

Asra Midlands

To rent in Leicester, Wellingborough, Birmingham, Wolverhampton, Coventry & Sandwell:
Tel: 0800 458 2558
Email: asramidlands@sanctuary-housing.co.uk

Beth Johnson – North Midlands

To rent or buy in Stoke on Trent, Newcastle under Lyme, Cheshire, Staffordshire Moorlands, Telford & Wrekin, Shropshire, Stafford, Burton on Trent and Rugeley:
Tel: 0800 023 4503
Email: bethjohnson@sanctuary-housing.co.uk

Beth Johnson – South Midlands

To rent or buy in Birmingham, Sutton Coldfield, Worcester, Sandwell, Dudley, Wolverhampton, Lichfield, Warwickshire, Leicester and Solihull:
Tel: 0800 288 9783
Email: bethjohnson@sanctuary-housing.co.uk

Charter Community Housing

To rent in Oxfordshire
Tel: 0845 009 2500
Email: charter.info@sanctuary-housing.co.uk

Rochford Housing

To rent or buy in Rochford, Rayleigh and Great Wakering:
Tel: 0800 012 1991
Email: enquiries.rochford@sanctuary-housing.co.uk

Sanctuary Hereward - East of England

To rent a home in Cambridgeshire, Essex, Hertfordshire and Suffolk contact:
Tel: 0845 850 57 57
Email: east@sanctuary-housing.co.uk

To buy a home in Cambridgeshire, Essex, Hertfordshire and Suffolk contact:
Tel: 0800 781 4755
Email: east@sanctuary-housing.co.uk

Sanctuary Hereward – London and South East

To rent in Westminster, Hackney, Haringey, Harrow, Barnet, Lambeth, Wandsworth, Ealing, Merton, Tower Hamlets, Newham, Brighton, East Sussex and Kent or to buy in Leyton, Hackney, Croydon, Greenwich and Kent:
Tel: 0800 781 4755
Email: londonsoutheast@sanctuary-housing.co.uk

Sanctuary North

To rent in Beverley, Doncaster, Halifax, Harrogate, Hull, Leeds, Rotherham, Scarborough, Scunthorpe and Sutton in Ashfield or to buy in Leeds and Harrogate:
Tel: 0800 781 0401
Email: sanctuarynorth@sanctuary-housing.co.uk

Sanctuary Shaftesbury

To rent or buy in Buckinghamshire, Cornwall, Devon, Dorset, Hampshire, Gloucestershire, Somerset and Wiltshire:
Tel: 0800 083 9283
Email: sanctuaryshaftesbury@sanctuary-housing.co.uk

This leaflet can be translated into other languages, large print and Braille, or recorded on to audio CD/tape. Please contact your local office for details. This will be made available to you within eight weeks.

Sanctuary Group

Sanctuary House, Chamber Court
Castle Street, Worcester WR1 3ZQ

Tel: 01905 338600
Fax: 01905 338700

www.sanctuary-housing.co.uk



A home for life

Service Aims

As a provider of quality sheltered housing, our aims are to:

1. Provide good quality, specially designed housing for older people that offers safety and security and is a 'home for life' wherever possible.
 2. Help maintain residents' independence with the necessary flexible support and care package, to enable residents to stay in their own homes as long as possible.
 3. Provide services and facilities that meet the needs of all older people, including those from all faiths, religious preferences and ethnic backgrounds.
 4. Encourage and enable resident participation and involvement
- including social, educational and other activities both within the scheme and with the wider community.
5. Ensure that staff provide an accountable, confidential and professional service to residents.
 6. Strive for continuous improvement.
 7. Work with community partners, such as local authorities and health services, to ensure that sheltered housing services meet local needs.

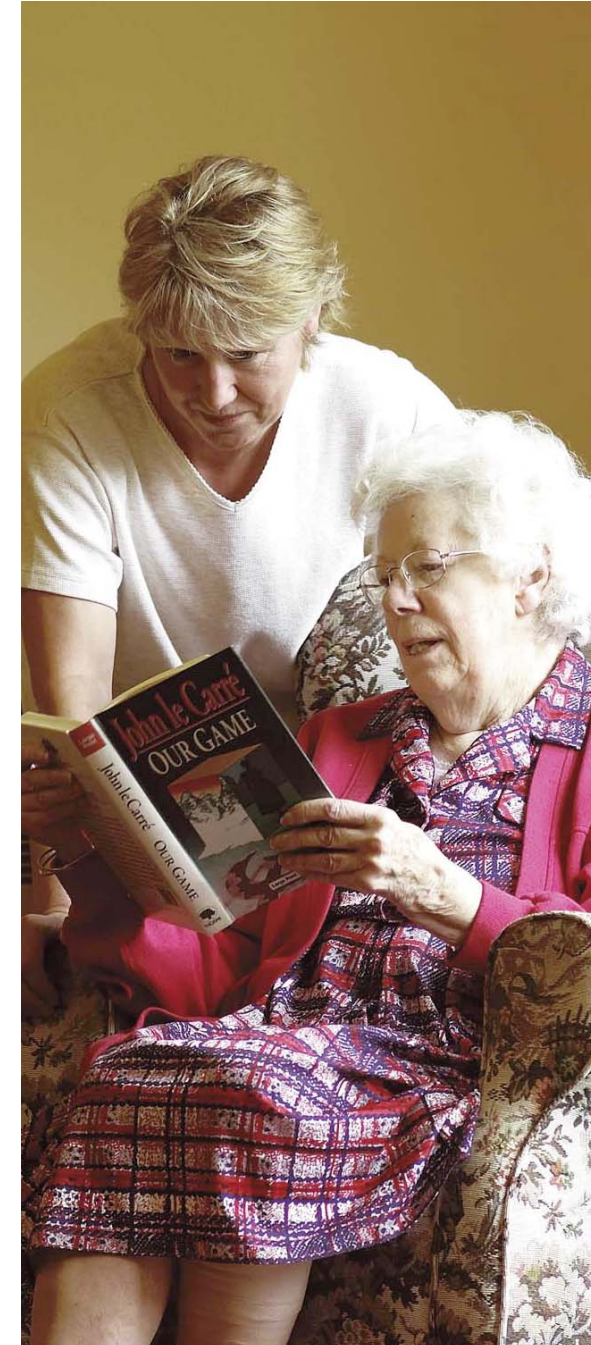


Recognition

Sanctuary Group has been awarded The Code of Practice for Sheltered Housing. This is an award that is assessed and accredited by The Centre for Sheltered Housing Studies. Achieving this award demonstrates the high quality of our services and our commitment to improving the support we provide to residents.

We have also been awarded the Tenant Participation Advisory Service (TPAS) quality mark for our work in empowering residents and our commitment to resident involvement.

If you are interested in renting or buying one of our sheltered properties please contact the appropriate office detailed overleaf.



Peace of Mind

All of our accommodation is linked to a call centre through an alarm call system. Help can be obtained through the system either by pulling an alarm cord or pressing a button. In addition residents have the support of dedicated and trained sheltered housing staff.



Our staff provide a confidential, fully accountable and professional service to residents and will respond quickly and appropriately in the event of emergencies.

Working in consultation with residents and their families on a regular and ongoing basis, staff also liaise with statutory, voluntary and private agencies

as part of their role to ensure that all our residents' needs are met.

Staff can give advice and direct residents to a range of services such as shopping, cleaning, cooking and personal and nursing care. However, they are not responsible for providing these services themselves.

Our staff liaise with residents' families, statutory, voluntary and private services and complement the care and support they provide. The call centre facility will respond to emergencies during the periods when staff are off duty - usually evenings, weekends and holidays.

We understand the importance of independence and peace of mind which is why our specially designed sheltered housing schemes provide older people with comfort and security.

We take great pride in the quality and professionalism of the services we provide and aim to help residents lead an active, fulfilling life with the emphasis on privacy and dignity.

Residents have their own accommodation complete with front door and key but they also have access to a range of additional support services including sheltered housing staff and 24 hour emergency alarm system.



The beauty of sheltered accommodation is that you have the freedom to choose how you want to live. If you want some companionship, you can get together with other residents in the communal areas, but if you need privacy, you can relax in your own home. Whatever your choice, your wishes will be respected.

Accommodation

Most of our schemes are purpose-built or specifically re-modelled and offer self-contained accommodation for couples and single people.

Standard facilities include a bedroom, lounge, kitchen and bathroom. Most are carefully planned to take into account the needs of older residents. Stairs don't have to be a problem as nearly all our schemes incorporate a lift. Television and telephone points are included as standard.

Guest rooms with en-suite or adjacent facilities are available at many of our schemes and, for a nominal charge, friends and family are welcome to stay.



Full complement of facilities and services

Our schemes provide a range of facilities and services. These may include some or all of the following:

- Communal lounge
- Communal kitchen
- Laundry room containing washing machines and driers
- Assisted bathrooms
- Quiet reading rooms
- Lift
- Guest rooms
- Managed and well maintained gardens
- Organised activities
- Visits from local hairdressers
- Concessionary TV licence

Most schemes offer communal facilities which are ideal for making friends or enjoying the company of others over a cup of tea. They are also used for a variety of activities including organised social events and residents association meetings.



Independence

We recognise people's needs change over time. By providing the necessary support and liaising with other agencies to arrange care packages, we can help residents stay in their own homes as long as possible and keep their independence. In many instances residents avoid the need to move into long term care altogether.

Resident involvement

We actively encourage residents, including families and carers to be involved in the decisions which affect their homes and their lives. We also promote the rights and choices of residents.

On some schemes, following consultation with residents, appropriate community groups from outside the scheme may be allowed to use or share communal lounge facilities.