






Extra Care Intensive Housing Management Service Standards

The Extra Care Intensive Housing Management Service will provide

- ✓ Weekly contact as a minimum with the on-site care team (frequency varies depending on individual needs).
- ✓ Additional responsive visits relating to queries or concerns raised by the customer or on-site care team.
- ✓ Weekly health and safety checks of the scheme.
- ✓ Monthly estate inspections at the scheme.
- ✓ An annual tenancy visit.
- ✓ Referrals to other agencies as required, based on individual needs.
- ✓ Assistance with smoke alarm checks.
- ✓ Monthly Carecall pendant checks and six-monthly Carecall pull cord check (where Carecall equipment is installed)

We will ensure these standards are met through monthly audits of contact and site inspection records.

If you have feedback to share with us about the Extra Care Intensive Housing Management Service you can contact us at:

-  0161 217 6016
-  independentlivingteam@stockporthomes.org
-  Complaints: feedback@stockporthomes.org