

Inspired Living (Sheltered) and Extra Care Support Service

We provide homes which are built specifically to meet the needs of the people who live there. Both our Inspired Living (Sheltered) and Extra Care Support services are designed to help people over the age of 55 stay independent and thrive at home.

Inspired Living (Sheltered) homes are suited to people who want to continue living independently but be reassured that help and support is available to them, if their health or mobility changes.

Extra Care Support focuses on helping older people remain independent in their homes by making sure customers have access to quality on-site care and modern communal facilities, as well as a good quality home. Our Extra Care Support gives people choice and control over their care and the support they receive, as well as creating a community that helps people thrive.



Livv support

Livv colleagues support both Inspired Living and Extra Care customers in their homes and communities.

We will:

Inspired Living (Sheltered)

- **Support you through home visits** from Monday – Friday, 9.00 am – 5.00 pm (excluding Bank Holidays)
- **Be available 24/7** for emergencies through the assisted living technology fitted in your home or on-call arrangements, if needed

Extra Care

- **Provide on-site support** from Monday – Friday, 9.00 am – 5 pm (excluding Bank Holidays)
- **Be available 24/7** for emergencies through the assisted living technology fitted in your home or on-call arrangements, if needed

Assisted Living Technology

To make sure you're supported all year round, assisted living technology can be found in your home. This is available to you if you need urgent help and can be used by pressing a button or pulling a cord.

If you use the Assisted Living Technology in your home, an alert is sent to a response centre, where trained colleagues will guide you through the system and arrange for help to get to you as soon as possible. This could be contacting your family, carer or the emergency services. They'll also stay on the line with you, so you're never alone in an emergency situation.

The right support for you

When you move into your Inspired Living or Extra Care home, we work with you to agree a plan that meets and supports your personal needs.

We will:

- **Complete an Assisted Living Technology form** and share your personal details with our call monitoring provider
- **Visit you again in 28 days** to make sure you're settling into your home and have all the support you need to live well at home
- **Review your support at least once a year** or sooner if your situation changes
- **Visit you within seven working days** if you request a review of your support

Get to know your Housing Advisor

When you move into your home, we'll tell you how you can contact your Housing Advisor. So, if you ever need to speak to them, you can get in touch quickly and easily.

We'll also get in touch at least once a year to arrange a visit to your home so we can complete your Living Well Plan together. You'll get more information about this when you move in so you can ask any questions you may have.

Throughout the year, we'll share updates and information with you in our customer magazine – Living – newsletter – The Livv Loop – and on our website and social media channels.

Your health and wellbeing

When we visit you, we'll check on your general health and wellbeing to make sure you're doing well. If need be, we'll connect you to suitable services and organisations that can offer further support and help such as NHS services, Adult Social Care or the falls service.

Keeping you well

As a Livv customer, you can access a range of support that can improve your health and wellbeing, help you manage your finances and meet new people.

We can also connect you to support which will help you manage debt, budget and meet your tenancy conditions. Find out more by visiting our [Help and Support page](#) now.

Aids and adaptations

To help you stay independent at home for as long as possible, we can help you access a range of assistive technology or minor aids and adaptations, if and when you need them.

If you'd like to find out more and arrange a home visit and assessment, call us on **0151 290 7000** or **Freephone 0800 561 0007**.

Staying safe and secure at home

To make sure you're safe and secure in your home, we'll share advice, information and guidance in our customer handbook, Living magazine, The Livv Loop and on our website and social media channels.

Extra Care: Daily support

If you don't have a support system or social circle, we can provide a daily welfare telephone call. This is so we can check in with you and make sure everything is ok and arrange for further support, if you need it.

Extra Care: Support services for you

Tailored support, just for you, can be arranged and together we can agree a care package that meets your needs. A care package is designed to help you manage everyday tasks and make sure you have all the help you need to live as independently as possible in your home.

Making sure you receive the support that's right for you, your care package can cover everything from washing and dressing to preparing meals and managing medication.

Care packages are provided by Community Integrated Care CIC and are assessed by the Care Team and a Social Worker before you move into your Inspired Living or Extra Care home.

Reviewed regularly, your care package adapts to your needs, if they change, and gives you peace of mind that the support you need will be there when you need it.

Activities and events

To help you meet people, learn new things and build a community, we host regular activities and events so you can enjoy an active social life in your building:

Inspired Living (Sheltered)

We will:

- **Help you attend** and lead activities and events
- **Keep community rooms clean and tidy** so they can be used for different events, activities and gatherings
- **Run activities and events that help you meet people** and improve your emotional and mental wellbeing
- **Share all activities we run in [The Live Well Directory](#)** so you can stay up to date with all activities and events we're hosting

Extra Care

We will:

- **Organise and host** weekly events for customers to get involved in
- **Help you attend** and lead activities and events
- **Keep community rooms clean and tidy** so they can be used for different events, activities and gatherings
- **Run activities and events that help you meet people** and improve your emotional and mental wellbeing
- **Make sure all activities are accessible** so everyone can enjoy them and attend
- **Share all activities we run in [The Live Well Directory](#)** so you can stay up to date with all activities and events we're hosting
- **Involve volunteers in activities** as much as possible



Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will