



home
group

Living well together



Understanding professional
boundaries at your scheme

Professional boundaries help our retirement communities work well for everyone. They make it clear what you can expect from your Scheme Manager, what sits outside their role, and how we all play a part in positive community life.

This guide explains professional boundaries and shows how they help protect independence, fairness and respect.

Independent living – your life, your choices

Living in a Home Group retirement community means independent living with reassurance.

This means:

- ✓ You choose how you live your life, your routines and activities
- ✓ You arrange any personal or external help you may need, now or in the future
- ✓ Your privacy, dignity and personal choices are respected
- ✓ Everyone's independence looks different, and that's okay

Your Scheme Manager's role is not to provide personal or medical care, but to help ensure the scheme itself is safe, well managed and welcoming.

Why this matters

Clear boundaries protect independence and make sure retirement schemes remain places where people can live life their own way.



What your Scheme Manager does – and doesn't do

Your Scheme Manager:

- ✓ Looks after the building and shared areas
- ✓ Carries out fire and health and safety checks
- ✓ Makes sure communal services run smoothly
- ✓ Shares clear information about how the scheme works
- ✓ Points residents towards the right information or services when asked

Your Scheme Manager does not:

- ✗ Provide personal or medical care
- ✗ Help with medication, washing, dressing, shopping or meals
- ✗ Manage personal finances
- ✗ Make personal decisions on behalf of residents
- ✗ Act as a carer, cleaner or family member

Why this matters

Knowing what sits inside and outside the role helps avoid misunderstandings and keeps relationships clear and professional.



Scheme Manager working hours and personal time

Scheme Managers have clear working hours, just like other professionals.

They may:

- ✓ Be on site, off site or working behind the scenes
- ✓ Be visible some days and quieter on others
- ✓ Work flexibly to balance the wide range of tasks in their role

When they are off duty

- ✓ They are entitled to personal time and privacy
- ✓ They are not expected to respond to scheme issues
- ✓ They should not be approached at their private home

Out of hours assistance is always available through clearly agreed systems such as pull cords, Careline and emergency services.

Why this matters

Respecting working hours helps protect wellbeing and ensures Scheme Managers can continue to do their role effectively.

Emergencies and getting help out of hours

If something urgent happens when the Scheme Manager is not available:

- ✓ Use your pull cord or pendant
- ✓ Contact emergency services if required on **999** or call **111**
- ✓ Contact Home Group's out of hours service on **0345 141 4663**

These systems are there so help is always available, without relying on individuals being present.

Why this matters

Using the right routes ensures faster responses and avoids confusion during stressful situations.

Safety and safeguarding

Everyone has the right to feel safe in their home.

If concerns arise:

- ✓ Scheme Managers raise issues carefully and professionally
- ✓ They may contact appropriate services or trusted contacts
- ✓ They follow clear safeguarding processes



Sometimes this can feel difficult or upsetting, but it is always done to protect people's safety and wellbeing.

Why this matters

Clear safeguarding boundaries help ensure concerns are handled by the right people in the right way.



How we treat each other

Strong communities are built on respect, kindness and understanding.

We all have a responsibility to:

- ✓ Speak respectfully, even when we disagree
- ✓ Stay calm and constructive in conversations
- ✓ Listen with the aim to understand
- ✓ Respect personal space, privacy and boundaries

Aggressive or abusive behaviour – including shouting, swearing, threats or repeated demands – is not acceptable and may need to be addressed formally.

Why this matters

Boundaries allow conversations to remain safe, respectful and productive for everyone.

Being involved in scheme decisions

Residents are encouraged to have a say in how their scheme works.

You can be involved in:

- ✓ Scheme meetings and discussions
- ✓ Residents' associations
- ✓ Giving feedback and sharing ideas

Some decisions – particularly around safety, compliance and legal responsibilities – must follow regulations and cannot be changed. These decisions will always be explained.



**“Taking part
is always your
choice.”**

Why this matters

Clear processes help everyone understand where influence sits and how decisions are made.

Caring within clear boundaries

Caring communities are kind, considerate and respectful – with clear boundaries.

This means:

- ✓ Looking out for one another appropriately
- ✓ Respecting privacy and independence
- ✓ Offering reassurance without taking over
- ✓ Allowing Scheme Managers to remain professional

In summary

Professional boundaries help:

- ✓ Encourage respectful relationships
- ✓ Keep schemes safe, fair and welcoming
- ✓ Protect independence and dignity
- ✓ Create clearer expectations
- ✓ Reduce confusion and conflict

“Kindness works best when everyone understands their role.”

“They are not barriers. They are the framework that helps our communities live well together.”





Our commitment to delivering for our customers and communities remains constant and we exist to deliver on our Customer Promise every day.

www.homegroup.org.uk

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