

# Sheltered housing **Woodhouse 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)



# Woodhouse Court is a sheltered housing scheme

## What does this mean?

Housing with care is primarily a housing based option where tenants have the security of a tenancy agreement and personal care provision tailored to the needs of the individual.

We aim to provide a service which is flexible and responsive to individual older people's needs and preferences.

### Dentists

Miss Sahota  
180 High Street  
Quarry Bank  
01384 635777

Mr Bandhall  
High Street  
Cradley Heath  
01384 411522

Mr Bartle  
19 Sydney Road  
Cradley Heath  
01384 569407

### Chiropodists

Dudley Health Trust  
Sheffield Street  
Quarry Bank  
01384 244516

### Chemists

Murrays  
High Street  
Quarry Bank  
01384 569564

Lloyds  
Talbot Street  
Brierley Hill  
01384 572039

Boots  
High Street  
Dudley  
01384 254780



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.

## The care and support service

Woodhouse Court is a designated housing with care scheme, providing care via a dedicated team of home care assistants who are employed by the council. These assistants work closely with the scheme manager to provide an integrated service to each tenant.

All members of the care and support team have been trained to support people in a caring and sensitive manner. The aim is to support the individual whilst they maintain their independence in their own home.

The team provides daily support to tenants between 7.30am and 10pm. After 10pm, a member of the care team sleeps in to provide support throughout the night if required.

## Local services

A list of local services is detailed below. In addition to the doctors listed, there is also a clinic attached to Woodhouse Court. This provides chiropody services and a district nurse service. Tenants can visit the clinic or staff from here can visit Woodhouse Court.

The scheme manager has contacts with all allied services available in the area including hearing impairment, occupational therapy, adult care services, day centres, benefits advisors and many other sources of support.

Woodhouse Court is situated just five minutes walk from Quarry Bank High Street. The Merry Hill Centre is also a short bus ride away.

### Doctors

Drs Karim  
165 High Street, Quarry Bank  
01384 566651

Dr Shah & Dr Patel  
43a Thorns Road, Quarry Bank  
01384 77524

Dr Sumaria, Dr Jain, Dr Khasgiwale  
Health Centre  
Albion Street, Brierley Hill  
01384 484894

Dr Faux  
Albion Village  
Brierley Hill DY5 2PG  
08451 470010

Dr Teg Jones  
Turners Lane Surgery  
Withymoore Village  
Brierley Hill  
01384 366740

# Woodhouse Court

Woodhouse Court is a housing with care 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.

The scheme was built in 1985 and is a two-storey building which comprises of 38 one bedroom flats (three of which have been specially adapted for wheelchair users). The flats are built in two rows around a wide paved area known as 'The Street', which has an attractive glass roof. All the way along the street are raised garden beds, shrubs and trees, where tenants and friends can gather together for a chat.

Each flat has a kitchen, lounge, bedroom, spacious hall and bathroom. They are also centrally heated and double glazed. There is ample room in each flat for wheelchair users.

The main entrance door to the building is permanently locked, providing a secure environment and all tenants have keys, ensuring their own independence. The scheme also has the benefit of CCTV.

## The scheme manager

### Role of the scheme manager

The scheme manager lives on site and 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.

Some of the ground floor flats within Woodhouse Court have their own patio door which opens out onto the gardens.

## Communal facilities in Woodhouse Court



### Lounge

Woodhouse Court has a comfortable lounge where there are easy chairs to relax in and space to chat with family, friends and other tenants. There is television and video for all to use.

### Tenants snug

There is a well stocked library area , with comfortable seating, which is a good place to meet and chat with friends.

## Kitchen

There is a 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

Woodhouse Court has a guest bedroom which can be used by family or friends of tenants for short periods when a tenant is ill or needs some extra support. This should be booked in advance where possible but priority is always given whenever a tenant is ill. There is no charge for the room; however a donation to the scheme social fund is always welcome.

## Bathroom

Each flat has its own bathroom for tenant's private use. There are also assisted bathrooms specifically for those tenants with mobility problems.

## Laundry

There is a laundry room with two large washing machines and dryers for tenants use. Outside in the garden there is a drying area with rotary driers.

There is also a commercial washing machine and dryer, for use by carers.

## Gardens

The scheme is surrounded by pleasant gardens and has a large patio area for all tenants to enjoy.

## Life at the scheme

Tenants are encouraged to get involved within the community at Woodhouse Court. There are entertainment and social events to get involved with if tenants so wish. Outings and coach trips are organised, along with such things as fish and chip suppers, bingo and card games, singalongs and Christmas parties. Tenants are free to join in with as little or as much as they want.

There is also a three-monthly tenants forum, which tenants are encouraged to participate in to help contribute ideas and encourage team spirit.

## 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