

## **Anchor House part of the Knowle Complex – Very Sheltered Housing Scheme Guide**



Working in partnership with Bristol City Council to meet the housing, care and support needs of older people by providing Very Sheltered Housing. Anchor House and Southlands form the Knowle Complex which is part of the Very Sheltered Housing Partnership, which aims to provide 600 flats across the city of Bristol.



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This document is regularly updated. To check you have the most recent version please contact Kim Yost, Scheme Manager. Telephone 0117 9711265.

## About The Guinness Trust

**Guinness Trust**

**Anchor House (part of  
the Knowle complex)**

377 Wells Road  
Knowle  
Bristol  
BS4 2QN

Tel: 0117 9711265

Fax: 0117 9801299

e-mail: [kim.yost@guinness.org.uk](mailto:kim.yost@guinness.org.uk)

website: [www.guinnesstrust.org.uk](http://www.guinnesstrust.org.uk)

### Part of

**Guinness Trust**

**Guinness Hermitage**

Head Office  
Estune Business Park,  
Block C  
Wild Country Lane  
Long Ashton  
Bristol  
BS14 9AF

Tel: 01275 395300

FAX: 01275 395793

e-mail: [wessex@guinness.org.uk](mailto:wessex@guinness.org.uk)

Website: [www.guinnesstrust.org.uk](http://www.guinnesstrust.org.uk)

### Our Purpose

Our job is provide good quality, affordable homes and services that help our residents achieve their aspirations and maintain their independence.

## Location Map and Access to Services



	<b>Contact Details of the Nearest Service</b>	<b>Distance from Anchor House</b>	<b>How do I get there?</b>
<b>Doctor</b> ●	St Martin's Surgery 378 Wells Road, Bristol, BS4 2QR Tel: 0117 9775641	0.1 miles	By foot / car
<b>Dentist</b> ●	Colin Harvie Dental Practice 248 Wells Road, Bristol, BS4 2PN Tel: 0117 9723208	0.4 miles	By foot / car
<b>Optician</b> ●	Specsavers 17 Broad Walk, Knowle, Bristol, BS4 2RA Tel: 0117 9772579	0.2 miles	By foot / car
<b>Chemist</b> ●	Lloyds Pharmacy 308 Wells Road, Bristol, BS4 Tel: 0117 9717445	0.2 miles	By foot / car
<b>Hospital with A&amp;E unit</b>	Bristol Royal Infirmary Marlborough Street, Bristol, BS2 8HW Tel: 0117 9230000	2.8 miles	Bus or car

<b>Post Office</b> ●	Knowle Post Office 323 Wells Road, Bristol. BS4 2QE Tel: 01275 831 047	0.2 miles	By foot / car
<b>Corner Shop</b> ●	Sam's Newsagents 433 Wells Road, Bristol, BS4 2QW Tel: 0117 9775266	0.2 miles	By foot / car
<b>Medium to large supermarket</b> ●	Somerfield Broad Walk Shopping Centre, Bristol, BS4 2QU	0.3 miles	By foot / car
<b>Library</b>	Knowle Library The Broadwalk Shopping Centre, Bristol, BS4 2EP Tel: 0117 9038585	0.3 miles	By foot / car
<b>Banks &amp; Building Society</b> ●	Lloyds TSB 284 Wells Road, Bristol, BS4 2PY Tel: 0845 3000000	0.2 miles	By foot / car
	NatWest 290 Wells Road, Bristol, BS4 2QA Tel: 0845 6041604	0.2 miles	By foot / car
	Halifax PLC 3 Asda Centre, Bristol, BS14 0SX Tel: 0870 600 5000	1.8 miles	Bus / car
	Britannia 14 Gilda Parade, Bristol, BS14 9HY Tel: 01275 892 387	1.4 miles	Bus / car
<b>Pub</b> ●	George Inn 228 Wells Road, Bristol, BS4 2AX Tel: 01275 834 069	0.6 miles	
<b>Places of Worship</b> ●	St Martins Church St Martins Road, Bristol, BS4 2NG 0117 9776275	0.2 miles	By foot / car
	Knowle Methodist Church Wells Road, Bristol, BS4 2EP Tel: 0117 9720535	0.3 miles	By foot / car
	Church of Jesus Christ of Latter Day Saints Family History Centre, 721 Wells Rd, Bristol Tel: 01275 833 178	2 miles	Bus / car

	Counterslip Baptist Church 648 Wells Rd, Bristol Tel: 01275 833 377	1.4 miles	Bus / car
<b>Bus Service</b>	Bus stops can be found on Wells Road & Broad Walk		
<b>Train Station</b>	Temple Mead Railway Station	1.4 miles	Bus / car



## **What is Very Sheltered Housing?**

‘Making it easier for older people to live independent and fulfilled lives’.

This is the vision of Bristol City Council and its partners in developing Very Sheltered Housing. The Guinness Trust is one of the partners involved in this initiative, providing older people with their own self-contained one or two bedroom flat. Very Sheltered Housing differs from conventional Sheltered Housing because there is an on-site care team as well as a restaurant, should you require this. If you need a personal care package and domestic help, these can be provided by the on-site care and support team following an assessment by a Social Worker.

These ‘Home for Life’ schemes are mixed communities of older people ranging from those needing a lot of care to those who are active and independent and require no care. The schemes will also be used as a resource for older people in the local community to use the services, such as the restaurant or hairdresser.

## **Equal Opportunities**

All the Very Sheltered Housing, care and support service providers and Bristol City Council operate an equalities policy that complies with the obligations of the Sex Discrimination Act 1975, the Race Relations Amendment Act, Disability Discrimination Act, and Human Rights Act.

This means that they do not discriminate and will not accept any form of discrimination in their services. As a tenant you will be treated on a fair and equal basis, respecting your diversity and beliefs. All tenants are also expected to respect the diversity of the people around them.



## **The Scheme Manager**

The Scheme Manager is Kim Yost who will be very pleased to answer any questions you may wish to ask about the

Other Staff members in the team include:

Assistant Scheme Manager

Administrator/Receptionist

Cleaning staff

Support Workers

Catering Assistants

Caretaker

There is also an on-site Care team, who provide planned personal care, following an assessment.



**SCHEME MANAGER  
KIM YOST**

## **Service Statement**

### **Purpose:**

The Guinness Trust aims to provide good affordable rented housing that is appropriate to enable older people to live independently for as long as they wish.

The Trust strives to provide the best management services we can which include:

- Promotion of independence combined with flexibility and choice
- Support and/or reassurance in the event of illness or emergencies
- Reducing the need for residents to move as they get frailer
- Actively trying to reduce loneliness
- A responsive and effective repairs and maintenance service



- Freeing residents from the worries of managing and maintaining their homes
- Tailored programmes of care and support to tenants
- Providing a resource for older people in the local community

### **Access to Housing:**

The scheme is designed for people over retirement age (but applications are also accepted from people aged 50 or over)

To be considered applicants must complete a Bristol Housing Register application form. Nominations and referrals will be made by Bristol City Council Housing Department, Social Services and Health Departments.

Whilst most of the accommodation is let to people living locally, applications are accepted from people who wish to move, or return to the area to live near relatives and friends.

### **Accommodation:**

The scheme consists of eight self contained 1 bedroom flats, plus thirteen 2 bedroom flats and is carefully designed with special features including lift, level access showers, laundry, assisted bathrooms, shop, hairdressing salon, treatment room, lounge and communal courtyard.

The building is wheelchair accessible, and has two assisted bathrooms.

Very Sheltered housing can offer personal care, domestic help and a meal service if this is required. A personal care package can be provided by Social Services following an assessment. Anchor House aims to provide “a home for life” with a mixed community of older people with needs ranging from high care to those requiring no care.

### **Activities:**

Social activities including coffee mornings, trips and bingo are organised by a combination of tenants, staff and volunteers.

### **Community Integration:**

It is intended that very sheltered housing schemes become part of the local neighbourhood. Local older people are welcome to join in with social activities taking place at the scheme.

## **Staff Responsibilities:**

The scheme is managed by a Scheme Manager whose main duties are:

- Overseeing and supervising the day-to-day running of the scheme, including reporting repairs, management, administration and supervising contractors, together with support and assistance to tenants.
- Promoting and participating as appropriate in social activities at the scheme

The Scheme Manager is on duty 8.00am to 4.00pm Monday to Friday.

Outside these hours cover is provided by a central control service via the emergency alarm pull cord system.

Scheme Managers do not provide personal care, but will help to co-ordinate the provision of care and support by others as required.

## **Support Services:**

The main support tasks that tenants can expect to receive are:

- Daily welfare check on weekdays
- Home visits
- Welcoming new residents
- Offering advice
- Co-ordinating services and social activities
- Responding to problems and complaints
- Responding to emergencies

## **Other Facilities:**

The following facilities are available to tenants:

- Communal lounge/dining room
- Dining room
- Hairdressing salon/shop/treatment room
- Library
- Laundry
- Assisted bathrooms
- 24 hour emergency alarm

In addition, there is a care team available 24 hours a day for those assessed by Social Services as needing planned care.

## **Quality and Performance:**

The Trust provides regular information to the Supporting People Team on performance and is working to achieve continuous improvement using the Supporting People Quality Assessment Framework. This means that the scheme is reviewed by Bristol City Council and we use this information to continually improve services.

Guidance for Scheme Managers is provided in the Scheme Managers Manual, which is regularly reviewed.

Guinness Trust is working with a national residents group to develop a set of service standards especially for residents of sheltered housing and very sheltered housing.

Guinness Trust has adopted the code of practice and is accredited by the Centre for Sheltered Housing Studies.

## **Staff Expertise and Training:**

The Trust recognises the need to provide a range of training for all staff throughout their employment to ensure they are kept up to date with current policies, procedures and good practice. This also helps to maintain their skills and knowledge and to develop the employee as the role changes.

Examples of some of the training courses include:

- First aid
- Welfare Benefits
- Health and safety
- Food Hygiene
- Equality and Diversity

## Description of Accommodation



*Kitchen*



*Living Room*

Anchor House has a combination of one and two bedroom flats situated on the ground and first floor, with lift access. Each flat is self-contained with a lounge, fitted kitchen, one or two bedrooms and a bathroom. Most of the flats have level access showers and there is a 24 hour emergency alarm system installed, with a pull cord in every room, so that you can call for help day and night. If you use the pull cord whilst the Centre Manager is on duty you will be put straight through to them. However if you use the pull cord outside of these hours, your call will go through to Attendo Response (a central control centre) who will notify the appropriate person immediately e.g. the ambulance service or the care team.



*Bathroom*



*Bedroom*

### **Communal Lounge**

The communal lounge is situated on the ground floor with access to the courtyard. This is a large room that is used for many social activities and parties.



### **Library**

There are books available to borrow from both the dining room and the lounge. Bristol Library Service also visits the scheme on a regular basis.

### **Restaurant/Dining Room**

Tenants can enjoy a 3 course midday meal every day of the week, in the dining room, which is also used for activities and social events.



Christmas time coffee Morning



### **Hairdresser**

There is a fully established hairdressing salon on-site, which provides a hairdressing service. Appointments can be made with the hairdresser in the salon, who visits on Wednesday morning.

### **Assisted Bathroom**

The assisted bathroom contains special equipment to allow residents to take a bath with the assistance of a carer.



### **Description of Service**

#### **Meals**

There is a 3-course midday meal available every day of the week at Southlands. A range of meals are offered every day and the menu is changed monthly. Any specialist dietary requirements can also be catered for.

A 3-course midday meal with tea or coffee costs £6.50 a day. You pay for your own meals when you order.

External service users and guests will be charged £6.50 for 3 courses.



## **Access to Care and Support Services**

The flats in the scheme will be offered to older people with high care needs who have been referred by a Social Worker. A care team will be based within the scheme to provide planned care. Support services will also be available; these could include assisting you to do your own shopping or helping you to use the on-site facilities or access benefits and advice.

If you need these support services or personal care there may be an additional charge, dependent on your financial circumstances. You will be offered a financial assessment to work out how much you would need to pay. This assessment is carried out by Bristol City Council's CCFS (Client and Care Financial Services) Team. For further information on care assessment and/or information on care charges please contact Care Direct on 0117 922 4309.

### **Other means of assistance:**

You can also be given assistance to claim any disability or related benefits you may be entitled to. The Scheme Manager can help you to get benefits advice on other allowances you may be likely to get, for example Disability Living Allowance or Attendance Allowance. On the other hand you can ring the Department of Work and Pension's advice line for people with disabilities and their carers on 0800 88 22 00, or you can get independent advice from:

Age Concern Bristol on 0117 928 1555

Bristol Citizens Advice Bureau on 0870 121 2134

South Bristol Advice Services on 0117 985 1122

Examples of the type of support and help that you may be able to receive include:

- Practical advice: about looking after your money, paying rent or other bills, about security and safety inside and outside of your home.
- Regular contact: help to assess your own support needs, help to find other services that you might need for example any walking aids and adaptations to your home, help to understand how things work in your home for example the alarm system.
- Making friends: help to find and introduce you to activities that interest you and social activities that are going on in your community.

## Activities for the Scheme and the Wider Community

Each specially designed Very Sheltered Housing scheme will also act as a resource centre for older people in the local and wider community. The facilities in the scheme that will be available for use will include the communal room, and hairdressing salon. There will also be space for health professionals, information providers (e.g. Citizens Advice Bureau) and a range of social, recreational and healthy living opportunities for tenants and local older people in the community.

The types of services that may be provided include:

- Assisted bathing
- Hairdressing salon
- Chiropody
- Provision of hot meals 7 days a week at Southlands
- Alternative therapies e.g. massage
- Exercise classes
- Health and well being sessions
- Benefits advice
- Computer activities e.g. internet shopping

Activities and entertainment including quiz nights, arts and crafts, trips and outings will be arranged according to the wishes of tenants and older people from the local community using the service.

Activities at Anchor House include coffee mornings, special Birthday parties, theatre trips, special events at Christmas and Easter, outings, fish and chip suppers, bingo, quiz nights and arm chair aerobics.



We are always very keen to hear any suggestions for activities that you would like to do and will do our best to make them happen.

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Anchor House has a social committee, which costs 50p per week to be a member. Members enjoy discounted rates at any of the activities and events organised. Those who are not members of the social committee are still very welcome to attend any activity but would have to pay the full entry cost.

## Services and Charges

	<b>NO CHARGE</b>	<b>INCLUDED IN SERVICE CHARGE</b>	<b>EXTRA CHARGE PAYABLE</b>	<b>NOT PROVIDED</b>
Hairdressing			✓	
Chiropody			✓	
Manicure				✓
Therapies				✓
Activities & entertainment (on-site)			✓	
Outings			✓	
Mobile / visiting shop purchases				✓
Library service	✓			
Religious visits	✓			
Midday meal			✓	
Refreshments and snacks				✓
Communal IT Facilities				✓
Laundry facilities (washing machines & tumble dryers)		✓		
Cleaning of communal areas		✓		
Window Cleaning (external)		✓		
Heating of communal areas		✓		
Maintenance of grounds		✓		
24 hour Community Alarm		✓		
Assistance with filling in forms		✓		
Advice on use of equipment supplied in the flat (e.g. boiler, cooker)		✓		
Assistance with shopping, cleaning, etc.			✓	
Assistance with laundry			✓	
Personal Utilities (i.e. electricity, gas, water)			✓	

## Items Tenants Are Expected to Pay For

	<b>YES</b>	<b>NO</b>
Personal care items (e.g. soap, deodorant, toothpaste etc)	✓	
Transportation (buses or taxis)	✓	
Visitors' meals	✓	
Maintenance and repair of personal possessions	✓	
Insurance on personal possessions	✓	
Contribution to communal TV licence	✓	
Satellite TV packages	✓	
Personal telephone bills	✓	
Council Tax	✓	
Water	✓	
Electricity	✓	
Gas	✓	

Although as some of the above items are shared between the tenants of the scheme, the costs are likely to be cheaper than living individually on your own.

## Other Services Provided on Assessment

	<b>YES</b>	<b>NO</b>
Personal Care	✓	
Domestic Help (e.g. cleaning, laundry)	✓	
Assistance with food prep	✓	
Accompanied Trips (e.g. shopping, hospital)	✓	
Intermediate Care		✓
Respite Care		✓

## List of all Very Sheltered Housing Schemes in Bristol

### **ABC Centre**

Centre Manager - Chris Denyer  
Chessington Avenue  
Hengrove  
Bristol  
BS14 9EW

Tel: 01275 540 177

e-mail: [cdenyer@brunelcare.org.uk](mailto:cdenyer@brunelcare.org.uk)

website: [www.brunelcare.org.uk](http://www.brunelcare.org.uk)



*awaiting picture*

### **Colliers Gardens**

Centre Manager - Michelle Godfrey  
Off Delabere Avenue  
Fishponds  
Bristol  
BS16 2NA

Tel: tbc

e-mail: [mgodfrey@brunelcare.org.uk](mailto:mgodfrey@brunelcare.org.uk)

website: [www.brunelcare.org.uk](http://www.brunelcare.org.uk)

### **Hillside Court**

Dave Armstrong - Court Manager  
Batten Road  
St George  
Bristol  
BS5 8NL

Tel: 0117 961 3379

Fax: 0117 9619578

e-mail: [david.armstrong@housing21.co.uk](mailto:david.armstrong@housing21.co.uk)

website: [www.housing21.co.uk](http://www.housing21.co.uk)







### **Anchor House**

Kim Yost - Scheme Manager  
377 Wells Road  
Knowle  
Bristol  
BS4 2QN

Tel: 0117 971 1265

e-mail: [kim.yost@guinness.org.uk](mailto:kim.yost@guinness.org.uk)

website: [www.guinnesstrust.org.uk](http://www.guinnesstrust.org.uk)

### **Sommerville**

Jeanette Iles - Care & Support Manager  
Westbury Fields  
Cricket Lane  
Westbury-On -Trym  
Bristol BS10 6TW

Tel: 0117 3773728

Mobile: 07976 168954

e-mail: [jeanette.iles@stmonicastrust.org.uk](mailto:jeanette.iles@stmonicastrust.org.uk)

website: [www.stmonicastrust.org.uk](http://www.stmonicastrust.org.uk)



### **Southlands**

Kim Yost - Scheme Manager  
Broadfield Road  
Knowle  
Bristol  
BS4 2UG

Tel: 0117 971 4754

e-mail: [kim.yost@guinness.org.uk](mailto:kim.yost@guinness.org.uk)

website: [www.guinnesstrust.org.uk](http://www.guinnesstrust.org.uk)

## **How to Apply to Live at or Receive Services from Anchor House**

To be considered for a flat in a Very Sheltered Housing scheme you need to be on the Bristol Housing Register (waiting list). Application forms are available from your local Bristol City Council Area Housing Office at Knowle (telephone number: 0117 971 9172), or from Guinness Hermitage (telephone number: 01275 395300). Complete the form stating your interest in Very Sheltered Housing and return it to the Area Housing Office. Alternatively, if you are in touch with Social Services and would like to be considered, speak to your social worker or contact Care Direct on 0117 922 4309.

## **Useful Contact Numbers**

• Guinness Hermitage Bristol Office	01275 395300
• Bristol City Council Housing Access Team	0117 377 2897
• Bristol City Council Knowle Area Housing Office	0117 971 9172
• Bristol City Council Supporting People Team	0117 352 5183
• Bristol City Council Council Tax Department	0117 925 0981
• Bristol City Council Very Sheltered Housing Project Team	0117 916 5130
• Bristol City Council CCFS Team (Client and Care Financial services)	0117 903 7720
• Department of Work and Pensions Benefit Enquiry Line for People with Disabilities	0800 88 22 00
• Age Concern – Bristol	0117 928 1555
• Citizens Advice Bureau - Bristol	0870 121 2134
• South Bristol Advice Services	0117 985 1122
• Care Direct	0117 922 4309
• NHS Direct	0845 4647

## **How Much Will it Cost to Live at Anchor House**

If you are offered a place in a Very Sheltered Housing scheme, it will be an assured tenancy. This means that it's yours for life providing you do not break the tenancy agreement. The cost of living in Very Sheltered Housing is split between:

- Rent (standard weekly charge)
- Service Charge (standard weekly charge)
- Care/Support Services charge (charge dependent on level of service provided)

### **Rent**

The rents for 2008/09 for a one bedroom flat vary from £69.21 per week to £71.87 per week. For a two bedroom flat the rent will vary from £78.13 per week to £79.08 per week. Rents increase annually only to allow for inflation.

Rent is eligible for Housing Benefit. No deposit is required for these flats.

### **Service Charge**

The weekly service charge is £30.17 per week; this is in addition to the rent. This charge increases annually to allow for inflation and exceptional items. The service charge includes:

- A 24 hour emergency alarm in every property
- The heating and lighting of communal facilities
- The upkeep of gardens and grounds
- The day to day running and management of the scheme
- The maintenance of buildings, including all aspects of safety
- The provision of communal facilities such as the laundry, restaurant and hairdressers

You may be eligible for Housing Benefit and Supporting People assistance to pay for this charge.

### **Care/Support Services Charge**

If you need any personal care or support services, there will be an additional charge for them. This charge will depend on the level of service you receive and your financial circumstances.

## Total Cost of Living at Anchor House

	<b>One bed flat</b>	<b>One bed flat</b>	<b>Two bed flat</b>	<b>Two bed flat</b>
Rent	£69.21	£71.87	£78.13	£79.08
Service Charge	£30.17	£30.17	£30.17	£30.17
Supporting People	£6.36	£6.36	£6.36	£6.36
<b>TOTAL</b>	<b>£105.74</b>	<b>£108.40</b>	<b>£114.66</b>	<b>£115.61</b>

The overall cost per week of living in Anchor House varies from £105.74 per week to £108.40 per week for a one bed flat and varies from £114.66 per week to £115.61 for a two bed flat.

**The cost of Council Tax, water, electricity and gas for your flat is your responsibility and is not included in the rent or service charge. To find out how much Council Tax will be, please contact the Bristol City Council Council Tax Department on 0117 925 0981.**