

The SMaRT Service

Support Management and Response Team

SMaRT can provide services to enable independence for a range of Service User groups using assistive technology.

SMaRT can provide services that are:

- Person centred
- Individually tailored
- Provided with integrity
- Protecting dignity

SMaRT provides complete safety, support and communication solutions for Service Users and staff. A range of equipment can be supplied to meet individual needs. Easy to use communication consoles, devices to identify fall and inactivity, as well as smoke, gas and flood alerts.

The SMaRT Service

At the core of the SMaRT service is the continuing aim to provide prioritised response services with equity and quality of support to all Service Users, whenever it is needed.

The SMaRT service provides a safety net and a comprehensive solution for vulnerable people and those who support them.

SMaRT is committed to providing high quality, cost efficient solutions. The staff are trained and experienced in assessments and offering support packages. They are dedicated to protecting the health and safety and social care needs of vulnerable people while upholding their right to independence, participation, care, self-fulfilment and dignity.

Safety and Security

Our facility for CCTV monitoring enables surveillance from our call centre of remote premises. Incidents can be highlighted at the

Nottingham Community Housing Association Limited is a charity incorporated as an Industrial and Provident Society Registered Number 20614R



earliest opportunity. Systems can be put in place for the safe keeping of keys and support to gain quick access 24 hours a day with minimum delay.

Audio Visual messaging facilities

This can be available to set up prompts and reminders for non intrusive support. Such as:

- Medication reminder
- Alarm calls for morning calls or appointments
- Health check daily or weekly checks that Service Users are required to acknowledge
- Courtesy messaging for standard events - the electrician will be calling this afternoon

Out of hours Emergency Maintenance

Emergency maintenance issues that occur out of the normal project hours, SMaRT will ascertain the details and the urgency of the problem. Appropriate responses can then be put in place.

Support for Lone Workers

The Lone Monitoring system minimises risk. SMaRT staff at our call centre can communicate directly with staff to track their position and ensure emergency support and back up is available if required.

SMaRT will ascertain the details and the urgency of the problem and appropriate responses can then be put in place, for example contacting a contractor, supplier or Out of Hours Maintenance service.

Support Management and Response Team can be contacted at:

SMaRT Service
1-21 Sneinton Road
Sneinton
Nottingham
NG2 4NT
SMaRT 24 Hour Call Centre
0845 650 5599

Housing with Care and Support

The SMaRT Business

SMaRT – Support Management and Response Team

Housing with Care and Support's SMaRT Service was launched in November 2003. The objective of the service is to enhance the support already provided to Service Users and staff across all of our services. This includes all Service Users living in Supported Housing projects, as well as those individuals living in our Registered Services and those who are receiving our Floating Support.

NCHA HWCS has made a commitment to enhance all support through the provision of the SMaRT business. This fundamental business stream will develop through continuous review, evaluation and update as research, information and stakeholder views help to shape the emerging business.



The SMaRT Business Manager can be contacted at:

SMaRT
Unit 1 Clumber Court
Nottingham NG5 1AJ
Tel: 0845 650 1202
www.ncha.org.uk
SMaRT 24 Hour Call Centre
0845 650 5599

The SMaRT Business stream is made up of two distinct services – the SMaRT Service and the Relief Operations Team. These two individual services have their own objectives and priorities but they are in many ways interdependent. These services make up a SMaRT Business Stream that underpins and supports all of HWCS's operations.

Service Users may require support or assistance outside of their planned support time so the SMaRT Teams primary function is to provide direct access to support for Services Users, 24/7 - 365 days a year.

This could be via the phone, contact with other agencies/services or the dispatch of SMaRT support workers in the SMaRT cars to visit Service Users directly. This will be done with a defined and clear focus on a Person Centred approach to Service Users needs.

HWCS project staff will continue to require a 24 hour support service and link to the Duty Manager system - SMaRT staff will provide and coordinate this prompt and reliable service to enable an appropriate level of support and advice.

The SMaRT business will explore the potential of service delivery within the context of a local, regional and national framework. The team will analyse supply and demand, and reference with current and potential resources for future development and expansion of the business. There is potential for increasing the response call centre facility to other providers.

Both the SMaRT service and the Relief Operations Team will be looking to place HWCS's Better Lives strategy and philosophy at the centre of the SMaRT Business stream activities - we will be looking to engage and involve Service Users in all aspects of the business wherever possible.