

## Frequently asked questions

### Question:

Do I need to be living in a sheltered scheme to access Enhanced Support?

### Answer:

No, you don't – support is available to anyone living in a Raven property who is over 55.

### Question:

I already have a personal care assistant, can I still access Enhanced Support?

### Answer:

Yes. Your Support Coordinator will be happy to work with your Care Assistant to ensure your needs are met.

### Question:

I struggle understanding letters and post I receive. Can you help?

### Answer:

Yes, our support packages can include help with this.

### Question:

How easy is it to increase/decrease my service level?

### Answer:

It's very easy! Just contact your Support Coordinator and they will meet with you to discuss what you need.



## Choosing a package

Should you wish to find out more about the service, please contact Jaime Neale, Sheltered and Temporary Accommodation Manager at Raven Housing Trust:

**Tel: 01737 272 602 or 0300 123 3399**

**Email: [Jaime.Neale@ravenht.org.uk](mailto:Jaime.Neale@ravenht.org.uk)**

We will arrange for a member of the team to visit and run through the options with you.

## Contacting Us

**Raven House, 29 Linkfield Lane,  
Redhill RH1 1SS**

**Call 0300 123 3399**

**Email [support@ravenht.org.uk](mailto:support@ravenht.org.uk)**

**Visit [www.ravenht.org.uk](http://www.ravenht.org.uk)**



## Raven's Enhanced Support Service

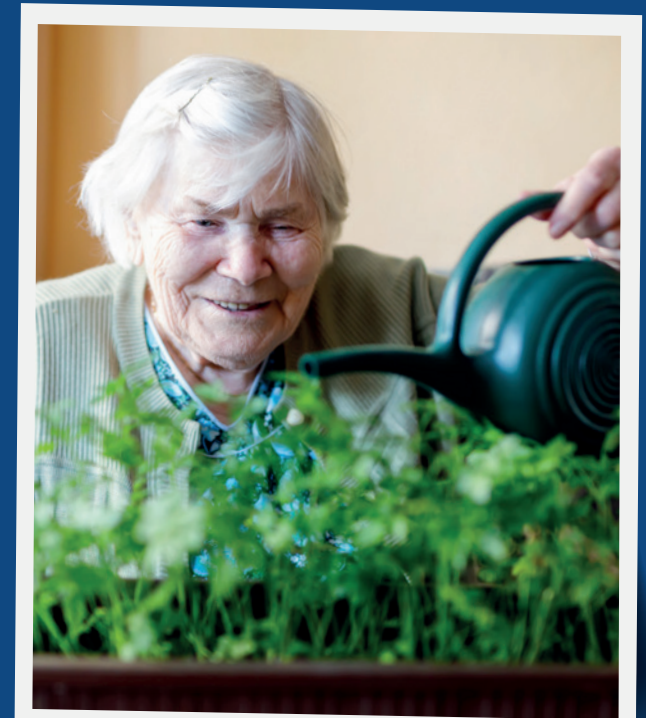
For those over 55

## Finding the best fit for you

Raven are fully committed to make ageing a positive experience. We understand how important it is to our resident to live well and independently.

The Enhanced Support Service is a range of support packages offered to ensure that tenants who are over 55 years can access the support they need to continue living independently in their homes.

Raven recognises that each resident is an individual, and for this reason, each plan is tailored to your specific needs. Ensuring that the support you get is the support you need.



## What can I expect from this new Enhanced Support Service?

You will be assigned a Support Coordinator who will look after you.

Depending on the service level you select, your Support Coordinator will be the person who contacts you regularly, conducts home visits and works with you and your support network to ensure you get everything you need.

Your Support Coordinator will work with you on a one-to-one basis and will regularly reassess the level of support you may need. They will also make recommendations to assist your independent living.

Your Support Coordinator is here to help you. Their contact details will be provided to yourself and those in your support network so you can access advice and support easily, when you need to.



## What could 'Enhanced Support' look like?

We understand that 'support' can mean different things to different people. For this reason we provide a range of support packages tailored to your individual needs.

The table opposite will give you an idea of the services which can be offered under each of our service levels: Bronze, Silver and Gold.

Staff will be happy to meet with you and your support network to guide you through the options available.



Building  
homes  
Changing  
lives

## Our 'Enhanced Support' packages

ENHANCED SERVICE PACKAGE	BRONZE	SILVER	GOLD
Cost of service (per week)	£5.73	£5.73	£9.89
Annual PEEPS* review	X	X	X
Annual property check	X	X	X
Biannual pull cord check	X	X	X
Annual needs assessment	X	X	X
Emergency help (e.g. following a fall)	X	X	X
Referrals to adult social care	X	X	X
Monitoring of rent account	X	X	X
Contact with Support Coordinator (times/week)	2	4	5
Home visit from Support Coordinator		Fortnightly	Weekly
Referrals to external agencies		X	X
Support plan with review		Annual	Bi-annual
Liaison with support network and external agencies		X	X
Support with mobility aids and adaptation requests		X	X
Support with moving home		X	X
Support with all tenancy issues		Urgent matters	X
Help with paperwork and understanding post/letters		Urgent matters	X
Debt advice			X
Referral for drugs and addiction support			X

\* Personal Emergency Evacuation Plan

\*\* Covered by Housing Benefit payments