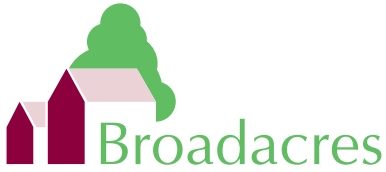


Welcome to Rivendale

Your guide to living here



Welcome to your new home at Rivendale. We hope you will be very happy here.

We have designed this welcome pack to:

- give you some information about the property;
- explain what you can expect from us; and
- answer some of the questions you may have.

However, if you have any concerns or questions, please speak to your scheme co-ordinator.

You should read this booklet with your tenants' handbook.

Here is your new postal address:

**Flat No.
Rivendale
227 Bankhead Road
Northallerton
North Yorkshire
DL6 1HNH**

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Introduction

Who owns Rivendale?

We (Broadacres) own this property. Broadacres is a registered housing association that provides affordable housing mainly in the Hambleton area though we do have some developments in other parts of North Yorkshire and County Durham.

We have been established since 1993 and have many years of experience in managing sheltered-housing services similar to those at Rivendale.

What are our values?

Our values are based on the following:

- Our belief in providing high-quality, affordable homes in places where people want to live.
- The principle of providing support and care services that help people to live independently.
- We believe in providing a high-quality, responsive service to our customers.
- We promote equal opportunities in all our work.
- We work with our partners to effectively meet the needs of our customers and the communities we serve.
- We regularly consult our customers, encouraging them to take part in developing our services.
- We make sure our work does not damage the environment.

About Rivendale

You are part of a scheme that brings together many different parts of the local community. Within the premises you will find a hairdressing salon, a therapy room, a hobby room and a restaurant, as well as facilities that are for residents only. These rooms are on the ground floor, along with two lounges which are available for community groups to use.

There are 51 flats within Rivendale. All of them are for people like you who need some care and support to allow them to continue to live independently. A small number of the flats are privately owned or in shared ownership and the rest are available to rent.

A number of levels of support and care are available, based on your needs. Rivendale provides extra-care housing, which is tailored to meet your needs and respond to changes in your circumstances.

Extra-care housing offers a way of helping you to live independently for as long as possible. It gives you the security and privacy of a home of your own, with a range of shared facilities on



the premises and 24-hour care services if you need them.

Although we hope this will be your home for life, your circumstances may change to such an extent that you are no longer able to live independently with the level of care we can provide. If that is the case, you may need to move to more appropriate accommodation to receive the care you need.

All shared areas at Rivendale are strictly 'no smoking'. This includes the gardens and the area surrounding the building. Of course, you may smoke within your own flat.

The partnership arrangement

We have a partnership arrangement with North Yorkshire's Health and Adult Services who provide an on-site care team.

This team will work together to make your time at Rivendale as comfortable and enjoyable as possible.

We share the following code of conduct.

- The staff you will be dealing with will have the skills, knowledge, experience and personal qualities needed to deliver a high-quality, reliable service.
- Staff will treat you politely and with respect. They will respect your dignity, privacy and personal choice.
- You have the right to be free from abuse or harassment, and staff will not enter into any relationship with you other than in a professional role.
- Staff will not ask you for any gifts, loans, money or favours of any kind.
- Staff will not use any of your personal belongings or services such as your phone unless there are exceptional circumstances for example they need to ring emergency services to get help to you.
- Staff will respect your privacy and will not provide a particular service if you do not want it.
- You have the right to expect staff to turn up for visits and appointments on the day and time agreed with you. If they are unavoidably delayed, they will contact you wherever possible to let you know when they expect to arrive.
- If we need to cancel or rearrange an appointment or a visit, we will try to give you at least 24 hours notice and will make other arrangements to suit you.



Rivendale

Staff

Who are the staff who work here?

The scheme co-ordinator

Your scheme co-ordinator is responsible for the following:

- Making sure that the Rivendale extra-care area is maintained to a high standard, and that it is safe and clean.
- Promoting social activities and identifying opportunities for the wider community to become involved in life at Rivendale.
- Working with you to identify your support needs, and to fill in your support plan.
- Dealing with your questions and directing you to the relevant staff or agencies where appropriate.

It is not the scheme co-ordinator's role to do your shopping, or to help you with dressing and bathing. If you need help, perhaps because you are ill, they can help you arrange for the relevant agencies (for example, Health and Adult Services) to provide that temporary support.

You can usually contact the co-ordinator between 9am and 5pm, Monday to Friday.

There is also a full time support worker, who works to support the co-ordinator in their role.

The care team

North Yorkshire Health and Adult Services provide the on-site care. There is a team manager who supervises this team of carers. They are responsible for organising care assessments, to make sure you are receiving the level of care you need.

There will be carers at Rivendale 24 hours a day, seven days a week. If you have a different care agency attending to your planned care needs, you can still use the call system to ask for help from the on-site care team in an emergency.

The janitor

You will see the janitor working in the shared areas, where they are responsible for dealing with repairs.

We will carry out any building maintenance work that is needed.

The caterers

The caterers are based in the kitchen on the ground floor, and are responsible for providing food and drinks in the restaurant.

The cleaners

The cleaners will keep all shared areas for example, the residents' lounges, public toilets and corridors clean and tidy.

For a small charge they can also support you with cleaning your flat. Please speak to your scheme co-ordinator for further information or to arrange for your flat to be cleaned.

The wider team

There is a team of people who are available to provide further support to the staff at Rivendale.

We have a team of housing officers who are able to deal with any questions about your tenancy.



The Older Persons Support Service will provide emergency back-up cover for the support workers during the evening and at weekends.

We have carried out checks on the staff at Rivendale who work directly with you and require our partners to do the same. These checks are to make sure all staff are suitable for working in an extra-care scheme.

Facilities

You will find the following facilities in Rivendale:

Emergency call system

You can contact the 24-hour emergency call system by using your pendant. You do not need to be near the intercom unit to do so.

Your call will be answered by the on-site care staff or, if they are not available, by trained staff at our Telecare centre in Northallerton. Any calls taken by our call centre will be recorded.

Although the alarm system allows you to contact the on-site care team, you should use it only for urgent matters that cannot wait until you see a member of staff.

Please remember that the on-site care team who answer the calls are also busy looking after residents. They will get to you as soon as they can, depending on how urgent your call is so please try and be patient.

We would advise you to leave your pendant in your flat if you are going out of the building or into hospital as it only works in the scheme, and unfortunately you will be charged if we have to replace a lost pendant.

Your emergency call system also has an intercom so that your

visitors can contact you from the entrance; you can speak to them and let them in from your flat.

Restaurant

The restaurant is on the ground floor and is open from 8.30am to 5.30pm. It serves all meals from breakfast to the evening meal.

If you are renting your flat your service charge includes one three-course meal each day. You can choose whether you would prefer to eat it at lunchtime or in the early evening.

If you are buying your flat you may have chosen not to include the meal option and your service charge will reflect this. You may still use the restaurant and will be charged on a pay as you go basis.

During the rest of the day you can buy any other meals, or even just pop in for a coffee. You can bring a favourite drink to have with your meal, but please do not take any of your own food into the restaurant.

If you have any special dietary needs or food allergies please make sure that you let the catering staff know so that you can be appropriately catered for.

Residents' lounges and garden room

You will find the two main residents' lounges and the garden room on the ground floor. Unless a community group has booked the use of one of these rooms they will be available for the use of residents at all times.

Please see the notice board for details of any planned events.

There is also a small lounge on the first floor, which is available for resident activities.

Guest suite

If you have a visitor who you would like to stay overnight, there is a fully equipped guest suite on the ground floor. For information about the cost of hiring the suite, and to book it, please speak to your scheme co-ordinator.

Hairdresser

There is a hairdressing salon on the ground floor. You can book an appointment or, if you are not able to do so yourself, any member of staff can help book one for you.

There are also local mobile hairdressers who come into the scheme and can visit you in your own flat if you prefer.

Therapy Room

There is a therapy room on the ground floor. If you are interested in any specific treatments please let us know. For details of planned visits by therapists please see the notice board.

Hobby Room

This is available for residents who would like to try out or carry on with hobbies as a group. Please see the notice board for details of any planned activities. If there are any hobbies you would like to try please speak to your scheme co-ordinator, or raise it at the focus group.

Laundry

There is a shared laundry on the ground floor, which is open every day. The scheme co-ordinator can show you how to use the washing machines and tumble dryers correctly. All you have to do is provide your own washing powder.

If you have been assessed as needing assistance with your laundry the care staff can help you to use this facility as part of your care package.

Assisted bathroom

The assisted bathroom has hydraulic bathing facilities, which means you can be safely lifted into and out of the bath.

If your care plan says that you need to use the assisted bathroom, perhaps because you are not able to take a shower, we will arrange this for you.

Family members can also assist you to use this facility but they will have to be shown how to use the equipment for safety reasons. Please speak to your scheme co-ordinator for further information.

For a small charge this facility is also available for use by people in the local community who are struggling to bathe in their own homes.

Secure gardens

Rivendale has two attractive, enclosed shared garden areas that you can use. The garden is maintained by a contractor with help from the on-site janitor. If you are interested in helping in the garden, please speak to your scheme co-ordinator.

Caretaking, cleaning and rubbish

There is a full-time janitor on site, and there are cleaning staff who clean the shared areas.

There are bin stores on each floor for getting rid of household rubbish. In your flat there are 3 containers for collecting materials (glass, plastics, paper and cardboard) for recycling. The janitor will collect these on a weekly basis.

Post

The nearest post-box to Rivendale is around the corner on Valley Road just past Knotto Bottom Way.

Any incoming mail addressed to you will be delivered directly to your flat by the postal service. To make sure your post reaches you please ask people to include your flat number in addition to the postal address.

Information point

In the hallway there is a leaflet rack and notice board, which have information that may interest you. You will find details about events, contact details for local taxi firms, and a range of leaflets giving local information and healthy-living tips.

Activities

We hope you will become involved with the activities that take place at Rivendale, and that you make some new friends. We will display information about regular and forthcoming events on the notice board. If you wish to invite family and friends to come along with you please do so.

Costs

What am I paying for?

Rent

Your rent has been set in line with government policy, which says all housing associations must set their rent in this way.

For information about paying your rent, please see your tenants' handbook.

Service charge

Your service charge includes:

- the costs of running and maintaining the shared areas, such as the restaurant, lounges, corridors, lifts and garden;
- all of the heating, as well as the heating for your flat; and
- the cost of one three-course meal a day.

Support charge

Your support charge includes:

- the services of the scheme co-ordinator and scheme support worker,
- your emergency call system and 24 hour back up from the Telecare Centre and Older Person's support team.

Care charge

Health and Adult Services will send you a bill for the cost of your care. The amount they charge will be based on your needs and your ability to pay.

What else do I have to pay for?

Just as when you are in your own home you will still need to pay for your Council Tax, water rates and the electricity you use.

You will also have to pay for your phone and satellite TV if you choose to have them. There is wireless computer access at Rivendale, please see your scheme co-ordinator for the password you will need to use.

Insurance

Although we insure the structure of your property, we do not insure your home contents. You will need to insure your personal belongings against all events, such as fires, floods and other risks.

Personal support and care

What is 'Supporting People'?

Supporting People is a government programme that funds, monitors and develops housing support services.

The programme provides additional help and support to enable vulnerable people live independently.

The costs of the support services you receive at Rivendale are charged for separately as a support charge. If you are receiving Housing Benefit, these costs will be covered by Supporting People subsidy. If you are not entitled to Housing Benefit, you may still qualify for financial help even if you have savings.

It includes the support services the scheme co-ordinator and support worker provide, and the emergency call system.

What do you mean by 'support'?

You will meet with a member of staff when you first move to Rivendale. They will assess your needs to produce your own support plan. This plan will set out what you need, how often you need it and for how long. We will review your support plan annually, or more often if necessary, to make sure we are meeting your needs.

We will also carry out a risk assessment to identify any known risks to you or others. This will help us to better support your needs.

After each review you will receive a new support plan and risk assessment summary, which will show any planned changes to the support you receive.

Here are the types of support tasks we carry out:

- We visit you regularly to check your wellbeing and provide practical support in a crisis.
- We work with housing, health and care professionals on your behalf.
- We make sure you are coping. If you are not, we will help you get access to relevant services and help.
- We encourage you to meet other people, build friendships and join in with activities and local community organisations.
- We help you with any housing-related matter, including help with your finances and claiming benefits.

What do you mean by 'care'?

Most people living at Rivendale will need some level of 'hands-on' personal care to help with daily tasks such as getting dressed, bathing, making a meal, or being helped to and from the restaurant.

Health and Adult Services will assess your needs and develop a care plan that gives details of the services you will receive. They will provide these services in a way that helps you to maintain and improve your independence.

To work out how much you have to pay for personal care and day care, Health and Adult Services will carry out a financial assessment.

The amount you pay will depend on the level of service you receive and how much you can afford. They will review your care plan regularly as your needs change.

Practical information

Health and Safety

Broadacres is obliged by law to protect the health, safety and welfare of its staff and our staff are required to work in a safe and responsible way at all times. They have a responsibility to notice and discuss with you any hazards or potential hazards in your home. They have a duty to report problems to their manager.

Any accident in your home or anywhere at Rivendale will be reported to our Health and Safety Officer and the details recorded.

Broadacres has a 'No Smoking' policy to prevent damage to health and staff must not smoke whilst on duty. We would ask you to help us by not smoking whilst our staff are in your home.

Staff will not be allowed to work in homes where there is abusive, violent or threatening behaviour.

Our staff are trained in basic first aid, health & safety and in recognising the signs of adult abuse.

What is 'Abuse'?

Abuse of older people is unacceptable. Everyone has a right to be treated with dignity and respect and to live free from abuse or mistreatment.

You have a right to:

- Live free from violence, fear and abuse.
- Be protected from harm and exploitation.
- Independence, which may include a degree of risk.

Abuse and neglect of older people can take different forms and more than one form of abuse may be happening at the same time.

- **Psychological or emotional abuse;** threats, intimidation, humiliation, blaming, isolation
- **Physical abuse;** hitting, pinching, pushing, kicking, misuse of medication
- **Neglect of physical needs;** ignoring health needs, withholding food, heat and light

- **Sexual abuse;**
sexual acts without consent
- **Financial exploitation;**
theft, fraud, misuse of property.
- **Discriminatory abuse;**
racist, ageist, sexist, religious slurs or harassment

What can I do about it?

Often people don't want to admit that they are being mistreated. It might be painful to talk about it. You might worry that you will suffer further harm.

You need to decide if you want to tell someone so they can help you.

You need to think about:

- When and how you can do this safely.
- Who you can trust who looks after you – a friend, a family member, a carer, support worker, doctor or nurse.
- How you can use a phone or see a trusted person in private.
- Should you write a letter to an agency or a trusted friend?
- Do you need some help to do this?

It is a brave decision to tell someone that you are being abused and possibly very frightening. If we hear about the abuse that is happening to you, we can help you do something about it.

If you would like us to, we can help you report any abuse and support you through the process. Where that is not appropriate we can put you in touch with an agency that provides advocacy services.

Who can I contact?

At the end of this booklet you will find a list of useful telephone numbers and website addresses. If you want to speak to anyone about any abuse you may be suffering you can contact Action on Elder Abuse, Age UK, Health and Adult Services (Social Services), Samaritans, the Police or Broadacres.

The Care Quality Commission regulates and inspects all care services in England whether run by the local council or the independent sector. They can be contacted:

Website: www.cqc.org.uk
Telephone: 03000 616161

How secure is the property?

Members of the public have access during the day to the restaurant, hairdressing salon, hobby room and therapy room but do not have access to the residents' only area. This area is protected by electronic keypads, which means that only residents and members of staff are able to enter this area.

We also use a closed-circuit television (CCTV) system outside to give you peace of mind.

What if there is a fire?

If there is a fire in your flat, please leave your flat as quickly as possible, closing the door behind you as you leave. The on-site care staff are automatically alerted and will call the Fire Service. Do not stop to ring them. The care staff will immediately come to help you.

If you hear the fire alarm ringing, and the fire is not in your flat, please stay in your flat. A member of staff will either collect you and take you to safety, or tell you if it was a false alarm. Do not worry if this takes some time; if there was a fire and an evacuation became

necessary those residents closest to the source of the fire would be attended to first.

What if something needs to be repaired?

If you are renting your flat from us, we are responsible for repairs to your home. For details of how to report a repair, please see your tenants' handbook or speak to a member of staff.

What if I need to go into hospital?

If you are taken to hospital in an emergency, staff will make sure that your flat is secure and will tell your relatives. If a relative needs to collect items for you such as clothing, we can arrange this. If you have arranged to go into hospital, please tell the scheme co-ordinator or the care team manager.

What if I have a visitor?

Your visitor will be able to call your flat. You can use the intercom to speak to the person at the door, before deciding whether to release the door and let them in.

Where can I park my car?

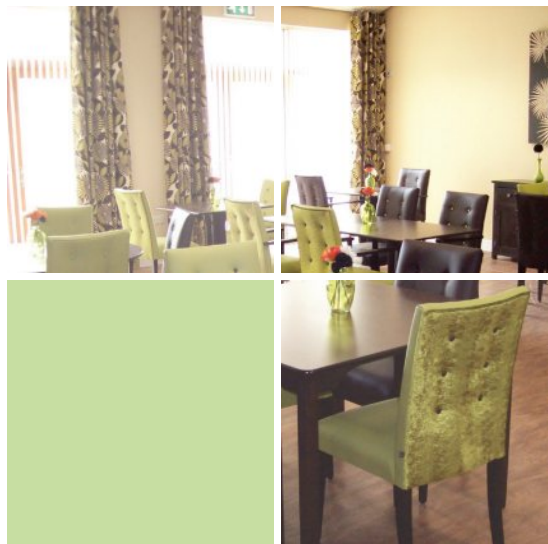
There are a limited number of car parking spaces for Rivendale residents. If you have a car, your scheme co-ordinator will let you know where you can park.

Can I keep a pet?

Rivendale is not suitable for some types of pets. If you would like to keep a pet, please contact your scheme co-ordinator to ask for permission.

They will decide whether the pet is suitable. We are happy for you to keep a small pet as long as you make sure it is well behaved and cared for and does not become a nuisance to other residents.

The scheme co-ordinator can also provide advice if you find it a struggle to look after your pet.



TV licence

If you or someone in your household is over the age of 75, you qualify for a free TV licence.

If you are below this age, you will be entitled to a concessionary television licence (currently £7.50 a year or part year dependant on move in date).

Satellite TV

There is a shared satellite dish, with a socket in your flat, if you want to have satellite TV. You would need to subscribe to a provider such as Sky, but you will not need a satellite dish.

Other information

Are my personal details safe with you?

The information we hold about you is strictly confidential, is subject to the Data Protection Act 1998 and will be held safely. Written and computer records as well as all correspondence are kept secure when not in use and are discarded safely when no longer required.

Part of your agreement in receiving the service is to allow us to share your information with relevant professionals or those involved in your care or support. They will not be disclosed to unauthorised people.

Our staff receive training on confidentiality and data protection. They cannot promise not to repeat information you discuss. They will only relate information about you in certain circumstances, for example in an emergency where you are at risk.

When you give us any new information your records are updated immediately. It is important that you inform us of any changes to your personal details or those of your emergency contacts.

All telephone calls received at our call centre are recorded and may be monitored to improve the service and to assist in training our staff. These recordings are kept for a period of 12 months.

Your information will be kept for 12 months after the service has been stopped unless it is required by law to be kept for a set period of time.

You have the right to see any information we hold about you, at any time. However to make sure you are not misrepresented you, or someone authorised to act on your behalf, must write to us with your request.

For details of our policy on confidentiality, please see your tenants' handbook.

How to have your say

Rivendale is your home and local community. We encourage you to take part in the residents' focus group, which is held each month. From time to time we will ask for your opinions on specific issues so that we understand what you like and what you don't like.

We provide a range of ways in which you can be involved in influencing the way we provide services. If you are interested, please ask your scheme co-ordinator for details.

Complaints, Comments & Concerns

Our aim is to provide the best service we can and to improve wherever possible. We welcome your comments and suggestions and will listen to anything you have to say.

Although we hope you will not need to make a complaint, we understand that there may be times when you feel you need to tell us about something that is not up to our usual standard.

First, please speak to your scheme co-ordinator or any member of the care team, who

will do their best to resolve your complaint as quickly as possible. If you want to make a complaint about your care, please speak to the care staff or team leader.

We will learn from our mistakes and apologise for any failure in service. We are committed to making sure that you feel able to complain and that if you do so, you do not get any less help or experience more difficulties.

If you believe we did not deal with your complaint in a satisfactory way, please see your tenants' handbook for details of our complaints procedure.

What if I want to move out?

If you want to end your tenancy, you will need to fill in the 'Notice to end a tenancy' form (you can get a form from us).

We will also send you a booklet that gives the information you will need. You must normally give us four full weeks' notice, which ends on a Sunday. For example, if we received your notice on a Wednesday, your tenancy would end four weeks on the following Sunday.

Local information

Local facilities

Within easy reach of Rivendale you will find shops, two doctor's surgeries, two chemists, a post office, cafés and all of the facilities you would expect in a town the size of Northallerton.

Some useful contact numbers

Action on Elder Abuse

0808 808 8141

Age UK Northallerton

01609 771 624

Broadacres Housing Association

24-hour Free phone number
0800 587 5291

Citizens Advice Bureau

01609 776 551

Hambleton District Council

0845 1211 555

Health & Adult Services

0845 034 9410

North Yorkshire Police

101

Samaritans

08457 90 90 90

Local doctors and chemists:

Mayford House Doctors Surgery

Boroughbridge Road
01609 772 105

Mowbray House Surgery

Malpas Road
01609 713 975

Boots the Chemist

01609 772 800

Day Lewis Chemist

01609 772 029

Local places of worship in Northallerton

All Saints Church of England

Parish Church High Street
Northallerton
01609 773 346

Sacred Heart

Roman Catholic Church
Thirsk Road
Northallerton
01609 773 338

Northallerton Methodist Church

High Street Northallerton
01609 771 399



New Life Baptist Church

High Street Northallerton
01609 775 396

Jehovah's Witness Hall

Kingdom Hall, Romanby Road
Northallerton
01609 738 660

Spiritualist Church

High Street, Northallerton

If you want to go to a place of worship for any other faith, the scheme co-ordinator will help you to find the one nearest to Rivendale.

How you can contact us



Please write to us at:

Broadacres Housing Association
Freepost RRBZ-TATA-BYHL (you do not need a stamp)
Mount View
Standard Way
Northallerton
DL6 2YD.

Phone: **01609 767900**

or **0800 587 5291** 24 hours (free from a landline)

Fax: 01609 777017

E-mail: extra-care@broadacres.org.uk

Website: www.broadacres.org.uk

We can provide all our documents in large print, in Braille, on audio tape or CD, in picture format and in languages other than English.