








SERVICE STANDARDS

What you can expect from our

Extra –Care Supported Housing

We will:-





-  **Meet with you to discuss your support needs when you view your property**
-  **Explain our charges and what they cover**
-  **Agree a support plan with you and the frequency of our visits or contact; within 5 days of your tenancy start date**
-  **Wear a name badge and carry ID when visiting your home**
-  **Ensure that your care needs are met**
-  **Provide a hot mid-day meal**
-  **Provide you with information about our service, community services or activities**

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We will:-





-  **Keep you informed about any actions we have taken and share all information with you (or a member of your family with your permission) related to your support plan reviews and assessments.**
-  **Keep your personal information secure and provide information in a format of your choice, e.g. large print**
-  **Only contact other agencies with your permission unless there is a serious risk to personal safety**
-  **Consult with you and involve you in any changes to your service or home**
-  **Ensure that emergency support provided through Lifeline is maintained 24 hours per day 365 days per year**

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We will assess these standards by keeping:

-  **Records of referral dates and visits**
-  **A written record of your support plan and any information relating to it**
-  **A record of permissions you have given us**
-  **Information about the service, community events and charges**

Seven Locks Housing

SERVICE STANDARDS

What you can expect from our

Extra –Care Supported Housing

If you would like to talk to us about

Extra Care Supported Housing

Telephone: **01858 414533**

Or email: **info@sevenlockshousing.co.uk**



Deborah Bennett
Executive Director



Sarah Conway
Chair of the Board

Dated 15th October 2010