

# What is sheltered housing video transcript

## What is sheltered housing?

Sheltered housing provides self-contained flats and cottages to enable independent living.

A community within a community.

Sheltered housing offers 1 and 2 bedroom flat and cottages across Aberdeenshire.

Door entry systems provide safety and security.

Communal facilities include gardens, areas for social activities and accommodation for guests of tenants.

Social activities can include concerts...games and crafts...or just a cuppa and a chat.

Local groups such as the British Legion and schools can visit sheltered housing and provide entertainment and social contact.

## What does housing support provide?

Tenants have the option of a person-centred wellbeing check that meets their needs and choices. This can be through the intercom, the telephone, or in person.

Sheltered housing officers can make referrals to partner services such as home care and occupational therapy.

Assistance with completing application forms is also available, such as for vehicle blue badges and help with letters and telephone calls.

Tenants can call for assistance from ARCH responders 24 hours a day, 7 days a week.

ARCH responders provide support with unplanned care and emergencies.

Sheltered housing officers can assist tenants by arranging appointments when they are unable to do so themselves including GP home visits.

Assistance is available to help tenants to make the most of technology...including support to keep in touch with family and friends, order shopping, attend 'Near Me' virtual medical appointments... and help with online application forms.

## We are available to answer any questions you have about sheltered housing

Call the assistant coordinator team on 01467 468154

We look forward to meeting you.

Many thanks to our tenants Hazel Stewart, Peggy D'Inverno, and Norman Strachan.