

Grays Fair Court

Grays Fair Court Community Support Centre

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All Age UK Norfolk publications are available in alternative formats

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A Community Support Centre for people in later life and their carers



Welcome

A warm welcome awaits you at Grays Fair Court, our state-of-the-art Community Support Centre for people in later life and their carers located in New Costessey, just outside Norwich.

Opened in 2008, the Centre combines 34 housing with support and care flats, 20 respite care beds and day service facilities, meeting the needs of people in Norwich, South Norfolk and Broadland.

Our impressive range of facilities includes numerous communal rooms, a library with internet facilities, hairdressing salon and treatment room, coffee bar and restaurant.

Whether you are a permanent resident, respite guest or visitor for the day, you can be sure that our friendly, trained staff will be on hand to make your time at Grays Fair Court comfortable and enjoyable.

You can choose to participate in a range of social and therapeutic activities or if you prefer, take some time out and relax in our conservatory area or pleasant gardens.

Come along and see for yourself what Grays Fair Court has to offer for you.

We look forward to meeting you.

Gina Dennison
Manager
Grays Fair Court



... Quality Care

Grays Fair Court is regulated by the Care Quality Commission, the independent regulator of health and social care in England. A copy of our most recent inspection report can be found online at www.cqc.org.uk. Alternatively you can telephone 03000 616161 to request a copy.

... Come and visit us

To appreciate all the services that we can offer, you are welcome to arrange an informal visit by appointment with the Manager. You may also wish to visit our website www.acnorfolk.org.uk where you can view a short video showcasing the facilities available at Grays Fair Court.

We look forward to welcoming you to Grays Fair Court.





... Facilities and Services

A comfortable lounge with a 42" television is available for your pleasure. At the end of the respite unit there is a quiet sitting room - small and cozy, just right for reading or a private chat. The restaurant serves three meals a day with a choice of menu. Sandwiches, light snacks and beverages are always available in case you feel hungry between meals. Family and friends are also able to join you for a meal, drink or snack from the restaurant. Other services available are:

- Café
- TV room
- Hairdresser, foot care specialist and reflexologist
- IT & quiet room
- Library
- Conservatory
- Treatment room
- Landscaped gardens



... Respite Care

Grays Fair Court builds on the accomplishments of over 32 years of experience in Respite Care in Norwich and we are excited to continue to provide this high quality service in our state-of-the-art facility.

Our Respite Service offers short breaks in hotel style accommodation with 24 hour support provided by qualified care staff. Take the time to recover following an illness or accident, enjoy a holiday or break away from home, a rest or recuperation.

We have 20 en-suite respite rooms, of which four rooms are available to book privately and 16 rooms are available to book through Norfolk County Council Community Services.

The rooms are attractively decorated with modern furnishings and colours. All rooms are equipped with a digital television and radio. The en-suites are fitted with a shower, toilet and basin. All rooms are fully wheelchair accessible and 10 are fitted with an overhead hoist. We also offer an assisted bath for those who find bathing difficult.

Our friendly and highly trained care staff focus on providing you with all the care and support you require during your stay.



... Housing With Support and Care

Grays Fair Court is a modern, spacious facility that offers 34 flats in its Housing with Support and Care Service which Age UK Norfolk operates in Partnership with Saffron Housing Trust and Norfolk County Council.

Each flat is open plan giving a spacious feel. Kitchens have a modern décor and come equipped with a cooker, oven and space for a washing machine. Each spacious lounge and bedroom benefits from a large window to offer light and lovely views. The bathrooms/wet rooms offer a shower, toilet and basin, designed to accommodate a wheelchair and equipped with grab rails their design features make a visual impact for those with limited vision.

- Large spacious one bedroom flats
- Under floor heating
- Double glazed windows
- Shower room/wet room
- Large bright rooms
- Fitted kitchen
- Emergency pull cord system
- Wheelchair accessible
- Lift to all areas
- Landscaped grounds and gardens
- Numerous communal facilities including a restaurant
- Communal laundry facilities

... Day Services

Grays Fair Court Day Services offer the opportunity for people in later life to receive day support away from home; to socialise, renewing old acquaintances or making new friends, and to take part in activities.

It also offers support to those people who care for older relatives or friends by enabling them to have a break from their caring role.

Day Services are offered Monday to Saturday between 9.30am and 4.00pm with 25 places available, of which some are available to book privately and some are available to book through Norfolk County Council Community Services.

