



WEAVERS COURT



DIGNITY IN EVERYTHING WE DO...

WEAVERS COURT



WELCOME TO WEAVERS COURT

Weavers Court Housing with Care is a modern Housing with Care scheme situated near the centre of the picturesque market town of Diss, in South Norfolk.

The scheme provides 48 flats on two levels, three bungalows and a respite flat for use by people in the community. There is also a limited number of garages that can be rented from Saffron Housing Trust Ltd.

Lifts at both ends of the building give easy access to the upper floor in addition to stairways situated at various points around the building. There are numerous directions throughout the building and the corridors are colour coded to help tenants to remember where flats and facilities are situated.

Within the complex there is a communal dining room and lounge with a licensed bar for tenants and their





guests. There are also two indoor garden areas with seating, a hairdressing salon which is open twice a week, a visiting library and Sunday Services are held twice a month. Milk and newspapers are delivered daily and a mobile grocer calls weekly.

Within Weavers Court there is a social club with weekly and monthly events which tenants can participate in if they wish to.

Local amenities are within walking distance and include a health centre, post office, chemist, newsagents and various shops, including three supermarkets. A "Bordahoppa" bus service is available within our area.

Household rubbish should be taken to the refuse area situated next to the garages. If you are unable to manage this by yourself a carer will collect it for you. South Norfolk Council should dispose of any large items by arrangement.

Lunches are available and are served in the dining





room. A coffee shop is also open every morning where cakes etc are available to be purchased at reasonable prices. There is also a 'chiller cabinet' in the dining room, where milk, drink, salads, cakes and sweets can be purchased.

Weavers Court has a no smoking policy in all communal areas.

Weavers Court 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. Care is provided in the privacy of the tenant's home via Norse care staff and is designed to ensure that people can live independent and dignified lives at home.

The situations where a tenant's care needs cannot be met in Housing with Care will be where there exists:

- Long-term health problems where access to on-going 24hr nursing/treatment is required and can





- only be provided by specialist provision and/or:
- A behavioural problem to the extent where the person's, or other tenant's, quality of life is substantially reduced.

In such cases each individual's needs and wishes should be considered and an assessment of risk made. Where the level of risk is acceptable or can be reduced to an acceptable level the individual should be able to remain in Housing with Care if they so choose.

Your health and personal care – our prime concern

At Weavers 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.

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 Weavers Court is available prior to signing the tenancy agreement.



The staff at Weavers 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 Weavers Court you are treated with dignity and respect for your privacy. We are always happy to discuss Dignity issues with you and your family.

Weavers Court has its own Statement of Purpose which includes our Aims & Objectives and may be inspected at any time. It can be seen in the reception and lounge areas along with previous inspection reports.

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.

You will find a selection of activities to take part in if you wish, dates are usually advertised around the





scheme and on the notice board in reception.

Meals

In their flat tenants have the facilities to be able to prepare and cook light meals and snacks. Breakfast and tea are usually taken in tenants flat. If you require some assistance from a member of the Support Team this can be discussed on your initial assessment.

Weavers Court has an award winning catering team provided by Norse. Their delicious home cooked breakfasts and lunches are a popular option with our tenants. An invoice is sent out monthly either to you or your representative.

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 prepare coffee, tea etc.

Visitors may bring in well-behaved pets to visit.

Laundry

A communal laundry with washing machines and tumble driers are available for your use and are included in your rent. These are situated on the first floor in the yellow area and are very easy to use. Demonstrations and instructions will be available to all.

We do appreciate support from families with regards to



laundry and, apart from peak times 07.00-09.00 each day the facilities are available to use at any other time.

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

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 or the care co-ordinator on duty. 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 Weavers Court.

Obtaining a tenancy

To be allocated a flat in housing with care you need to



have both a housing need and a social care need.

Your housing need will be assessed by your local district council once you have completed a housing application form.

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 that they 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.





Costs will include:

- Rent to Saffron Housing Trust – This includes heating
- Any meals you choose to purchase from the restaurant
- Electricity bill for lighting, TV, cooking fridge etc in your flat.
- Council tax – the flats are in Band A
- Care package charge

Advice about charging can be sought from Norfolk County Council who will calculate your charge 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 01379 650669.**

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

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



Weavers Court

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www.norsecare.co.uk