



“Together we make a difference”



DEBEN VIEW

The Avenue • Woodbridge

DEBEN VIEW

Deben 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. Deben View offers an environment that helps people to make choices, retain their independence, privacy, and ultimately, have control over their own lives.



DEBEN 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

Deben 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
- ◆ 4 smaller lounges for more informal use by tenants
- ◆ 4 assisted bathrooms
- ◆ A laundry room containing washing machines and tumble dryers
- ◆ A sun deck



FACILITIES

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



GUEST ROOM

Deben View offers tenants the opportunity for visiting friends or family to hire the guest room.

Please contact the Service Manager on 01394 384565.

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

***“Our House is
your Home...”***



CARE SERVICES

We can provide a care service from our Domiciliary Care Agency, regulated by the Care Quality Commission.

We will 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.

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 Deben 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 01394 384565. 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 Deben View you must need a minimum for 4 hours personal care a week, be a resident in the Suffolk Coastal 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 Deben View by being a Private Purchaser and pay for your care yourself.

Customer First
0808 800 4005

Deben View Scheme
01394 384565



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 هەمیه یۆ ئەرجومه

BANGLADESH



যদি আপনি ওরওয়েল 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, ইপসউইচ 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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