



***"Together we make a difference"***



## **PITCHES VIEW**

**Wangford Road • Reydon**



# PITCHES VIEW

**Pitches View** is a **very sheltered housing scheme**, which enables older people to stay in a home of their own, whilst receiving care and support as required. This provides older people with an alternative to residential care and allows couples to continue living together. Pitches View offers an environment that helps people to make choices, retain their independence, privacy, and ultimately, have control over their own lives.



**PITCHES VIEW DOMICILIARY CARE AGENCY** is regulated by the Care Quality Commission to deliver personal care within the scheme and via an outreach service to local residents.

# AIMS & OBJECTIVES

*“Our House is your Home...”*

- ◆ We will undertake regular reviews of your care plan and services involving you and your representatives, to ensure we meet your needs.
- ◆ To ensure we meet our objectives we will monitor our service by asking you to complete our annual quality assurance survey and publishing the results for all to see.
- ◆ We will provide a domiciliary care service that provides high quality care and support at all times to enable you to remain living as independently as possible within your own home.
- ◆ We ensure we are compliant with the Health & Social Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. We achieve this by ensuring we meet the 28 outcomes of the essential standards of quality and safety.





# ACCOMMODATION

**Pitches View** consists of **32 apartments, over two floors**. Each apartment has its own front door, a bedroom, lounge, kitchen and shower or bathroom, including a WC. Within each apartment there is an Emergency Intercom alarm system, with pull cords to operate this. Pendant alarms to wear are also available upon request.

- ◆ A large tenants' lounge and kitchen
- ◆ 2 smaller lounges for more informal use by tenants
- ◆ 3 assisted bathrooms with Jacuzzi-style baths
- ◆ 2 conservatories
- ◆ 2 laundry rooms containing washing machines and tumble dryers



## FACILITIES

- ◆ A 24-hour door entry system with CCTV to give additional home security
- ◆ A lift to give easy access to first floor accommodation
- ◆ Treatment/hobbies room
- ◆ Communal gardens including patio area
- ◆ A scooter store facility



## TRANSITIONAL OR RESPITE FLAT

Pitches View offers a transitional or short term respite flat to prevent admission to hospital and fulfil clients potential to return home following discharge. The facility also offers visiting family and friends the opportunity to stay.

Please contact the Service Manager on 01502 726062.

## RESIDENT INVOLVEMENT AND QUALITY ASSURANCE

The scheme holds regular tenant meetings and tenants also have the opportunity to influence the services provided by the Association by joining the Scrutiny Panel or one of the Resident Involvement Initiatives. We always encourage tenants to get involved, as much or as little as they like. Tenants' opinions and experiences of our services are greatly valued and more details regarding Resident Involvement can be found on our website:

**[www.orwell-housing.co.uk](http://www.orwell-housing.co.uk)**

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your Home...”***



# CARE SERVICES

**You can purchase a care service from our Domiciliary Care Agency, regulated by the Care Quality Commission.**

We will ask you to sign a Care Services Agreement which clearly defines our terms and conditions. We will also provide you with an individual care plan which will be tailored to your requirements. Your care plan will define which tasks you need help with and will be reviewed with you on a regular basis.

We provide this service to older people who have a variety of support needs including mental health, physical, sensory and learning difficulties. Staff are trained to QCF (Qualifications Credit Framework)/NVQ (National Vocational Qualifications) in Health and Social Care Standards, including Manual Handling and other specialised training dependent on the needs of the individual such as Dementia, Parkinson's, Diabetes, and Strokes. All our support staff have been vetted with an enhanced Disclosure and Barring Services check.

We are able to offer outreach care and support services to the local community and short term respite or transitional services within the scheme, with personal care delivered by our staff. Our aim is to assist individuals in maintaining their daily living skills in order for them to be as independent as possible.



## Additional Services

We can help you with the following, laundry, cleaning, shopping, assistance with bathing, attending outings, various in-house activities such as bingo, sing-a-longs and arts and crafts. This is not an exhaustive list, therefore, please contact us for further information.



# HOW MUCH WILL IT COST AND HOW DO I APPLY?

If you are interested in an apartment at Pitches View, please contact Customer First to arrange an assessment by Adult Community Services (ACS).

Following this assessment, you will be told if you are eligible. Alternatively, you can contact the Service Manager directly on 01502 726062. You may be able to receive help towards the cost of your care under Fair Access to Care Service.

To be eligible to live at Pitches View you must need a minimum for 4 hours personal care a week, be a resident in the Waveney District Council area or have a strong social reason for needing to move to the area. If you are not eligible, you can still move into Pitches View by being a Private Purchaser and pay for your care yourself.

**Customer First**  
**0808 800 4005**

**Pitches View Scheme**  
**01502 726062**





## POLISH



Aby uzyskać przetłumaczenie dokumentów z Orwell Housing albo gdy potrzebna jest pomoc tłumacza na żywo, proszę wysłać następujące dane :

## MANDARIN



如果你需要任何有關Orwell 房屋協會的資訊翻譯版，或需要傳譯員協助的話，請把以下資料送回：

## KURDISH



کردنی هەر جۆره زانیاریەک له لایین (Orwell) موه یان پێیوستیت به یارماتی  
ئەگەر پێیوستیت به هەر جۆره یارماتیەک ههیه بۆ تهرجومه

## BANGLADESH



যদি আপনি প্রব্লেম হাউসিং অ্যাসোসিয়েশনের কোন তথ্যের অনুবাদ চান অথবা কোন অনুবাদকের সাহায্য চান নিচের অংশটি লিখে এই ঠিকানায় জানান: কাস্টমার সার্ভিস টিম, ক্রেন হিল লজ, ৩২৫ লন্ডন রোড, ইপসউচ আই পি২ চকিউ জে।

## PORTUGUESE



Se precisar de traduzir qualquer informação da Housing Association Orwell ou caso necessite da ajuda de um(a) intérprete envie os seu detalhes para:

If you need to translate any information contact Orwell Housing Association or if you need the help of a translator or interpreter, send your details to:

Customer Service Team, Orwell Housing Association,  
Crane Hill Lodge, 325 London Road, Ipswich IP2 0BE

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