

Independent living for older people

Service standards



 Knightstone

Independent living for older people

our promise to you

We promise to:

- Provide a responsive service by trained and professional staff
- Treat you equally and support you in the choices you make
- Respect your privacy and keep your information confidential
- Help you to choose the level of support that's appropriate to your needs
- Involve you to review your own support plan regularly
- Provide a safe, secure and accessible environment
- Help you to live as independently as possible
- Promote and encourage regular social interaction and communal events.

How we'll do it

We'll:

- Produce regular scheme newsletters
- Give you a full scheme introduction in your first week
- Not enter your home unless invited or it's an emergency
- Hold quarterly scheme meetings and display notes on the noticeboard
- Visit or call you in line with your support plan
- Involve you when we recruit staff
- Make sure that staff are at the scheme:
 - Monday-Friday at sheltered schemes (sickness, holidays and training will affect this cover)
 - 24 hours a day at independent living with care schemes
- Maintain contact with you when staff are not at the scheme, in line with your support plan, and make sure we visit the scheme at least once a week

- Provide you with a 24 hour alarm service
- Work in partnership with other agencies to provide an effective support service
- Carry out regular health and safety checks and testing, including:
 - Yearly fire risk assessments
 - Six monthly fire drills
 - Monthly emergency lighting test
 - Weekly fire alarm tests
- Regularly clean and maintain communal areas, including gardens
- Make sure schemes are easily accessible if you have mobility difficulties.

Why this is important

We want you to be clear about what you can expect from us. To make sure we deliver what you need we'll:

- Review all standards at least every three years
- Involve residents in the reviews
- Publish how well we're doing on our website
- Make sure the results we publish are in Plain English and approved by residents.

Putting things right

If we get anything wrong we'll:

- Say sorry and put it right as soon as possible
- Let you know what's happening
- Learn from mistakes so they don't happen again
- Find out if you're satisfied with how we've dealt with the problem
- Let you know how to make a complaint if you're not satisfied.

We'll monitor our performance by:

Talking with you, satisfaction surveys, scheme inspections and through the Sheltered Housing Resident Forum.



Get in touch

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If you need this information in
another format please contact us.



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 **Knightstone**