



# PHOENIX COURT

Housing and support for older people on the Isle of Dogs

**Phoenix Court** is a registered housing and support scheme for older people. It is situated on the Isle of Dogs and over looks the Thames. The scheme consists of 23 single and six double flats, all self-contained.

The communal area means that residents can choose when to be alone and when to socialise. Phoenix Court units are available for people aged 60 years and above or people 55 years and above who have a medical or social need.

## Features of the scheme:

- All flats are easily accessible via a lift
- All flats include a lounge, bedroom(s), bathroom and kitchen

- Shared facilities include a lounge, laundry room, hairdressing room and guest room
- There is a communal garden and terrace overlooking the river

## Support and security:

- The scheme is staffed by a manager during the day
- There is an out-of-hours call system
- An electronic door entry system for all flats allows residents to control access
- 24-hour emergency alarm system throughout
- Security pendants available if needed

*please turn over >*

## Our aims:

Our support staff follow four key principles:

1. Uphold the rights of the individual
2. Encourage independence
3. Give choice at every opportunity
4. Ensure inclusion in our service delivery

We recognise and respect the value of a diverse community and believe that all residents should be provided with the best possible quality of life, free from prejudice and discrimination.

## Promoting independence:

Individual support and 'Person Centred Plans' identify elements in a resident's life that they feel are essential, important or enjoyable. This ensures that residents are given an opportunity to live as full and happy a life as possible.

East Living encourages participation within the local community. Support and advice is offered to help develop life and social skills. Relatives, advocates and friends are encouraged to visit at any reasonable hour without prior notice, subject to the wishes of residents.

## Involving residents:

East Living involves residents in shaping and improving the services we offer by:

- encouraging them to hold regular residents' meetings
- offering training and involvement in the interviewing and selection of staff at the scheme
- helping them get involved with our work
- conducting regular customer surveys

## Staff:

East Living prides itself on the quality of its services. Ongoing training is provided and staff are encouraged to gain nationally recognised qualifications, such as an NVQ.

## Quality and value:

- We regularly review our services and compare our performance with other providers
- Our 'Charter Mark' award represents recognition from government that we put the customer first
- We are an 'Investor in People' organisation, committed to assisting staff reach their full potential to ensure we achieve our goals

### For free translation bring this letter to:

للحصول على الترجمة المجانية خذ هذه الرسالة إلى:

欲獲得免費中文翻譯，請將此信攜帶到：

Pour avoir une traduction gratuite, veuillez amener cette lettre à:

বিনা খরচে অনুবাদের জন্য এই চিঠি নিচের ঠিকানায় নিয়ে আসুন:

സൗജന്യമായി തർജ്ജമയ്ക്ക് ഈ കത്ത് കൊണ്ടുവരിക:

W celu uzyskania bezpłatnego tłumaczenia prosimy o przyniesienie tego listu do:

Para uma tradução gratuita traga esta carta para:

मुफ्त अनुवाद के लिए इस पत्र को यहाँ ले कर आइए:

મફત ભાષાંતર માટે આ પત્ર આ સ્થાનમાં લઈ આવો:

ਮੁਫ਼ਤ ਅਨੁਵਾਦ ਲਈ ਇਸ ਚਿੱਠੀ ਨੂੰ ਹੇਠਾਂ ਲਿਖੇ ਪਤੇ ਤੇ ਲੈ ਆਓ:

مفت ترجمے کے لیے اس خط کو اس جگہ پر لائے:

Za besplatnan prevod, donesite ovo pismo kod:

Para recibir un servicio de traducción gratuito, traiga esta carta a:

Для бесплатного перевода принесите, пожалуйста, это письмо к:

Për një përkthim falas sillni këtë letër tek:

இலவச மொழிபெயர்க்கும், இந்தச் செய்திக்குக் கொண்டுவர வேண்டிய இடம்:

Για δωρεάν μετάφραση, φέρτε αυτήν την επιστολή στο:

Si aad u heshid turjumaad bilaash ah warqaddan u gee:

Ücretsiz çeviri için lütfen bu mektubu şu adrese getirin:

Đề có bản dịch miễn phí mang theo thư này đến:

بو ته رجومه ی به لاش نه م نامه په بهینه بو:

Nemokamam vertimui atneškite šį laišką į:

For large print or braille bring this letter to:

29-35 West Ham Lane,  
Stratford, London E15 4PH

Issue date: May 2008

**Contact us:** Tel: 020 7537 0445

Email: info@east-living.co.uk

Address: Masthouse Terrace, Isle of Dogs,  
London E14 3RE

East Living, 29-35 West Ham Lane, Stratford,  
London E15 4PH Tel: 0845 600 0830

Fax: 020 8522 2001 [www.east-living.co.uk](http://www.east-living.co.uk)

East Living was set up in 1985, and is registered under the  
Industrial & Provident Societies Act 1965 (27902R).