

Housing Services

Directory for older people, their families and carers



If you would like a copy of this document in another format such as large print, Braille, audio or in a different language, please call **01539 733333** or email **customer.services@southlakeland.gov.uk**



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This directory highlights housing and related services available for older people living in the South Lakeland District area.

You will find below contacts in relation to keeping independent, safe and well in the home. There are also a number of organisations which can provide independent advice to help you make informed decisions now and for the future such as; support, companionship, moving or, downsizing.

We understand that not everyone has access or wants to use the internet and so we have provided telephone contact numbers for each organisation. Some are national numbers but they will provide local information or put you through to a local contact where available, just ask. In instances where no direct contact number is available, websites have been provided.

Housing options

Housing Options Team

South Lakeland District Council

Tel: 01539 733333

For advice on housing when you may be threatened with losing your home or considering applying for low cost homes to rent.

AGE UK - South Lakeland

Helpline: 030 300 30003

Age UK South Lakeland has a resource centre in Kendal and Ulverston, providing free advice and information including housing, either over the phone or face to face.

Housing for people over 55 years of age

Private registered providers of social housing:

(also known as housing associations):

South Lakes Housing

Tel: 0300 303 8540 (24-hour)

Email: customerservices@southlakeshousing.co.uk

Contact South Lakes Housing for information about renting low cost housing and sheltered accommodation for those over 64 years old. You will need to join the housing register (called 'Cumbria Choice'). They can help you with this or visit: www.cumbriachoice.org.uk

IMPACT housing

Tel: 0344 873 6290 – 24 hours
local rate number

Impact Housing provides social housing for rent, they manage properties for those over 55 years old. Applications will be through Cumbria Choice or contact IMPACT directly.

Over 55's properties;

- Jenkins Crag Court, Kendal
Tel: 01539 729591
- Rowan Court, Ambleside
Tel: 01539 432557

Home Group Housing Ltd

Tel: 0345 141 4663 general
contact number

Home Group manages some social housing properties for those over 55 years old. Contact them directly for information or apply via Cumbria Choice.

Castles and Coast Housing Association

Tel: 0800 085 1171

Email: cs@castlesandcoast.co.uk

Castles and Coast Housing Association has some flats which are allocated for those over 55 years of age and some bungalows with walk in showers for those with mobility concerns. Applications are via Cumbria Choice but you can call Castles and Coast and ask for the Kendal office to help complete an application.

Alms houses:

Kendal Almshouse Charity

Clerk to the Trustees

Tel: 01539 739 590

Almshouses are independent living properties let to persons over 55 years of age from the Kendal Parishes. Vacancies are advertised in the Westmorland Gazette and the Kendal Almshouse Charity website.

Other contacts

The Almshouse Association

Tel: 01344 452 922

Mayor of Kendal Homes

Tel: 01539 724742

Sheltered housing

Sheltered housing schemes are for independent living. There is usually a scheme manager to contact during office hours. South Lakes Housing is one of the main providers of housing for older and disabled people in the South Lakeland area – Contact South Lakes Housing for more details.

Sheltered schemes usually do not provide personal care packages. However should support or assistance be required in the future, in most instances residents would be permitted to arrange their own providers to assist with their individual care needs.

Anchor Trust

Tel: 0808 102 4175

This is a not for profit organisation helping older people live independently. Anchor Trust has properties for rent and purchase.

Anchor Trust sheltered housing in Penrith

Merlin Court Tel: 01768 868 070

Eden Court Tel: 01768 898 812

There are retirement properties to purchase in the Windermere, Ambleside, Coniston and, Kirkby Lonsdale areas. Rented homes, Care and Extra Care homes can be found in the North Lakes area; Penrith, Cockermouth, Keswick and Lazonby.

*To find properties in your area contact the number above or search on line:
www.anchor.org.uk*

Gatesfield Quaker HA Ltd

Tel: 015394 45578 between 9am-5pm

Email: enquiries@gatesfield.org.uk

This sheltered scheme is for independent retired persons. Care services are not provided but individuals can arrange their own medical or care services from their own providers should they need it in the future. Accommodation is for Quakers and local persons sympathetic to the principles of Quakers.

Plumtree Hall Retirement Apartments

Tel: 015395 62661

Email: hewmyln@gmail.com

This is a private sheltered scheme where retired persons can live independently with the benefit of companionship. Care services are not provided but individuals can arrange their own care services from their own providers should they need it in the future.

Lake District Housing Association Ltd
Calgarth Park
Tel: 015394 43016

This is retirement housing with a resident management team. Vacancies are advertised on their website: www.calgarthpark.co.uk

Hanover Housing
For lettings enquiries,
Tel: 0800 280 2575
www.hanover.org.uk

For leasehold properties – these will be advertised with local estate agents.

Hanover specialises in housing for older persons and those with disabilities. There is a scheme in Arnside.

Johnnie Johnson Housing
Contact the Independent Living Co-ordinator at Millom Court
Arnside: Tel: 01524 761861

This charitable housing organisation provides homes for people including older people throughout the north west. They have an 'over 55's' scheme in Arnside, with apartments to rent.

McCarthy & Stone
Tel: 0800 201 0385
www.mccarthyandstone.co.uk

McCarthy & Stone is the UK's leading retirement housebuilder. It builds high quality privately-owned apartment developments to suit all lifestyles and stages of retirement. It's Retirement Living, Retirement Living Plus and Lifestyle Living product ranges are designed to enable people to live their retirement to the full; with maintenance taken care of, and varying levels of support and care for older homeowners.

Extra care housing

This type of housing is with an on-site care team and scheme manager. Usually these schemes provide some personal care and support services. There are schemes in Kendal and Ambleside – provided by IMPACT housing.

There is also a scheme in Windermere managed by South Lakes Housing.

Please contact the respective housing organisation for more information, contact details are stated earlier in this leaflet.

The Abbeyfield Society

Tel: 01727 857536

Milnthorpe care home

Tel: 01539 562251

Ulverston care home 24 hour

care and support

Tel: 01229 582265

This registered national charity provides 'family style' houses for older people who are unable or don't wish to live alone but still have independence.

Abbeyfield does have a number of other properties in the wider Cumbria and Lancashire areas. Contact Abbeyfield on the number above or via the internet: www.abbeyfield.com

Fair Oak Housing Association - supported accommodation

Tel: 01539 720082

Fair Oak has supported accommodation for people of any age with learning or other disabilities.

Leonard Cheshire Disability – residential accommodation in Windermere

Tel: 01539 442500

Holehird is a home (with nursing care) for adults with physical disabilities.

Keeping your independence at home

Assistance with heating:

Winter Warmth Community Housing Foundation fund

Age UK South Lakeland helpline: 0303 003 0003

To receive assistance, applicants must be over 60 years old, a Cumbria resident and receive a state pension/pension credit or struggle to maintain a basic acceptable standard of living through winter months due to cost of heating the home.

Affordable Warmth Scheme

The Energy Saving Advice Service

Tel: 0300 123 1234

This is an independent energy saving advice service. Advice is given on services which may be available such as replacement boilers and insulation. Schemes are generally available to those in receipt of certain benefits including Pension Credit with the guarantee credit element.

Winter Fuel Payments

Telephone to request a claim form

Tel: 0800 731 0160

Eligibility for Winter Fuel Payments is related to age. Entitlement depends on age and whether you receive a state pension or a relevant benefit.

Cold Weather Payment and Warm Home Discount

The Department for Work and Pensions ('DWP') will automatically write to those eligible.

'Cold Weather payments' are made out when the temperature in your area is below 0 degree celsius for more than seven consecutive days in winter. To be eligible you must be in receipt of certain benefits including Pension Credit.

'Warm Home discount' may be available to those on guarantee credit element of pension credit or certain benefits.

Handy Person Scheme

Housing Standards Team
South Lakeland District Council
Tel: 01539 733333
Email: housingstandards@southlakeland.gov.uk

This is a small repairs and assistance service for householders. It is available for householders who are; over 65 years of age, have a disability or, are vulnerable in some way. You only need pay for the materials. The Handy Person Scheme will also replace up to 12 standard bulbs, for householders who qualify, with LED (80% more efficient) free of charge.

Contact the council's Housing Standards team for more information.

Smoke detector and home safety check

Cumbria Fire and Rescue Service
Freephone: 0800 358 477

The Fire Service can provide advice on smoke detectors and fire safety for home owners.

Adaptations to your home

Housing Standards Team
South Lakeland District Council
Tel: 01539 733333
Email: housingstandards@southlakeland.gov.uk

A Disabled Facility Grant ('DFG') may be available to assist with adapting the home, such as; replacing a bathroom with a walk in shower, ramps and stair lift installation. Other than for heating, this requirement must follow a recommendation from an Occupational Therapist in communication with Cumbria County Council. A financial contribution may be payable.

Services provided within the home:

Adult social care

Cumbria County Council

Tel: 0300 303 2704

Email:

kendalssd@cumbria.gov.uk

Contact Adult Social Care for assistance with;

- *Health and wellbeing*
- *Help to stay at home*
- *Housing with care and support*
- *Getting out and about*
- *Carers*
- *Assessments for care*
- *Keeping safe*
- *Information and advice*

The Oaklea Trust

Tel: 01539 735025

Email:

enquiries@oakleatrust.co.uk

Oaklea Trust offers a range of packages to help retain independence at home and within the community.

Age UK South Lakeland

Helpline: 0303 003 0003

Age UK South Lakeland has a useful contact list of cleaners/ gardeners/ meal makers/delivery service.

South Lakes Housing Independent Living Service

Tel: 0300 303 8025

Email: sheltered@

southlakeshousing.co.uk

What does The Independent Living Service Offer?

- *The service is centred on the completion of a Health and Wellbeing Plan, which will be completed by a dedicated Independent Living Officer with you in the comfort of your home*
- *The Independent Living Officer will listen to what you want and tailor the plan around your individual needs, wishes and aspirations*
- *The plan will identify what you need to help you remain living at home and will signpost you to or contact the relevant support organisations to meet your identified requirements*
- *Quarterly visits to your home to review the plan and keep it up to date to ensure it meets your current needs*
- *Maintaining regular contact with you via a fortnightly phone call to check you are getting the support identified in the plan*
- *We will maintain contact with organisations to make sure they are fulfilling their obligations to you*

You get a Pebbell pendant which offers the latest in digital assistive technology which includes:

- *one touch direct dial to a 24/7 emergency call handling service*
- *two-way speech function*
- *falling alarm*
- *the ability to set safe boundaries on a map for dementia sufferers which will raise an alarm if the boundaries are broken and direct help to you location*

Assisted bin collection

South Lakeland District Council
Tel: 01539 733333

Collection from a specific point is possible where residents are unable to bring their bin to the property curtilage.

Hire of assistance equipment

British Red Cross
Tel: 01539 734 289 Kendal
(Tues/Wed/Thurs 10am-1pm)
Tel: 01229 820 401 Barrow in Furness
(Tues/Wed/Thurs 10am-1pm)

For the temporary hire of a wheel chair (non-electric) or commode. Hire can be up to 6-8 weeks.

Home from hospital

Age UK South Lakeland

For assistance in getting back home from hospital, where residents do not have family or friends for support.

Please note this is not a 'care providing' service.

Sight loss

Sight Advice

Tel: 01539 769055

Sight Advice in Kendal offer a one stop hub for people living with sight loss of any type.

Advocacy services and advice

Where more formal assistance and advice may be required and an advocate may be helpful. The following organisations provide free independent advice and assistance.

Citizen's Advice Bureau ('CAB')

South Lakeland area
Tel: 0344 411 1444

CAB provides an advocacy service, including advice on; Housing law, Debt and Welfare law.

Age UK South Lakeland

Age UK provides a variety of services covering a wide range of topics. Contact details are stated earlier in this leaflet.

Independent Age

Helpline is freephone:
0800 319 6789,
Monday to Friday, 8am-8pm, and
Saturday, 9am-1pm, (closed
Sundays and bank holidays) or
email:
advice@independentage.org
[www.independentage.org/
about-us/how-we-help](http://www.independentage.org/about-us/how-we-help)

Independent Age is a charitable organisation which provides telephone advice and support to older people and their families. This can include;

- *Care and support*
- *Money and benefits*
- *Health and mobility*
- *Signpost to local agencies*

Compass in Cumbria

[www.compasshub.com/
organisation/view/1](http://www.compasshub.com/organisation/view/1)

Compass is an online way of finding information and linking charitable organisations with adult social care and health.

Gateway

Drop in Monday-Friday
10.00am-4.00pm
Tel: 01539 792019

Kendal Gateway is a hub for information and a location for events and activities.

*There is a local resource centre in Ulverston open 9.30-4pm, 19-21 New Market Street, Ulverston
Tel: 0303 003 0003*

Elderly Accommodation Counsel ('EAC')

For information and advice on care, housing and financial options. Although the EAC no longer provide telephone advice, much of their information is found on their website.

*The EAC also provide a 'self-help' tool to help think about your own home and how well it suits you, this is found on line:
[www.hoop.eac.org.uk/
hoop/start.aspx](http://www.hoop.eac.org.uk/hoop/start.aspx)*

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AP/SLDC September 2018

For further information please contact:

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Email: housingstrategy@southlakeland.gov.uk

Website: www.southlakeland.gov.uk

Tel: 01539 733333