



Thorner's Homes: Independent Living & Care Needs - Resident Summary

What This Policy Is About

This summary explains who our almshouse accommodation is suitable for, what support is expected, and what happens if a resident's needs change. Our aim is to protect your independence, safety, and the well-being of everyone in our community.

Who Can Live in Our Almshouses?

Thorner's Homes is for people who:

- Can live independently
- Might need a little help (e.g. with washing or medication)
- Can manage with family support or care workers

It is not suitable for people who:

- Need 24-hour care or nursing
- Are bedbound or cannot move without help
- Have dementia that causes confusion or unsafe behaviour
- Need hoists or two carers to assist them
- Cannot evacuate in an emergency without help or a reasonable Personal Evacuation Plan (PEEP)

We Are Not a Care Home

- Our staff are not trained carers
- We cannot provide personal care (washing, dressing, toileting, etc.)
- Staff will help in emergencies only (not routine care or waiting with residents)

If Your Needs Change

If it becomes unsafe for you to live independently, we will:

- Contact your doctor, social services, or the NHS discharge team
- Ask for a reassessment of your needs



- Work with others to keep you safe - this could include finding a better setting for your care

We are legally required to report unsafe situations and cannot accept or keep residents who need more care than we can support.

Safety and Falls

If you're at risk of falling, we may require you to:

- Wear a pendant alarm
- Join the Southampton Responder Service, who can help you quickly if needed
This is for your dignity, safety, and comfort - especially as ambulance waits can be long.

Fairness for Everyone

Putting pressure on staff to do things outside their job affects everyone. It:

- Creates risk for the person needing extra help
- Takes time away from other residents
- Causes stress and could lead to staff leaving

We ask all residents and families to respect staff roles and zero tolerance is in place for abuse or unrealistic demands.

Important Reminders

- You are not a tenant - your appointment can end if you can't live independently
- We can require care equipment or services to be in place
- We review everyone's needs regularly, and may speak to family or professionals if your condition changes
- You must let us know before being away for long periods or if someone is staying overnight

Questions or Concerns?

If you're not sure how this applies to you, or you're worried about your own or a family member's care, please speak to a Warden, Housing Manager or Chief Executive. We're here to help make sure every resident is safe, supported, and treated with dignity.