



Neighbourhood Apartments: Frequently Asked Questions

To help everyone thinking about staying
in one of our Neighbourhood Apartments,
we have produced this easy guide

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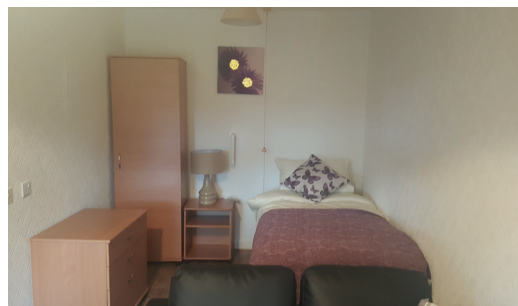
What is a Neighbourhood Apartment?



A Neighbourhood Apartment provides short-term accommodation for people over 55 who need some extra help and support for a short period of time (eight to twelve weeks) in order to support them to continue living independently and get back on their feet.

Who is suitable for a Neighbourhood Apartment?:

- Someone who is aged 55 and over.
- Someone who is Manchester resident and has a Manchester GP.
- Someone leaving hospital whose home is no longer suitable for them and cannot be adapted, so they need to move somewhere while alternative suitable housing is found for them.
- Someone who is having major adaptations on their home and needs a short stay somewhere while the work is carried out.
- Someone who cannot live at home at the moment because of a domestic housing emergency or unsafe property conditions, e.g. a fire, flood or awaiting a crisis clean.
- someone who is at risk of harm from family, friends or the local community and needs somewhere safe to stay.



Who is not suitable for a Neighbourhood Apartment?

Those who:

- are under the specified age limit
- are not Manchester residents and don't have a Manchester GP
- need constant supervision and cannot be left alone
- cannot ask for help when they need it
- have certain types of very complex needs
- could put other tenants at risk.



How long can I stay in a Neighbourhood Apartment?

You can stay in a Neighbourhood Apartment for about eight to twelve weeks.

Can I stay longer?

Sorry, no. Neighbourhood Apartments are for older people leaving hospital or needing extra support.



What happens if I have care and support?

Your allocated worker will arrange this.

Where possible, your care will be provided by an onsite care team if you are staying in an extra care scheme, or by a community care provider if you are staying in a sheltered scheme.



What do I need to bring with me to the apartment?

There is no charge for staying in a Neighbourhood Apartment. All Neighbourhood Apartments are fully furnished. You will need to bring some clothing, toiletries, food, shopping, and cleaning materials with you, for instance, toilet rolls and washing-up liquid. You will also need to bring any necessary money and equipment personal to you. Bedding and towels will be provided. A telephone is not provided in the Apartment, so you will need a mobile telephone if you want to make personal phone calls. Cleaning and shopping is not included in the Neighbourhood Apartment service. Your allocated worker can support you with arranging this if it is necessary.



What happens when I leave the Neighbourhood Apartment?

During your stay, your allocated worker will talk to you about going home or to a more suitable housing option for you. They will help you with the next steps after your stay and identify anything you may need in the future, eg. grab rails or equipment. They will ensure those things are ready for you. Some people want to stay permanently in the scheme they are in, so if you want to apply, let your allocated worker know as soon as possible. When you are ready to go home or a suitable new property has been identified for you, you must leave the Neighbourhood Apartment within an agreed time period, otherwise we may write to you and ask you to leave the property. We have lots of older people waiting to access the Neighbourhood Apartments so we will need you to move on.



How will I know what is available at the apartment and the scheme?

We want to make your stay enjoyable. The scheme manager will give you a guided tour so they can show you around the scheme and tell you what's on offer. There are lots of things to do and these activities are open to all residents, eg. bingo, coffee mornings and exercise classes.

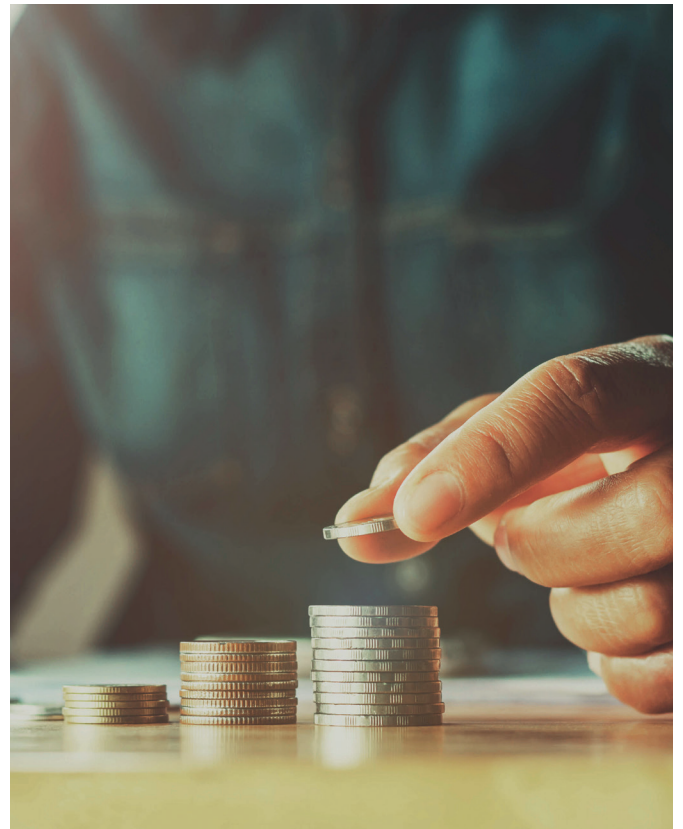


Is there any cost to my stay?

The rent and all the furniture, fixtures and fittings have been paid for by Manchester City Council after we asked the Government for additional money.

Can I take anything with me when I leave?

When you leave, please do not take any of the items in the apartment, as they are the property of Manchester City Council. We need everything in place for the next older person who comes for a stay.



Am I a tenant of the Neighbourhood Apartment?

You are not a tenant of the Neighbourhood Apartment. Your stay is conditional on the approval of Manchester City Council and the housing provider.

Citizens who are being referred for a stay in a Neighbourhood Apartment will be expected to sign a licence agreement that covers the expectations and conduct of living in both the apartment and the overall Sheltered Housing/Extra Care Scheme.



What happens if I need some extra support during my stay?

Your allocated worker can provide you with some independent living equipment during your stay. You should use this only when it has been provided for you and is safe.

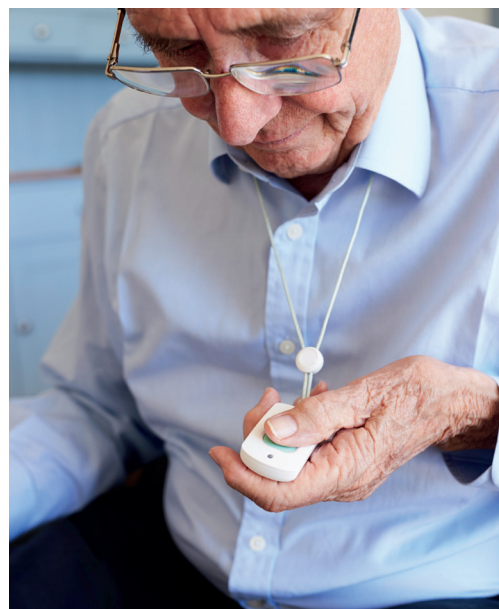
Your allocated worker can also review your care and support needs and assess whether any additional support needs to be put in place.



What happens if I feel unwell or there is an emergency during my stay?

During your stay you will be offered a device called a pendant alarm. You can wear this around your neck or on your wrist. You press the alarm button if you feel unwell or need help in an emergency.

There will also be pull-cord alarms within the apartment too.



I have a pet. Can it stay with me in the apartment?

Sorry, no. Pets are not allowed in the Neighbourhood Apartments. If you need help or advice to find a kennel or a cattery, let your key worker know and they will try to help.



Can my partner stay with me?

It depends. Ask us and we will look at your individual reasons and let you know.



Can my grandchild stay in the second bedroom?

Sorry, no. The Neighbourhood Apartments are designed for older people who are mostly retired. They are not an environment for younger adults or children. However, each scheme has guest-room facilities where family members can stay over. There is a nightly rate for the cost of the rooms. The Housing Provider can provide information about costs.



Can I have visitors?

Yes of course. You can treat the apartment as your own for your short stay. You must look after the contents and behave appropriately at all times, so you should ensure that your visitors do so as well.



If I am not happy in the Neighbourhood Apartment, can I provide feedback?

Yes of course. Tell your allocated worker or the scheme manager what the problem is and we will look into the issue. We ask you to complete a satisfaction questionnaire near the end of your stay.



Why is there so much paperwork to complete when I move in?

We need to collect lots of basic information about you to ensure your needs can be met in a Neighbourhood Apartment and that it is the right accommodation for you. In addition, we require information about you, so that when you move in, we can ensure your health and safety in the Apartment. In an emergency, your call will go through to the schemes Care Team (in Extra Care) or the offsite Control Centre (in Sheltered Schemes), and they will need to know about certain things, such as your health needs. All information is treated in the strictest of confidence.



If you would like to find out more about what personal information we collect and why, please visit our website:

https://www.manchester.gov.uk/directory_record/431799/independent_living

Can I smoke in the apartment?

No. The Neighbourhood Apartments are strictly non-smoking. You must go outside the building or in the garden area to smoke.



How do I apply for a Neighbourhood Apartment?

Please ask your allocated worker to contact the Neighbourhood Apartment Service in Adult Social Care at Manchester City Council to make a referral on neighbourhoodapartments@manchester.gov.uk

If you don't have an allocated worker and you feel you have care and support needs, please contact the Manchester City Council Contact Centre for help, support or social care:

Tel: 0161 234 5001

Email: mcsreply@manchester.gov.uk

