



Independent living at LiveWest

Helping you live safely, independently and
stay connected

Our customer offer

At LiveWest, our independent living schemes are designed for people aged 60 and over who want to continue living independently within a safe, supportive community environment.

Our aim is to provide high-quality homes, a secure environment, and access to support when it is needed, while ensuring residents maintain independence and control over their own lives.

What is independent living?

Independent living provides self-contained homes within a purpose-built or adapted scheme, designed to support older people who wish to live independently.

Residents have their own front door and tenancy, allowing them to come and go as they please, while benefiting from additional services and communal facilities.

Independent living combines:

- The privacy and independence of your own home.
- The security of living within a community.
- Access to support and services when needed.



Your home, your independence

Our Independent Living Officers are here to support customers and ensure each scheme runs smoothly. They provide practical help and a welcoming, safe environment designed to help you stay independent, secure, and socially connected.

They support residents by:

- Offering applicants **extra time and support** during viewings and sign-ups.
- Helping you **manage your tenancy**.
- Assisting with **access to services** that promote independent living.
- Keeping you connected to **your local community**.
- Taking **reports of communal repairs** or any concerns.
- Maintaining a safe, supportive, and **inclusive environment** for all.



What our schemes provide

Most Independent Living schemes include:

- Self-contained homes
- Flats
- Studio apartments
- Bungalows

Communal facilities (may vary by scheme):

- Resident lounge
- Communal kitchen or activity space
- Landscaped gardens
- Laundry facilities
- Guest room for visitors
- Social and community spaces

A safe home you can rely on

Your safety and wellbeing are important to us and remain our top priority. We work hard to provide a safe and well-managed home you can rely on.

LiveWest teams will ensure:

- Building safety registers are kept up to date.
- Fire safety systems and risk assessments are regularly reviewed.
- Property condition monitoring is maintained.

Our schemes include a range of safety features:

- Secure building access.
- 24-hour emergency response through an external telecare service.
- Fire safety systems and ongoing monitoring.



Regular checks to keep you safe:

- Monthly health and safety inspections in all schemes.
- Quarterly testing of Careline equipment.
- A Personal Fire Risk Assessment, identified and assessed at sign up reviewed at customer's needs.
- Home visits to identify and reduce hazards, especially for residents with health or mobility needs.

Our service framework

To ensure residents receive a consistent and visible service, LiveWest provides the following:

A visible presence

We know how reassuring it is to see a familiar face. Our staff maintain a strong, visible presence across all schemes to ensure residents feel supported, safe and listened to.

Independent Living Officers will:

- Hold resident drop-in surgeries at least twice per week (frequency varies by scheme size).
- Spend time in communal areas and engage with residents.
- Support communal events and activities.
- Visit residents at home to check in and identify any issues early.
- Take the time to listen, act quickly, and offer support when needed.

We keep residents informed through:

- Regular newsletters (at least quarterly).
- Resident meetings and engagement sessions.
- Noticeboards and scheme updates.

24/7 Careline - Here whenever you need us

- Around-the-clock emergency support, via Careline.
- Help in a crisis, including emergency repairs and medical assistance through the alarm receiving centre.
- Always available – 24 hours a day, seven days a week.



Tenancy management plans

Every resident has a Tenancy Management Plan to help us understand your needs and provide the right support.

You will receive:

- A welcome visit soon after of moving in.
- A tenancy review every year, or sooner if your needs change.
- A full plan review every six months.

We can help with:

- Rent and service charge queries.
- Reporting communal repairs or complaints.
- Sign posting for benefits, budgeting, and welfare support.
- Neighbour or community concerns.
- Referrals to Money Matters or other services.
- Working with GPs, carers, or social workers (with your consent).

Welfare and safety checks

We carry out welfare and safety checks to make sure you are safe and supported.

We may check pull-cord or telecare activity if:

- It hasn't been used for a long time.
- It's used very often and may show you need extra support.
- These checks help us spot any issues early and make sure you have the help you need.



Reducing isolation and building connection

We want everyone to feel part of a friendly, supportive community. We work with residents and partners to help reduce isolation and create opportunities to connect.

Spaces for community life

- Communal rooms for events, drop-ins, and gatherings.
- Easy booking for community rooms or guest bedrooms.

Social activities

- Activities vary by scheme and may include coffee mornings, clubs, resident-led groups, wellbeing sessions, and seasonal events.
- Staff and residents work together to run activities that build community.

Scheme walkabouts

- Quarterly walkabouts with residents, partner agencies, and LiveWest colleagues.
- Help identify improvements and keep the scheme well maintained.

How Independent Living officers support you

- Spend time on-site and in communal areas.
- Offer regular home visits and check-ins.
- Support resident-led clubs and social events.
- Help create a warm, welcoming atmosphere.





Costs

Residents pay:

- Weekly rent
- A service charge

The service charge helps cover communal services such as:

- Building maintenance
- Communal cleaning
- Grounds maintenance
- Safety systems
- Scheme services

Residents on lower incomes may be eligible for Housing Benefit or other financial support, and advice is available to help residents access the support they are entitled to.

Who can apply?

Independent Living homes are generally available to:

- People aged 60 or over
- Couples where at least one person meets the age requirement.

Before offering a home, we will ensure the property is suitable for your needs and invite you to view the home and scheme.





Living well with LiveWest

Independent Living at LiveWest is about more than bricks and mortar - it's about helping you feel safe, supported, and connected to your community. Whether you need regular contact, reassurance in an emergency, or help with the things that matter to you, we're here with you and for you.

Our commitment to residents:

- We'll talk with you about what you need to live comfortably and safely in your home.
- We'll review your circumstances regularly, so your support always fits your needs.
- We'll provide clear, accessible information about our services and how to get help.
- We'll make it easy for you to share feedback about where you live.
- We'll work in partnership with residents to continually improve our services.

Contact us:



LiveWest
A home for everyone