

## Support plans and the role of the Scheme Co-ordinator

### The Role of the Scheme Co-ordinator

Scheme Co-ordinators work between 8am to 5pm, Monday to Thursday and 8am to 4.30pm on Fridays, with a 30 minute break for lunch. During these hours they will make contact with their residents, either in person or via telephone or the alarm system, to check on their wellbeing. This monitoring of a resident's wellbeing is structured around the completion of a mutually agreed Support Plan, which is reviewed on an annual basis, or sooner should there be a need.

The Support Plan is an agreement describing a range of needs that are addressed in order that the resident may live as independently as possible. A scheme co-ordinator's first priority will always be to assist residents in an emergency. If an emergency occurs during the normal times for making calls and visits, the time of the regular visit or welfare call may vary.

Scheme Co-ordinators cannot undertake personal care, such as bathing, administering medicines, dressing or lifting, shopping, meal provisions or dealing with financial matters, such as collecting prescriptions or paying bills. However in a genuine emergency they are allowed to offer some assistance of this kind in the short term until proper arrangements can be made.

### The Support Plan Agreement

We aim to provide Sheltered Housing residents with the level of service they require. We aim to give residents the level of service they want balanced against that which meets their needs. This is achieved by the Support Plan we put together with our customers.

Support Plans also help us understand what sort of service our customers would like us to provide in future and help us design a model of service that meets the needs and aspirations of our customers.

### Relief Cover Arrangements

There will be times when Scheme Co-ordinators are on holiday or on sick leave. At these times, based on availability, a Relief Scheme Co-ordinator will visit or make the calls.

These arrangements may also be supplemented by calls through the alarm equipment, or by telephone, by another member of the sheltered housing team.

If you would like to know more, please contact [our Sheltered team](#).