



Adult Social Care

HOUSING OPTIONS FOR OLDER PEOPLE

What is housing for older people?

There is a variety of housing provided specifically for older people. Housing for older people can include different types of housing that has been designed to help people to live as independently as possible as they age.

When we talk about older people this usually means anyone over the age of 55 years.

Types of housing for older people

The main types of housing for older people are:

- Sheltered housing. This is often a group of bungalows and flats that are built together to form a communal complex. There is usually a warden available on site.
- Bungalows or ground floor flats. Although these may be suitable for older people they are also available to any people who have a need for level access housing
- Extra care housing is self-contained flats or bungalows in a communal complex. There is care staff available on site 24/7 for people who need it and additional communal facilities.

Applying for housing for older people

To apply for sheltered housing, bungalows or ground floor flats you will need to go through Choice Based Lettings (CBL). Please see our *Factsheet: 'Social Housing'* for more information.

You can register for Choice Based Lettings by:

- Contacting Housing Hartlepool for an appointment
- Applying online at www.compasscbl.org.uk
- If you have a care manager you can speak to them about your application for housing

For all information about extra care housing please see Factsheet: '[Extra Care Housing](#)'.

Housing Hartlepool Contact Details

For information about Choice Based Letting and making an application, please contact Housing Hartlepool. The team is based at the Housing Options Centre and are open Monday to Friday 9am-4pm.

☎ 01429 525252

✉ enquiries@housinghartlepool.org.uk


🖥 www.compasscbl.org.uk

👤 Housing Options Centre, Park Tower, Park Road

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**