



BARLEY COURT



DIGNITY IN EVERYTHING WE DO...

BARLEY COURT



WELCOME TO BARLEY COURT

Barley Court is a modern Housing with Care Scheme providing an intermediate level of long-term care that extends the housing choice to the elderly, thereby delaying or avoiding the admission to nursing homes.

It provides a home for life for Tenants unless or until their physical or mental health deteriorates to the extent that their needs can no longer be met whilst living on their own.

Barley Court is situated close to all the main facilities with a Doctors Surgery and a Dentist Surgery just outside the main gates and a Chemist shop adjoins the Doctors in Beechcroft, New Costessey, Norwich. A Post Office, General Store, Fish & Chip shop, Chinese takeaway and Hairdressers are within a short walking distance away, for those who are able.





Norwich City is only a twenty minute bus ride away and two major supermarkets are only five minutes away by car for families or friends to assist with shopping needs.

The scheme provides 60 flats, including 7 double flats, a Respite flat and an Amputee Unit funded by the NHS, with parking and pedestrian access. Each attractive, and easy to manage, flat is self contained with a kitchen, shower room, lounge and separate bedroom. All flats are unfurnished to allow you to bring your own belongings. Every flat also has an emergency call system, fire alarm system and TV socket.

Within the complex you will find spacious communal areas, where you can meet with other tenants, join in activities or simply relax.

You will also have access to the hairdresser who attends regularly and the laundrette. If you wish, you

can have a telephone installed in your flat at your own expense.

Your peace of mind and quality of life are important to us at Barley 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.

You are advised to think about contents insurance as you would with any other tenancy.



Your health and personal care – our prime concern

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

When you become a tenant at Barley Court you are allocated a Key Worker, 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, the doctors at Beechcroft Surgery attend Barley Court and you can transfer to them.

The staff at Barley 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 Barley Court you are treated with dignity and respect for your privacy.



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.

Whilst we organise a range of activities on a regular basis, such as armchair excersises, quizzes, hand



massage, manicures, reminiscence groups, a range of different outings, Beauty Therapist and a variety of in - house entertainment, some of which are also open to friends and family, you as tenants are encouraged to arrange your own group activities.

Meals

Lunches are freshly prepared for two sittings at 12 noon and 1pm, by our catering staff and available to purchase in the restaurant as well as snacks from the coffee shop, which is open from 9.00am to 10.30am every morning. Afternoon tea is served twice weekly on Tuesdays and Thursdays for which there is a charge, with a social activity to follow for those who wish to attend.

A licensed bar is situated in the lounge which is opened lunchtimes and evenings and is an excellent social meeting point and a great asset for parties and events.

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. Smoking is not permitted in the communal areas.

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

Tenants at Barley 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





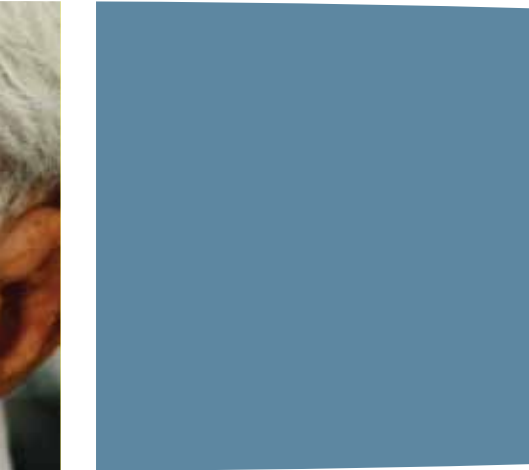
at any time by speaking to the Manager, their Key Worker or the Care Co-ordinator on duty. And we always welcome discussions with relatives concerning any issues that may be brought up during their visit.

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 help to 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 Barley Court.



Obtaining a tenancy

As long as you have made an application to South Norfolk Council and have a social work assessment to ensure you meet the criteria, you will be put forward on the waiting list. Please ensure you have completed the yearly assessment from South Norfolk Council to remain on the list. Our allocation process is for each individual who is at the top of the waiting list to be invited for a



Welcome Day, lasting at least 4 hours, to give you the opportunity to decide if Barley Court is right for you, to meet the tenants, look at a vacant flat and allow the staff to discuss your care and support to ensure we can meet your needs.

Costs

If you are in receipt of housing benefit and council tax benefit you will continue to get this help unless your circumstances change, but it is important to note that care staff do not have any involvement in any financial arrangements.

The housing provider will normally discuss your tenancy and assist you to make any claims for Housing Benefit/Council Tax

- Rent to Saffron Housing Trust – this includes heating and water rates.
- Electricity bill for lighting, TV, cooking, fridge etc in your flat.





- Council tax – the flats are in band A – 25% reduction for single persons, payable to South Norfolk Council.
- Care package charge, payable to Norse Care.

Norfolk County Council financial assessment team for non-residential, will give you a provisional financial assessment of your contribution for your care – Tel: 01603 223911

More information

Any meals you choose to purchase from the restaurant or Coffee Shop are payable to Norse Commercial Services.

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.

Saffron Housing Trust is the landlord and Norse Care Ltd provides the care and support.

Care and support is provided by Norse Care Ltd, Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.



Barley Court

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New Costessey,
Norwich
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T 01603 741717

www.norsecare.co.uk