR or “No Movement Sensor” in your hallway if no movement is detected in your home over a 24 hour period.

The Hub is also linked to your smoke alarms, heat detector (in the kitchen) and your carbon monoxide detector.

The SMART Hub MUST be kept connected to a socket at all times.

Should you find yourself in a medical emergency, you can press your pendant or bracelet at any time, day or night.

Your call goes through to a call receiving centre – Homecare (previously known as Cordia) who should respond to you within several minutes. Homecare have been provided with the details you have given us regarding who is your GP, the name of your next of kin and/or who to contact in an emergency and any other relevant information.

We asked for your permission to pass on this information when you signed your Tenancy Agreement.

Through the Alarm Service you will be able to summons assistance 24 hours a day, seven days a week. It is there to give you peace of mind; to make you feel safe and secure.

When you raise an alarm, it will be answered by specially trained Homecare staff who will be able to answer your call and provide any emergency help or assistance you may require.

The Alarm Service Equipment: What equipment is in my home?

In your home there will be:

- a SMART HUB unit
- linked smoke detectors
- a pendant or bracelet
- a heat detector
- a carbon monoxide detector
- a PIR or “no movement” sensor

What will the SMART HUB do?

It allows you to talk and listen to Homecare staff and it is sensitive enough for you to be heard from any room in the house.

What is the pendant for?

You should always wear your pendant or bracelet when you are at home. It is completely waterproof so can be worn even in the shower or bath. If you have any difficulties and need to press it, it will activate the alarm.

What do the smoke detectors do?

If smoke is present in your home the smoke detector will automatically raise an alarm in your home, and at the Homecare Alarm Centre. The devices are very sensitive and will continue to sound until the air is clear of smoke.

Should the smoke alarm go off, Homecare staff will attempt to contact you to check that there is an emergency situation, and this may mean them contacting the Fire Brigade to attend your home.

What do the PIRs or “no movement sensors” do?

If there is no movement in your home over a 24-hour period and you have not opted out of having the sensors, an alert is automatically sent to the Homecare Alarm Centre. Unless you have contacted Homecare to let them know you are away, eg, on holiday, they will contact you via the alarm system to make sure you are ok.

If they are unable to contact you, they will contact your next of kin or named representative. If they are unable to contact them, they will contact emergency services to gain access to your home to ensure you are safe and well.

Please note, this can happen at any time, day or night so it is **very, very important** that, for example, if you are going away from your home for more than 24 hours, you notify Homecare **BEFORE YOU GO**. Otherwise you run the risk of emergency services forcing access to your home. The contact details for Homecare are listed at Section 3 of this Brochure.

Other Things You May Wish To Know About the Alarm Service

What if there is a power cut?

The system would still work. Batteries provide emergency cover for the system. In addition, Homecare has a standby generator in the event of a city wide failure.

Will someone show me how to use the service?

Yes. Your Retirement Housing Assistant will be happy to show you how it works when you first move in and any other time if you are unsure of it.

What happens with 'False Alarms'?

Don't worry about it. It is bound to happen from time to time, eg. if grandchildren are visiting. You will be unable to cancel the call but just wait until someone answers and let them know that it was accidental.

What will be known about me by others?

Your name and address and other information which may be helpful to staff in an emergency. Examples of such information are names, addresses and telephone numbers of neighbours, key-holders, doctors etc, and medical conditions.

Is the information I give treated confidentially?

Yes. All personal information is treated confidentially by us and by Homecare but you still have the right to decide what information you wish to supply.

Your contact information may change from time to time. Please contact Homecare directly with the updated information.

Why is ‘Housing Alarms’ better than just a telephone?

We think it’s better because:

- You may not be able to reach the telephone if you fall, become ill or are injured somewhere else in the house, eg the bathroom
- Even if you can reach the phone, you may not feel well enough to dial a number
- Apart from the 999 emergency services, anyone else you may call may not be in
- There may be emergencies of which you may be unaware, eg. a fire
- You can tell Homecare staff what service you need, but if you are unable to speak, or unaware of an emergency, the call tells the computer who you are, where you are and the computer gives the staff information such as your doctor, key holder etc.

How will emergency services gain access in an emergency?

If it is at all possible you can let them in yourself.

If you are unable to let them in, and you have a key safe and have provided Homecare with the code, you will have given consent for Homecare to issue the code for emergency use only.

That is, fire or a medical emergency. If you do not have a key safe, Homecare staff will contact your nominated key holder and get a key from them. If it is necessary to force your door open, the Fire Brigade will be contacted to do this.

If you can’t get to your door, Homecare staff will tell you over the room unit that the mobile officer is outside your door having obtained a key from a relative or from the key safe.

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General Information

Decorating

When decorating your house, you must take particular care when painting around the PIR. Dried paint can cause damage to the various working parts of the system. Also, please do not paint over the smoke detectors on your ceiling.

This will again stop the device from detecting smoke in your home.

If you are in any doubt, please do not hesitate to contact us.

If a chip pan catches fire:

1. The smoke detector sets off an alarm in the house, GET OUT
2. It alerts staff at Homecare's Alarm Receiving Centre that there is a fire
3. They will check for any false alarms before calling the Fire Brigade.
Do not wait to talk to the staff if there is a fire
4. Remember, on discovering a fire, leave the house immediately, closing all doors. Do not wait to pick up belongings.

Do not return to the house until the Fire Brigade advise you that it is safe to do so.

If you are unable to get out of the bath

- Press your pendant or bracelet
- Homecare staff will reply
- Tell them the problem
- They will arrange help
- Don't panic. Wait until the help arrives

If you are feeling unwell or had an accident

- Press your pendant or bracelet
- Homecare staff will reply
- If you are able to speak, explain the problem
- They will arrange help such as a mobile officer, ambulance or doctor as appropriate and ask them to attend

Suspected prowler or other worrying situation

If you suspect a prowler or if you are being harassed by anyone, press your pendant or bracelet and tell Homecare staff the problem.

If necessary, they will contact the Police who will take the appropriate action.

An Area Services Officer may also investigate the situation if appropriate. Your name will only be given to the Police with your permission.

If there is a fault with your system, a signal is generated to Homecare staff who will alert our contractor and arrange for appropriate remedial action to be carried out. In addition, staff will undertake a test of your SMART Hub once a year.

If you are unclear about any of the above, please let your Retirement Housing Assistant know.

Keeping Homecare Update

It is **very important** that you advise Homecare of the following:

- Contact details for your next of kin and/or emergency contact
- A contact telephone number for your GP
- Your key safe code (if you have one)
- If you are planning to be away from your home for longer than 24 hours

Please be assured that all information is stored confidentially by Homecare and will only be used in the event of an emergency.

If your next of kin, emergency contact or GP contact details change, it is important that you let Homecare staff know as soon as you are able.

Charge made by Homecare Alarm Receiving Centre

Since 2012, Homecare have made a charge to anyone who has an alarm system which is supported by their Alarm Receiving Centre.

Homecare will bill you directly for this charge.

Depending on your income, you may be eligible for a reduced charge, and this is something you should discuss directly with Homecare.

The charge for maintaining the alarm system is made by us and is included in your monthly service charge.

Key Safe



We are able to provide you with a Key Safe which can be fitted outside your front door. Key Safes can hold a spare key to your home and the safe is operated by a 4 digit PIN number of your choice.

Having a Key Safe could save emergency services having to force the door of your home – day or night. If you have any support or other services helping you at home, it can also be invaluable in allowing them a secure and convenient way of visiting you.



How to Report an Emergency Repair

If you require to report an emergency repair after office hours, below are the contact telephone numbers to use:

Emergency Repairs Contact Numbers

General Emergency Repairs

Mears – 0370 191 0001

Heating or Hot Water Emergency Repairs

City Technical – 0333 202 0708

Homecare Alarm Receiving Centre

0141 276 2020

Electricity Power Cut

105 (Freephone)

Gas Emergency

National Grid – 0800 111 999

Water Emergency

Scottish Water - 0845 600 8855

ECG Heating Repair (71 Main St Only)

01698 828778



Home Fire Safety Visit

Your home has a linked fire detection system installed which is linked to Homecare Alarm Receiving Centre.

As well as the fire detectors system, we recommend that a Home Fire Safety Visit is arranged with Strathclyde Fire and Rescue. This can be done online at the link below, and if you require support for this, please contact your retirement housing assistants for support.

www.firescotland.gov.uk/contact-us/home-fire-safety-visits

It is a FREE and comprehensive safety visit offered by Strathclyde Fire and Rescue who will provide advice and information and carry out a general review of your home, making suggestions if they think there are any obvious risks or hazards.

Our Retirement Housing Assistants will arrange this on your behalf or if you prefer, you can contact the Fire and Rescue service directly by using the undernoted contact details:

- Call 0800 0731 999
- Text "FIRE" to 80800 from your mobile phone
- Complete the online form
- Call your local fire station

Equipment and Adaptations

Your home should be suitable for all your needs including your medical needs however, sometimes things change over time which means you may find it more difficult to manage easily to move around your home. In these circumstances, we provide an Equipment and Adaptation Service. This is for tenants who are having difficulty with an activity in their daily home life, such as bathing or using the taps.

Who decides what adaptation is necessary?

We may receive a request from your Occupational Therapist for an adaptation on your behalf or you can contact us directly. If an Occupational Therapist is involved, they will visit you at home to carry out an assessment then let us know what is required.

If I do need something done, how long will I have to wait?

This will vary depending on the availability of funding and you will initially be placed on a waiting list according to the priority which has been awarded by your Occupational Therapist. If it's a minor adaptation, it's likely that we can go ahead and carry out it without waiting for an Occupational Therapist referral.

Further information on the above is available from your Retirement Housing Assistant.

Falls Prevention information

The Health Board provide a Fall Prevention Service which means specialist staff will call out to your home and identify any changes or alterations to try and minimize the risk of falling or tripping at home. Telephone consultations can be undertaken with their falls screening service and virtual NHS “Near Me” appointments with physiotherapy staff.

Below are a few links providing information on how to prevent falls:

- www.nhsinform.scot/aboutfalls
- www.csp.org.uk/system/files/get_up_and_go_leaflet_scotland_northireland.pdf

Energy Advice Service

Thenue's Energy Advice Project

The project has been up and running since November 2020 and so far we have made a big impact in our local communities, we can support you in a number of ways including:

- Support to manage your fuel debt
- Help dealing with your energy supplier complaints
- Support new tenants to set up energy accounts
- Show you how to switch supplier for a better energy deal
- Support you in applying for grants such as Winter Fuel Allowance and Warm Home Discount



energyadvice@thenuehousing.co.uk

0141 550 9558

0797 426 8974

Power of Attorney – It Makes Sense!

Every year thousands of people across Scotland lose capacity – it could be an accident, a head injury, a stroke or an ongoing progressive illness. The only way you can plan for your future is to appoint someone with Power of Attorney.

Power of Attorney is for when you are still here – people of any age can put it in place. If you are in hospital or a care environment or even your own home, no one can act for you – pay bills, manage your welfare or make key decisions unless you have made your plan.

We encourage all our tenant to plan ahead and to have a Power of Attorney sorted out.

For more information go to the Power of Attorney website at:

www.mypowerofattorney.org.uk



Timetable of Activities

We hold weekly surgeries in our Community Halls when you can call in to see your Retirement Housing Assistant.

What activities can I attend in the Community Halls?

A number of groups use the Community Halls, and you will have received the full timetable of events.

There are also “one off” events such as a Summer Bus Run and a Christmas Party.

More information on these is provided nearer the time.



Useful Contact Information

Your Support Your Way - Website in Many Languages

www.yoursupportyourway.org is an information, advice and signposting website set up the Health and Social Care Partnership. It provides social care and health information and is available in a range of different languages. There is lots of information for older people and their families and is an excellent starting point for anyone looking for information on a wide range of topics including equipment and adaptations, housing options and social activities. It lists activities across Glasgow and provides contact details for issues which may affect not just older people but all people living in Glasgow.

Glasgow Disability Alliance

Run by and for disabled people, Glasgow Disability Alliance has over 5000 members across Greater Glasgow. They offer a huge range of programs for people with disabilities or those with a long term health condition. Membership is free but you don't need to be a member to get involved or attend events!

There's something for everyone and sessions currently available include: Local History; iPad Skills; Keep Fit; and Seated Yoga. All events are currently held online and you can see more about what's available on their website:

gda.scot/events or Tel: 0141 556 7103

The Good Morning Service

The Good Morning Service is based in Glasgow and provides telephone befriending and alert calls to older people.

Every morning, 365 days a year, telephone befrienders call to members at a pre-arranged time to check that all is well and for a good blether.

They take an active interest in people and over time hope to become a good friend on the phone, someone to share a laugh with or simply be there to listen and give emotional support in difficult times.

If your Good Morning Call goes unanswered and the person can't be located, the Service will alert nominated contact persons or the emergency services to a potential health problem.

The Service is available FREE OF CHARGE to those aged 55+ years.

For more information you can contact them on:

0141 336 7766 or 0333 101 0036

Email: info@goodmorningservice.co.uk



How can I make my voice heard?

In Calton, we have a Retirement Housing Tenants Committee which meets on the last Thursday of every month.

At your settling in visit, your Retirement Housing Assistant will give you details about the Committee and if you are interested, you can attend these meetings just to see what goes on or you could join the Committee.



We also hold two Tenants Open Meetings a year, normally in February and August when we discuss general issues to do with our Retirement Housing Service and other local issues affecting older people in our communities. At these meetings, we always have a speaker from an outside agency who may be for example, from the Health Service or from Citizens Advice.

Do you have any free time?

Seeking Volunteers!

We are always keen to encourage participation and social interaction amongst tenants.

If you have a particular skill or interest that you might wish to share with others, please let your Retirement Housing Assistant know and we can discuss how we might be able to use your skills and knowledge to help others.

Or, if you have any suggestions for groups or activities which would be of interest, again, do let us know.



Staff Contact Details

Your main contacts are likely to be our Retirement Housing Assistants and their details are below:

Linda Malone, Retirement Housing Assistant
(Calton)

Tel: 550 9565 or Mobile: 0796 937 4811
linda.malone@thenuehousing.co.uk

Laura McWilliams, Retirement Housing Assistant
(Calton/Bridgeton/Monteith)

Tel: 550 9564 or Mobile: 0779 523 7299
laura.mcwilliams@thenuehousing.co.uk

Dot McKinlay, Retirement Housing Assistant
(Bridgeton)

Tel: 550 9561 or Mobile 0778 631 2143
dorothy.mckinlay@thenuehousing.co.uk



Translation Services

The Association is also able to provide translation services on request, through our provider, Happy to Translate. This can be done over the phone or in person.

Thenue Housing Association
423 London Road, Glasgow, G40 1AG
Tel: 0141 550 3581
admin@thenuehousing.co.uk
www.thenuehousing.co.uk

We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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