

THE MEADOWS

Extra Care Housing for Older People



Welcome to The Meadows

Welcome to 'The Meadows' South Yorkshire Housing Association's Extra Care Housing for Older People.

This pack gives some information about The Meadows and other organisations you might find useful.

If you have any questions about the information in the pack, project staff will be pleased to answer them.

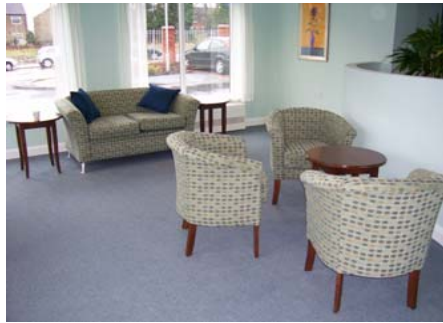


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What is The Meadows?



The Meadows is an Extra Care Housing Scheme, providing housing, support and care to older people. The scheme, which opened in April 2006, is a development built by SYHA and operated in partnership with Sheffield Neighbourhoods and Community Care and Carewatch Care Services.

The scheme consists of 39 self contained flats for rent:

- 25 two-bed flats; &
- 14 one-bed flats.

Communal facilities, include:

- Main Lounge / Small lounges on each floor

What is The Meadows? Continued....

Communal facilities continued....

- Guest flat
- Communal toilets
- Assisted Bathroom with specialist bath
- Café / Internet corner
- Landscaped gardens



What is The Meadows? Continued.....

Every flat has:

- crime prevention features including access controlled by you to your own front door
- one or two generous sized bedrooms
- a generous sized living room
- fitted kitchen including oven, hob and fridge freezer
- a separate shower room with a walk-in shower
- gas central heating
- double glazing
- 6 apartments are designed for wheelchair users
- We work alongside other care and supporting agencies to provide a comprehensive and individually tailored care and support service to older adults.

- Our aim is to promote and maintain peoples independence and improve quality of life.



The Staff Team and Responsibilities

- The Project Manager is Dawn Lomasney
- Dawn is responsible for overseeing the day to day operation of The Meadows including, housing management, tenancy support, staff management, health and safety and service user involvement. She liaises closely with all the staff working at the Meadows to ensure a cohesive service and welcoming environment.
- There is a team of 1 project worker and 2 support workers at The Meadows. They are:

Alan Taylor – Project Worker
Alison Oliver – Support Worker
Sarah Dring – Part time Support Worker
Sarah Devlin – Part time Support Worker



The Staff Team and Responsibilities continued.....

- Your support worker is the person who will visit you on a regular basis to carry out the support set out in your support plan/review. (If they are away for any reason, on holiday for example, we will endeavor to arrange another support worker to visit you, if required.) Their visit will be arranged with you beforehand.
- Apart from visiting you regularly, your support worker will contact other people on your behalf and help arrange other services if they are needed. A lot of their support therefore may go unseen. However, rest assured, they are spending time in the office dealing with matters in relation to your support.
- Your support worker will be your main contact person at The Meadows so it is important that you feel comfortable with them. If for any reason this is difficult please let the Project manager know.
- The Project Worker conducts 6 monthly reviews of the support you receive and with your involvement completes a new support plan. This ensures you are receiving a level of support that meets your individual needs and promotes your independence.

The Staff Team and Responsibilities continued.....

- Part time Administration Assistant Carla Bond ensures the service runs smoothly by offering effective and efficient administrative support to the staff team and the Project Manager.



- Part time Housekeepers Carol Wilkinson and Anne Holland have extensive experience between them of managing the housekeeping requirements of large sites and are responsible for the general housekeeping needs of the communal areas of The Meadows.



The Service The Meadows Offers

The kind of support that we can offer is varied. It is tailored however to meet your own particular needs, with the aim of promoting independence. These needs will have been discussed during your assessment and support plan visits, but the type of support that we can carry out includes support in the following areas:

- Managing personal safety
- Promoting Independent Travel
- Motivation and Engagement- Promoting meaningful use of time.
- Exploring opportunities for employment, training, education, hobbies
- Maintaining Life Skills such as shopping, cooking, cleaning, laundry, personal hygiene, basic DIY. Exploring aids and equipment to promote this.
- Support and advice around money matters and personal administration - managing debts, managing money, benefits, bills, budgeting, accessing advice services. Help understanding correspondence.

If you think you have a need that is not being met, please let either your support worker or the Project Manager know.

The Service The Meadows Offers continued.....

- Support with healthy life-style choices , exercising, eating well, making GP/Dentist/other health related appointments, organising prescriptions, maintaining sexual health
- Supporting Personal Relationships, Community Networks, Cultural and Social Integration. Support to access, develop and maintain links with family and friends, the local community and resources, places of worship and cultural centres.
- Promoting good Mental Health and Well Being
- Working in partnership with other agencies to manage offending Behaviour
- Support to manage problems with alcohol, or the use of drugs including prescribed medication
- To provide support around living independently in your own home. Dealing with problems with neighbours? Understanding your tenancy agreement, how to report repairs or problems etc

Support Plans, Reviews and Duration of Support

- SUPPORT PLANS

- You will already have been asked to contribute to developing your support plan(s). This plan outlines the areas of your tenancy where you and we feel you need most help.
- You will have noted that the support plan sets out goals. It is hoped that together with your support worker you will be able to work towards meeting these goals

- REVIEWS

- These are carried out at least every 6 months by your Project Worker. You can ask for a review sooner if you feel you need one. Their purpose is to see if, and how, goals set out in your support plan are being achieved. They also give you the opportunity to talk to someone about any concerns you may have about your support.
- You will receive copies of all support plans and reviews. If you do not receive a copy, please let your support worker know, and they will obtain one for you.

- DURATION OF SUPPORT

- The Meadows is Supported Housing. **The receipt of tenancy related support is a condition of living at the Meadows, you pay a support charge for this as part of your rent**

How is The Meadows Funded?

- The Meadows is funded from the Supporting People Grant
- We will ask you to sign a service contract which sets out the rights and responsibilities of you as the service user and The Meadows as the service provider

How to make a Complaint

- We hope that you will be completely satisfied with the service that you receive from The Meadows and our partner care provider – Carewatch.
- If you are not satisfied, and you need to make a complaint, please either speak to your support worker, care worker or the project manager. A copy of South Yorkshire Housing's Complaints Policy is issued to all residents and is readily available in the on site office.
- If you require assistance in completing the complaint, your support worker will be able to assist you
- If you want to make a complaint direct to our head office the details are as follows:

South Yorkshire Housing Association
Care & Supported Housing
43-47 Wellington Street
Sheffield, S1 4HF
Tel: 2900 250

Protection against Abuse or Neglect

- SYHA operates a Safeguarding Adults Procedure that aims to provide an environment that is free from any form of neglect, abuse, harassment or discrimination
- It is important that if you have any concerns about these issues you feel able to talk to The Meadows Staff team about them
- Our Safeguarding Adults Procedure ensures that abuse of any kind is dealt with promptly and in a sensitive yet thorough way
- Abuse has been defined in Department of Health Practice guidelines (Safeguarding Adults)
- It says....*'Abuse may be described as physical, sexual, psychological or financial. It may be intentional or unintentional or the result of neglect. It can cause harm to the vulnerable person, either temporarily or over a period of time'*
- Abuse can be caused by anyone
- If you have any concerns about your protection from abuse or if you want to draw our attention to the abuse of other people, please contact The Project Manager – Dawn Lomasney at The Meadows immediately on 0114 2444978

Contact Details

- Our contact details are as follows:
- The Meadows
30 Busk Meadows
Shirecliffe
Sheffield
S5 7JH

Tel: 0114 2435749
Fax: 0114 2436343
- We can be contacted Monday to Friday 9.00am - 5.00pm
- **For routine repairs in office hours ring 0800 1380380**
- **For out of hours emergency repairs ring 0800 1380580**



Surrounding Area

- The Meadows lies in landscaped gardens and offers great views across Busk Park. There is easy access to the park at the side of the building and the roads around are relatively flat and easy for scooters and wheelchair access.
- The Meadows is within 5-10 minutes walk to the local shops and amenities, these include: Tesco; The Post Office; Peak Pharmacy; Martin Kemp Opticians; The Devonshire Pub; St Leonards Church and Norwood Medical Centre. There is also a new Community Centre which is located at the other side of Busk Park.
- The nearest bus stop can be found outside the local shops and offers travel to the following destinations:
 - The number 83 / 97 / 98 buses go to the city centre.
 - The number 1 and 2 bus goes through to Meadowhall



How to find The Meadows

