

Derbyshire Adult Social Care
and Health

Housing and Accommodation
Support Services

Directory



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Introduction

What do Housing Related Support Services do?

Adult Care funds Housing Related Support services as part of a preventative approach to supporting people with their care and support needs.

Adult Care commission a variety of services designed to support people to maintain tenancy and live safely in their own homes. This document provides a summary of the services currently available to people living within Derbyshire.

Housing Related Support is designed to meet a service user's individual tenancy related needs, to promote and maintain independence in the community. The amount of support offered can range from an occasional visit to a visit every week, depending on which service is accessed and the amount of support an individual needs.

Housing Related Support can include:

- Support with claiming benefits and filling in forms;
- Support to develop the skills to maintain a tenancy;
- Signposting to other support services as necessary;
- Providing a community alarm and/or other equipment to improve confidence about living independently;
- Support to manage a short term crisis or unexpected event

Housing Related Support services do not include personal care tasks such as help with bathing, taking medication or cooking meals.

Who are Housing Related Support Services for?

The services are designed to support people with differing needs.

Support services are currently divided into the following client categories:

- Vulnerable, older people;
- Young people aged 16 to 24 years including: young people at risk and homeless young people;
- People who have mental ill health;
- People who have a learning disability;
- People with a physical or sensory impairment.

How can you access the services?

There are many different ways to access housing related support services.

Referrals are accepted from:

- Self-referral – people can refer themselves directly;
- Adult Care;
- Local Council Housing Departments;

- Probation;
- Health – this includes referrals from hospitals, GPs and other health practitioners/professionals;
- Partner organisations
- Voluntary sector organisations
- Other involved services or professionals.

We have included contact details for all of our providers and they will be able to tell you the most appropriate referral route for their services and further details about the client group supported by the service.

Extra Care Housing

What is Extra Care housing?

Extra Care housing is the name given to purpose-built accommodation with care and support for **older and vulnerable people**.

It is designed to offer residents the opportunity for more independence and their own front door while having the reassurance of staff on-site 24 hours per day, seven days a week.

Eligibility: Aged over 55, although applications will be considered for younger people with additional needs, such as a learning disability. There are no specific exclusions and applications are decided on a case by case basis by the scheme providers.

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Amber Valley Maple Mews Alfreton	Together Housing	Address: Bull Green House Bull Green Halifax West Yorkshire HX1 2EB Tel: 0300 330 5557 Email: fiona.taylor@togetherhousing.co.uk Website: www.togetherhousing.co.uk
Chesterfield Potters Place Chesterfield	Together Housing	Address: Bull Green House Bull Green Halifax West Yorkshire HX1 2EB Tel: 0300 330 5557 Email: marie.goodwin@togetherhousing.co.uk Website: www.togetherhousing.co.uk
Derbyshire Dales Waltham House Wirksworth	Housing 21	Address: Tricorn House 51 – 53 Hagley Road Birmingham B16 8TP Tel: 0370 192 4010 Email: rebecca.renshaw@housing21.org.uk Website: www.housing21.org.uk
Erewash Lacemaker Court Long Eaton	Housing 21	Address: Tricorn House 51 – 53 Hagley Road Birmingham B16 8TP Tel: 0370 192 4202 Email: karen.moss@housing21.org.uk Website: www.housing21.org.uk

High Peak Thomas Fields Buxton	Housing 21	Address: Tricorn House 51–53 Hagley Road Birmingham B16 8TP Tel: 0370 192 4014 Email: zara.lewis@housing21.org.uk Website: www.housing21.org.uk
High Peak Whitfield House Glossop	South Yorkshire HA	Address: 43-47 Wellington Street Sheffield S1 4HF Tel: 0114 2900 200 Email: j.dexter@syha.co.uk m.heslop-reather@syha.co.uk Website: www.syha.co.uk
North East Derbyshire Smithybrook View Clay Cross	Together Housing	Address: Bull Green House Bull Green Halifax West Yorkshire HX1 2EB Tel: 01246 217650 Email: choicemove@rykneldhomes.org.uk Website: www.rykneldhomes.org.uk
North East Derbyshire Stonelow Court Dronfield	South Yorkshire HA	Address: 43-47 Wellington Street Sheffield S1 4HF Tel: 0114 2900 200 Email: j.dexter@syha.co.uk m.heslop-reather@syha.co.uk Website: www.syha.co.uk
South Derbyshire Oakland Village	Trident Group	Address: 239 Holliday Street Birmingham B1 1SJ Tel: 01283 240594 0776 481 3397 Email: elaine.oughton@tridentreach.org.uk (scheme manager) emma.spence@tridentreach.org.uk (IMHO/senior support) Website: www.tridentreach.org.uk/reach/derbyshire

Independent Living Services

What is Independent Living Services and Floating Support?

Services that support independent living, sometimes known as Floating Support, can be delivered within the home, in a community hub or other suitable environment as agreed. It consists of one-to-one support with the individual and responds to their individual needs across a broad spectrum of housing related activities that support people to remain independent in their own homes.

These can include but are not limited to: budgeting, reducing debt, support with tenancy related mail, housing benefits claims and appeals, signposting to Welfare Rights or other agencies, setting up utilities, support to comply with the conditions of a tenancy and preventing tenancy breakdown, moving to more appropriate accommodation, health and safety advice, support to manage risk or crisis and wellbeing advice.

Older People

Housing related support that can be delivered to service users over 55 living in any type of home - private, rented or local housing authority home.

Eligibility: People over 55

Support is available: Short to long term

Referral route: Via the local Council/support worker/self-referral/Adult Care

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Amber Valley	Chesterfield Borough Council	Address: Chesterfield Borough Council Town Hall Rose Hill Chesterfield S40 1LP Tel: 01246 345609/0300 323 0076 Email: queries.careline@chesterfield.gov.uk
Bolsover	Bolsover District Council	Address: Bolsover District Council The Arc High Street Clowne Derbyshire S43 4JY Tel: 01246 242309 (24 hour) Email: telecare@bolsover.gov.uk

Chesterfield	Chesterfield Borough Council	Address: Chesterfield Borough Council Town Hall Rose Hill Chesterfield S40 1LP Tel: 01246 345609/0300 323 0076 Email: queries.careline@chesterfield.gov.uk
Derbyshire Dales	Revival	Address: 308 London Road Stoke-on-Trent ST4 5AB Tel: 0333 014 3389 Email: hello@thisisrevival.org.uk
Erewash	Revival	Address: 308 London Road Stoke-on-Trent ST4 5AB Tel: 0333 014 3389 Email: hello@thisisrevival.org.uk
High Peak	High Peak Borough Council	Address: High Peak Borough Council Town Hall Market Place Buxton SK17 6EL Tel: 01298 813395 Email: carelinkC@highpeak.gov.uk
North East Derbyshire	Chesterfield Borough Council	Address: Chesterfield Borough Council Town Hall Rose Hill Chesterfield S40 1LP Tel: 01246 345609/0300 323 0076 Email: queries.careline@chesterfield.gov.uk
South Derbyshire	South Derbyshire District Council	Address: South Derbyshire District Council Civic Offices Civic Way Swadlincote Derbyshire DE11 0AH Tel: 01283 228788 Email: careline@southderbyshire.gov.uk

Younger People

The **Step Up** service provides tenancy related support to young people across Derbyshire who are vulnerable and at risk of homelessness. This is a countywide service delivered by Framework Housing Association and Adullam.

Eligibility: Young People aged 18 – 25 years on a case by case basis

Support is available: Tailored to individual need

Referral Route: Via the local Council/ /self-referral/Adult Care/Childrens Services

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Countywide	Framework HA and Adullam	Address: 429 Tamworth Road Long Eaton Nottingham NG10 3JS Tel: 0115 998 6635/0787 083 9560 Email: alison.legg@frameworkha.org Website: www.frameworkha.org

Crisis Intervention

For service users who have an identified and eligible need for housing related support as a result of a crisis situation or a significant change in circumstances.

Eligibility: Anyone over 18 who requires support to manage a housing related crisis or significant change in circumstances.

Support is available: for six weeks

Referral Route: Professional referrals only. Where an ongoing support need is identified, referrers must remain involved.

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Countywide	Leonard Cheshire	Address: Genesis Business and Conference Centre 32-46 King Street Alfreton DE55 7DQ Tel: 01773 521427 Email: derbyscommsupport@leonardcheshire.org Website: Crisis Service

Learning/Physical Disability

Housing related support available across tenure and delivered in the home environment.

Eligibility: People 18+ with a learning disability, physical disability, Asperger's Syndrome, Autism, Acquired Brain Injury or sensory impairment.

Support is available: up to a maximum of two years.

Referral Route: Professional or self-referral.

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Countywide	NCHA - Nottingham Community Housing Association	Address: Unit 3 The Point Shireoaks Worksop S81 8BW Tel: 0115 844 3540 Email: careandsupportderbyshire@ncha.org.uk Website: Housing Related Support

Mental Health

Personalised support to enable people with mental ill-health to maintain their home and be in control of their housing needs, delivered by P3, working alongside the Derbyshire Federation for Mental Health.

Eligibility: People 16+ with a mental health need which is impacting on their ability to manage their day to day lives

Support is available: up to a maximum of twelve months

Referral Route: Professional or self-referral to a single point of access. The website provides all referral and service availability information and is the single point of contact for their services. See below for details. Contact can also be made by telephone or through community drop-in.

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Countywide	P3/ Derbyshire Federation for Mental Health	Address: P3 Amber Trust Head Office 7-11 Wellington Street Ripley DE5 3EH Tel: 01773 742051 Website: www.p3charity.org/DIL

Community navigator drop-in locations (telephone for more details)

Ilkeston	98 Bath Street, Ilkeston DE7 8FE
Ripley	7-11 Wellington Street, Ripley DE5 3EH
Chesterfield	40, Albert Road, New Whittington, Chesterfield S43 2BH
Matlock	Unit 7, Lime Tree Business Park, Lime Tree Road, Matlock DE4 3EJ
Buxton	Ground Floor, 1a Hardwick Mount, Buxton SK17 6PP
Swadlincote	12 Hill Street, Swadlincote DE11 8HL

Community alarms and telecare

What are community alarms and telecare?

Community alarms services provide 24 hours a day seven days a week alarms monitoring. Community alarms systems incorporate a pendant or wristband worn by an individual which connects to a telephone line through a base unit. If required, clients can summon assistance by triggering an alert and once the client is connected to an operator at a monitoring centre they can assess how to support the client's needs at that time.

Additional items of equipment can be added to the basic community alarm system, as part of the telecare offer, for example:

- Motion sensors can reduce the likelihood of accidents and falls occurring by automatically switching on a light when the individual gets out of bed
- Gas and water sensors can be used to alert if a client has not turned off the tap or cooker
- Sensors can be placed on a front door to alert a carer if a client has left home without anyone knowing

Some telecare equipment requires connection to a community alarm base unit so that specific sensors or equipment can provide information through to a monitoring centre, and for this there is an associated monitoring charge.

Eligibility: People over 55 and vulnerable/disabled people – across tenure.

Support is available: for as long as necessary

Referral Route: Self or Professional referral

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Amber Valley	Futures Housing Group	Address: Futures Housing Group Asher House Asher Lane Business Park Ripley Derbyshire DE5 3SW Tel: 01773 573150/546795/573171 Email: lifeline@futureshg.co.uk
Bolsover	Bolsover District Council	Address: The Arc High Street Clowne Derbyshire S43 4JY Tel: 01246 242309 Email: telecare@bolsover.gov.uk

Chesterfield	Chesterfield Borough Council	Address: Town Hall Rose Hill Chesterfield S40 1LP Tel: 01246 345609/0300 323 0076 Email: careline.response@chesterfield.gov.uk
Derbyshire Dales	Revival	Address: 308 London Road Stoke-on-Trent ST4 5AB Tel: 0333 014 3389 Email: hello@thisisrevival.org.uk
Erewash	Revival	Address: 308 London Road Stoke-on-Trent ST4 5AB Tel: 0333 014 3389 Email: hello@thisisrevival.org.uk
High Peak	High Peak Borough Council	Address: Town Hall Market Place Buxton SK17 6EL Tel: 01298 813395 Email: carelinkC@highpeak.gov.uk
North East	Chesterfield Borough Council	Address: Town Hall Rose Hill Chesterfield S40 1LP Tel: 01246 345609/0300 323 0076 Email: careline.response@chesterfield.gov.uk
South Derbyshire	South Derbyshire District Council	Address: Civic Offices Civic Way Swadlincote Derbyshire DE11 0AH Tel: 01283 228789 Email: careline@south-derbys.gov.uk

Accommodation Based Services

What are accommodation based services?

The services consist of Provider owned/leased accommodation with an attached floating support element to develop and promote independent living. Tenants receive more support than others in general needs accommodation, whilst working towards being more independent.

Mental Health

Housing Related Support services provided by P3, working alongside the Derbyshire Federation for Mental Health.

Eligibility: People with mental ill health and an

Support is available: up to a maximum of 12 months

Referral Route: Professional or self-referral to a single point of access. The website provides all referral and service availability information and is the single point of contact for their services. See below for details. Contact can also be made by telephone or through community drop-in.

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Countywide	P3/ Derbyshire Federation for Mental Health	Address: P3 Amber Trust Head Office 7-11 Wellington Street Ripley DE5 3EH Tel: 01773 742051 Website: www.p3charity.org/DIL

Community navigator drop-in locations (telephone for more details)

Ilkeston	98 Bath Street, Ilkeston DE7 8FE
Ripley	7-11 Wellington Street, Ripley DE5 3EH
Chesterfield	40, Albert Road, New Whittington, Chesterfield S43 2BH
Matlock	Unit 7, Lime Tree Business Park, Lime Tree Road, Matlock DE4 3EJ
Buxton	Ground Floor, 1a Hardwick Mount, Buxton SK17 6PP
Swadlincote	12 Hill Street, Swadlincote DE11 8HL

Mental Health – Morning Rise

Morning Rise is an accommodation based service for clients with mental ill health needs. It provides 16 units of accommodation and support, which includes a Housing Related Support element.

Eligibility: People with mental ill health.

Support is available: Medium to long term

Referral Route: Community Mental Health Team (CMHT).

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Erewash	Morning Rise	Address: 142 Morley Road, Derby DE21 4QY Tel: 01332 671695 or 0779 159 9771 Email: shirleyconnor@morningrise.org.uk Website: www.morningrise.co.uk

Physical or Sensory Disability

Habinteg provide ten units of supported accommodation to support people with a sensory or physical disability to live independently, meet their tenancy related needs and promote independence, choice and control over their daily lives.

Eligibility: People with a physical or sensory disability

Support is available: Medium to long term

Referral Route: Adult Care

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Chesterfield	Habinteg Housing Association Ltd	Address: Chapman House Unit 1, Adwalton Business Park 132 Wakefield Road Drighlington Bradford BD11 1DR Tel: 0113 285 9340 Email: direct@habinteg.org.uk Website: www.habinteg.org.uk

Practical Support

What is practical support?

These are services that support people to remain in their own homes for longer by providing practical assistance to keep their homes safe and in good repair.

Handy Van Services

Practical support around the home delivered by the Derbyshire Handy Van Service comprising of practical advice and support to help older and vulnerable people to live independently in their own homes. Examples include: home fire safety checks; smoke alarms provision and installation; energy efficiency advice; falls prevention advice; installation of key safes and practical DIY tasks.

Eligibility: People aged 60 and over in addition to younger, disabled people

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Countywide	Metropolitan Care and Repair	Address: Unit 16 Masons Place Business Park Derby DE21 6YZ Tel: 0203 535 4999 Email: handyvan@metropolitan.org.uk

Home Improvement Agency (HIA)

Housing related care and repair is practical help and advice within the home to support people to keep their homes in good and safe repair and to support people to adapt their homes for their developing needs, enabling them to remain independent in their own homes for longer.

Eligibility: People aged 55 and over (also younger disabled people or people on low incomes).

<u>Area</u>	<u>Provider</u>	<u>Contact Details</u>
Amber Valley, Derbyshire Dales, Erewash, High Peak and South Derbyshire	Metropolitan Care and Repair	Address: Unit 16 Masons Place Business Park Derby DE21 6YZ Tel: 0845 850 8013 Email: hiaderbyshire@metropolitan.org.uk Website: www.metropolitan.org.uk/support-services/care-and-repair/

Comments

We have made every effort to ensure that the information contained in this directory is correct. If you find any omissions or errors please contact us:

Derbyshire County Council
Adult Care Commissioning and Contracting Team
The Old Gym
County Hall
Matlock
DE4 3AG

Tel: 01629 536177

Email: ASCH.ac-commissioning@derbyshire.gov.uk

Website: <https://www.derbyshire.gov.uk/social-health/adult-care-and-wellbeing/accommodation-and-housing/housing-support/housing-related-support.aspx>
