



DELL ROSE COURT



DIGNITY IN EVERYTHING WE DO...

DELL ROSE COURT



WELCOME TO DELL ROSE COURT

Dell Rose Court is modern Housing with Care Scheme conveniently situated in a residential area on the outskirts of Norwich.

The three-storey scheme provides 48 flats, including double flats, with parking and excellent bus route and pedestrian access.

All flats have individual entrances and comprise of a lounge/kitchenette, bedroom and en-suite with level-access shower, an emergency call system, fire alarm system and TV socket.

Flats are fully carpeted in sitting rooms and bedrooms with appropriate floor coverings in bathroom and kitchen areas but are otherwise unfurnished to allow you to bring your own belongings. You are advised to think about contents insurance as you would with any other tenancy. Within the complex you will find spacious





communal areas, where you can meet with other residents, join in activities or simply relax. You will also have access to, reception area, restaurant, coffee shop, walk-in grocery shop, internet room including a quiet seating area, cinema and activities room, seating areas on each avenue, hairdressers and a guest room with en-suite.

We have an Extra Care Unit for older people who have dementia or poor mental health, for whom the unit offers a safe environment with assistive technology fitted to each flat.

Your peace of mind and quality of life are important to us at Dell Rose Court, which is why we aim to provide a friendly environment in which to live, and to be on hand to help and advise on your individual needs. The Manager, or one of the Care Co-ordinators, will always be available to answer your questions and address any concerns you may have.

Your health and personal care – our prime concern

At Dell Rose Court we encourage you to be as independent, and to continue to do as much for yourself, as you feel able to do. Self-reliance and self-determination are well proven to be key factors in extending an active and enjoyable life.

When you become a tenant at Dell Rose Court you are allocated a Key Worker who, under the supervision of one of the Care Co-ordinators, is responsible for agreeing your personal care plan.

The care plan, which is regularly reviewed with you, covers details of how you would like to be cared



for, your choices and interests. If you would like family members and friends involved in putting together this care plan, we will be pleased to include them.

The plan will also include an assessment of any risks and how these need to be managed, details of your health care needs, medication, doctor and any other community therapy services provided. If your current medical practice covers this area it may be possible, should you wish to do so, for you to keep your existing doctor; continuity and a familiar face can be reassuring and something we always encourage. If they do not cover this area, a list of GP surgeries that attend Dell Rose Court is available prior to signing the tenancy agreement. The staff at Dell Rose Court are not able to provide medical or nursing care. Normally if this is required your doctor or District Nurse will need to be contacted directly by you, or by your family. Help is available if you become unable to do this for yourself.

At Dell Rose Court you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity, and we are always happy to discuss dignity issues with you and your family.

Your lifestyle

How to spend your day is entirely up to you and we encourage you to make as many choices as possible about your interests and activities.

Meals

Meals are freshly prepared by our catering staff and available to purchase in the restaurant as well as the coffee shop.



Special diets are catered for and a varied seasonal menu is offered each day. Tenants are consulted about their preferences when menus are reviewed periodically.

Visiting

Family and friends are most welcome to visit at any time.

You can invite a relative or friend to join you for a meal in the restaurant, (a charge will be made for this), and there are, of course, facilities within your flat to cook meals and prepare coffee, tea etc.

Visitors may bring in well-behaved pets to visit.

Smoking is not permitted in the communal areas.

Having your say on the quality of the service we provide.

Residents at Dell Rose Court are regularly consulted on issues surrounding the facility.

Regular tenants' meetings are held at which tenants are encouraged to discuss issues that they are concerned about, and to put forward ideas to enhance their lives such as food, outings and entertainment. Tenants are invited to voice their thoughts and opinions at any time by speaking to the manager, their key worker or the care co-ordinator on duty. And we always welcome discussions with relatives concerning any issues that may be brought up during their visit.

We also take a range of audits to get feedback from you and your relatives on the care that is delivered, and we always act promptly in response to complaints.



Our service aims

- To provide individualised care, helping you to participate fully in the planning and delivery of your care.
- To ensure that we have your dignity at the heart of everything we do.
- To keep you safe.
- To enable you to exercise choice over your life and to remain as independent as possible.
- To continually assess the quality of the service we provide to you.
- To embrace new ideas and research that will improve your quality of life.
- To ensure our staff are fully trained to provide you with the very best care and support.

Our staffing

We are committed to maintaining a high quality, well-trained staff team. Our rigorous recruitment and selection procedures, and our comprehensive induction and staff training packages, ensure that our personnel are best able to help deliver your quality of life at Dell Rose Court.

Obtaining a tenancy

To be allocated a flat in housing with care you need to have both a housing need and social care need. Your housing need will be assessed by your local council once you have completed a housing application. Your social care needs will be assessed by Norfolk County



Council Community Services Department. You can ask for an assessment by phoning 0344 8008020. You will also need to visit the scheme and discuss your needs with the scheme manager so you can be sure they can meet your needs.

Costs

Your costs and service charge which will include:

- Your rent - this includes heating.
- Any meals you choose to purchase from the restaurant.
- Electricity bill for lighting, T.V, Cooker, Fridge, etc in your flat.
- Council tax, the flats are in band A.
- The cost of your care.

Advice about charging can be sought from Norfolk County Council who will calculate your change prior to your tenancy commencing.

More information

You are welcome to visit us and meet other tenants already living here – just call and fix a date and time. Telephone **01603 741717**.

You can access our latest inspection report from the Care Quality Commission: **www.cqc.org.uk**

Broadland Housing Association is the landlord and Norse Care Ltd provides the care and support.

Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.



Dell Rose Court

Northfields,
Norwich
NR4 7EL

T 01603 741717

www.norsecare.co.uk