

# Sheltered housing **Grange Court**

For more information about the services that the sheltered housing team provide please call

**01384 812042**

You can also find us at [www.dudley.gov.uk](http://www.dudley.gov.uk)



# Grange Court is a sheltered housing scheme



## Post Offices

High Street, Stourbridge  
Junction Road, Stourbridge

## Places of Worship

Our Lady & All Saints (RC)  
New Road  
Stourbridge

Chawn Hill Christian Centre  
Chawn Hill  
Oldswinford Stourbridge

St Mary's (CofE)  
Rectory Road  
Oldswinford  
Stourbridge

Oakfield Road Methodist Church  
Wollescote

Dudley Interfaith Network (will give details of  
other faith worship in the area)  
Contact: Elizabeth Harris  
Tel: 01384 233332

Lye Mosque  
High Street  
Lye

# The care service

Any care required by a tenant can be provided by Home Care assistants employed by the council as required.

## Local services

Grange Court is situated near the Pedmore roundabout. There is easy access to bus stops and a railway station. Stourbridge is approximately 11/2 miles away. There are local shops within walking distance consisting of a Spar shop, newsagents, fish and chip shop and Chinese takeaway. Post is delivered to each tenant's door. Newspapers and milk can also be delivered if required.

### Doctors

Wychbury Medical Practice  
Oakfield Road  
Wollescote  
Tel: 0845 1550059

Dr Killin  
Pedmore Road Medical Practice  
Lye  
Tel: 01384 422591

Dr Gallimore  
The Limes  
Lye  
Tel: 0844 4771887

Worcester Street Practice  
24 Worcester Street  
Stourbridge  
Tel: 01384 371616

### Dentists

Hollies Dental Practice  
123 Hagley Road  
Stourbridge  
Tel: 01384 382384

Mr Ashton  
High Street, Lye  
Tel: 01384 897533

### Opticians

SpecSavers  
High Street  
Stourbridge  
Tel: 01384 440464

Dolland & Aitchinson  
119 High Street  
Stourbridge  
Tel: 01384 440594

### Libraries

Stourbridge Library  
Crown Centre  
Stourbridge

Lye Library  
High Street  
Lye

A free mobile library service visits Grange Court every month

### Health Centre

Westhill Clinic  
Hagley Road  
Stourbridge  
Tel: 01384 396561

# Grange Court



Grange Court is a sheltered housing scheme, managed by Dudley Council's directorate of adult, community and housing services. Our aim is to provide quality housing combined with personal support packages tailored to the needs of each individual tenant. The objective being, to maximise tenant independence. Tenants can receive support from scheme staff at any time of day, to suit their own particular needs.

Grange Court is a small, homely scheme consisting of 18 self-contained flats. All properties are fully double glazed and centrally heated. They comprise of one bedroom, a lounge, kitchen and either a bathroom or a shower-room.

The main entrance to Grange Court is always locked ensuring a safe and secure environment. The building is accessed via an intercom system. Each tenant is provided with their own front door key, ensuring continued independence.

Life at Grange Court is what you make it. If you are a private person, then this is respected. However there is a varied programme of social activities and tenants are encouraged to join in if they so wish.

## The scheme manager

### Role of the scheme manager

The scheme manager is on duty from 9am - 5pm, Monday to Thursday and 9am - 4.30pm on Fridays. Their role is to provide general support, provide security, assist with emergencies and to generally ensure that the scheme is a happy, well managed one.

The scheme manager acts as an enabler, a guide and a support to all tenants within the scheme.

### Duties of the scheme manager

The scheme manager is required to contact each tenant according to an agreed schedule, to check that all is well.

They must keep records for each tenant detailing addresses and contact numbers of their close relatives and doctor, so they can easily be contacted in case of an emergency or illness. Additional medical details which may be important also need to be recorded. All information given by tenants to the scheme manager is always given in confidence. It is important to appreciate that the scheme manager must have as much information as possible about tenants' needs in order to respond to emergencies quickly and efficiently.

Tenants are responsible for their own cooking, cleaning, shopping, medication and financial matters. If any of these become a problem for the tenant, the scheme manager can assist in obtaining the appropriate support from relatives, doctors, nurses or home care services. They can also report any repairs to the appropriate persons.

Tenants are encouraged to attend social functions within the scheme and to organise any social get togethers of their own. The scheme manager will support tenants with this. In addition they are always there to lend an ear, should tenants wish to discuss any worries or concerns, in complete confidence.

## Your flat

Each tenants' flat is completely private, with its own front door. Flats are usually repainted throughout before a new tenant moves in and are ready for occupation in a clean and fresh condition. Tenants are free to redecorate their flats as they wish.

Tenants must provide their own furniture, carpets and curtains.

## Communal facilities in Grange Court



### Lounge/dining room

The communal lounge/dining room is a pleasant, comfortable room with lovely large windows overlooking the gardens of Grange Court. The room is used for meals, parties and tenants' private functions. It is the perfect place to relax in and chat with friends or family.

### Kitchen

There is a large, communal use kitchen which is well equipped, where tenants can make a drink or snack. This can also be used if tenants are organising their own social function.

### Guest room

Grange Court has a guest bedroom with en-suite facilities and a small kitchen. This can be used by family or friends of tenants for short periods, when tenants are ill or need some extra support. It should be booked in advance if possible, however priority is always given where a tenants is ill. There is no charge for the room although a donation to the scheme social fund is always appreciated.

### Laundry

There is a laundry room on each floor with a washing machine and a tumble dryer. These machines are for tenants' sole use. There is also a small drying area in the enclosed courtyard at the rear of the building.

### Gardens

There are lovely communal gardens in the courtyard at the rear of the scheme for all to use and appreciate. This is a peaceful, private area, filled with flowers in the summer and tenants are encouraged to become actively involved in enjoying and maintaining the gardens.

## Intercom alarm system

Each flat has an emergency contact alarm system. A wall mounted speech unit and emergency pull cords are fitted in each room. Emergency pull cords provide a direct link to the scheme manager. When they are not on duty, the system is linked to Dudley community alarms, the council's own central alarm control centre.

The scheme manager will demonstrate in detail exactly how the intercom alarm system works, until tenants are comfortable and confident enough to use it.

The alarm system is intended for tenants safety and peace of mind and can be used for many reasons, such as if a tenant is feeling unwell and needs some help, medical emergencies or reporting repairs. It can be used at any time, day or night. It can also be used by the scheme manager to contact a tenant, to check on their wellbeing.

Tenants can rest assured that the alarm system does not encroach on anyone's privacy. The scheme manager cannot hear a tenant until the cord is pulled or until the manger calls them. The system will bleep loudly if the manger is calling; ensuring that the system is private and that no-one can listen without the tenant's knowledge.

If the emergency pull cords are pulled accidentally it is important that the scheme manager is informed when the call is answered, so they are aware that it is not an emergency.



## Dudley community alarms

Dudley community alarms is the council's community alarm service. It is based at Brierley Hill and is staffed 24 hours a day, every day of the year.

The alarm system in each home, which includes emergency pull cords, a smoke detector and speech unit is linked to the scheme manager and to Dudley community alarms (as are the scheme's fire alarms).

Dudley community alarms is always there to help - day or night. Tenants should not feel worried about contacting staff there. No problems are too large or too small for staff at Dudley community alarms to handle. Tenants are encouraged to call, even if unsure or if all they need is to hear a reassuring voice.



Dudley community alarms staff will always respond quickly and efficiently to all calls. The staff through a combination of training and experience will ensure that callers get the correct assistance. Staff there have details of all scheme's tenants, so that in an emergency they know who the caller is and have details of their doctor, next of kin and all up to date emergency contact information. Dudley community alarms staff will summon whatever help is needed, including ambulance, fire service, police, doctor or family.