

Supporting Vulnerable Residents Policy

Statement of Intent

The Management Board and Staff of Watling Gardens TMO are committed to supporting vulnerable residents to enable sustainable, independent living and protection in their homes

We will take into account the specific needs of vulnerable residents, recognising that some residents may require higher levels of support, others may require short-term support and that vulnerability may be due to one or more reasons. We aim to provide a service that is flexible enough to address the needs of individuals who may be vulnerable at any time, for any period for any reason. We will also work with other agencies to obtain the best support outcomes.

Definition

A Vulnerable Resident means a person who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation.

Vulnerability may include periods following discharge from hospital or other institutional care, domestic abuse, debt, substance abuse, isolation, failing memory, coping skills due to injury or illness, reduced physical or mental capacity due to age, ex offenders, teenage parents. These categories are to assist not replace individual judgment.

Policy

Watling Gardens TMO will:

1. Accept reports of vulnerable residents from anyone and by any means of communication. This will include relatives, concerned neighbours and care agencies
2. Treat a resident who is identified as vulnerable until their vulnerability situation is resolved.
3. Assess the needs of incoming residents.
4. Maintain a register of vulnerable residents and carry out monthly checks on their wellbeing, this may include, a visit, phone call, a casual meeting on the estate, or a visual sighting. Any concerns will be raised with family members and support agencies.
5. Assist vulnerable residents in getting appropriate advice and support from external agencies.
6. Fast track and prioritise any repair requests
7. Provide housing related or first point of call support. Staff will make home visits on request.
6. Ensure that staff are trained to help residents maintain their tenancies and have information on access to additional support services where required.