



WDH

Who are WDH?

WDH was formed in March 2005 and is a housing association, regulated by the Homes and Communities Agency (HCA). The organisation is a charitable Community Benefit Society registered under the Co-operative and Community Benefit Societies Act 2014.

WDH is Wakefield's biggest housing provider, owning and managing over 31,000 properties within the Wakefield district and employing over 1,400 people.

The housing association provides a range of affordable housing as well as services that improve the social value for people. WDH offers value added services for older people, people with health challenges and supports people back into work.

What can WDH offer?

Mental Health Navigators

WDH's Mental Health Navigators work with tenants and families to ensure that people experiencing mental ill health can access the interventions and support they need to make positive changes to their situation.

Wellbeing Caseworkers

WDH's Wellbeing Caseworkers support tenants and families to better understand the actions they can take to manage their health and wellbeing by making and maintaining positive changes to their lifestyle.

Tenants are supported to address the underlying issues which prevent them from adopting healthy lifestyles and the emphasis is on supporting them to develop their skills.

Wellbeing Caseworkers complete an initial assessment and the areas which they cover include:

- General Health
- Mental Wellbeing
- Setting up a home
- Sustaining your tenancy
- Life skills
- Money matters
- Personal administration
- Children and parenting responsibilities
- Managing person safety
- Community networks
- Diet and healthy eating
- Exercise
- Use of alcohol, drugs and smoking

- Independent travel
- Motivation and engagement with support services
- Employment, training, education and hobbies
- Offending behaviour

Care Link Telecare

Care Link supports people of all ages, in any state of health, to live independently and with confidence in their own home.

The Care Link service offers a community alarm and a range of sensors linked to a 24/7 contact centre to support a number of different health issues or vulnerabilities for customers of any tenure.

Care Link Responder Service

The Care Link responder service operates on a 24/7 basis and will respond to issues such as falls in the home. Responders are able to lift customers using the latest lifting equipment reducing the need for an ambulance call.

The service is available to non WDH tenants.

Home Visiting Service

Home visiting is for anyone who feels they need a little more support at home, and caters for people with physical health problems, mental health problems, people with learning difficulties, those with low confidence, people suffering from social isolation and those who just want a little company through the week while their loved ones are at work.

Home visiting is a flexible service and is tailored to an individual's needs with the frequency and time of visits agreed with the customer.

The service supports people to improve their independence and confidence so they can stay in their own home and provides help with: physical or mental health issues; making new friends; finding out about local social activities; reading and explaining mail; and communication with relatives.

The service can be provided to non WDH tenants.

Independent Living Schemes

A WDH Independent Living Scheme offers support for an independent lifestyle. Residents have their own door key and can come and go as they please, while still living within a larger secure scheme, or a self-contained bungalow, that offers them safety and peace of mind.

WDH's Independent Living Schemes are located across the Wakefield district. All are within close proximity to local amenities, meaning residents are never far from shops and essential services.

Residents have a built-in support system, because each property is fitted with a WDH Care Link alarm providing a 24-hour emergency contact.

Each scheme has either a Community Support Worker or a Residential Scheme Manager who looks after each resident's welfare and liaises with relevant agencies where required. They also arrange and support social activities and events to encourage social interaction.

Extra Care

Extra Care is similar to WDH's Independent Living Schemes, but offers additional support. Residents are provided with a three course midday meal each day. Domestic assistants undertake light housekeeping duties within individual properties to support residents.

Adaptations

WDH's team of Occupational Therapists will assess and provide minor adaptations to tenants to help them continue living independently or support them to move to more suitable accommodation. They also work in partnership with Wakefield Council to provide major adaptations to tenant's homes.

Cash Wise

WDH's Cash Wise programme aims to equip tenants with the knowledge and skills to take control of their financial affairs and manage and sustain their tenancies. Cash Wise programme can support tenants with:

- Help with benefit problems
- Help managing money
- Cook healthy food on a budget
- Job advice

Locations & Opening Hours

For any of the above services contact OneCALL our 24 hour Customer Contact Centre on 0345 8 507 507 or e-mail onecall@wdh.co.uk