



BLUEBELL GRANGE

Housing and support for older people

Bluebell Grange is a scheme for older people. It is situated in Newham and consists of 21 self-contained single flats.

Like all our housing for older people, Bluebell Grange is designed and managed in a way that respects residents' dignity, individuality and right to privacy, while offering an appropriate level of support when needed.

The communal areas mean that residents can choose when to be alone and when to socialise.

Bluebell Grange units are available for people aged 60 years and above or people of 55 years and above who have a medical or social need.

Features of the scheme:

- All flats are easily accessible on the ground floor or via a lift
- All flats include a lounge, bedroom(s), bathroom and kitchen
- Shared facilities include a lounge, conservatory, large function room, fully equipped laundry, guest room and hairdressing room
- There is a communal garden with bluebells in season
- The scheme is staffed by a support worker, Monday - Friday, 9am - 5pm

please turn over >

Our aims:

Our support staff follow four key principles:

1. Uphold the rights of the individual
2. Encourage independence
3. Give choice at every opportunity
4. Ensure inclusion in our service delivery

We recognise and respect the value of a diverse community and believe that all residents should be provided with the best possible quality of life, free from prejudice and discrimination.

Promoting independence:

Individual support and 'Person Centred Plans' identify elements in a resident's life that they feel are essential, important or enjoyable. This ensures that residents are given an opportunity to live as full and happy a life as possible.

East Living encourages participation within the local community. Support and advice is offered to help develop life and social skills. Relatives, advocates and friends are encouraged to visit at any reasonable hour without prior notice, subject to the wishes of residents.

Involving residents:

East Living involves residents in shaping and improving the services we offer by:

- encouraging them to hold regular residents' meetings
- offering training and involvement in the interviewing and selection of staff at the scheme
- helping them get involved with our work
- conducting regular customer surveys

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Fax: 020 8522 2001 www.east-living.co.uk

East Living was set up in 1985, and is registered under the
Industrial & Provident Societies Act 1965 (27902R).

Staff:

East Living prides itself on the quality of its services. Ongoing training is provided and staff are encouraged to gain nationally recognised qualifications, such as an NVQ.

Security:

- Electronic door entry system allows residents to control access
- 24-hour emergency alarm system throughout
- Security pendants available if needed

Quality and value:

- We regularly review our services and compare our work with other providers
- Our 'Charter Mark' award represents recognition from government that we put the customer first
- We're an 'Investor in People' organisation

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