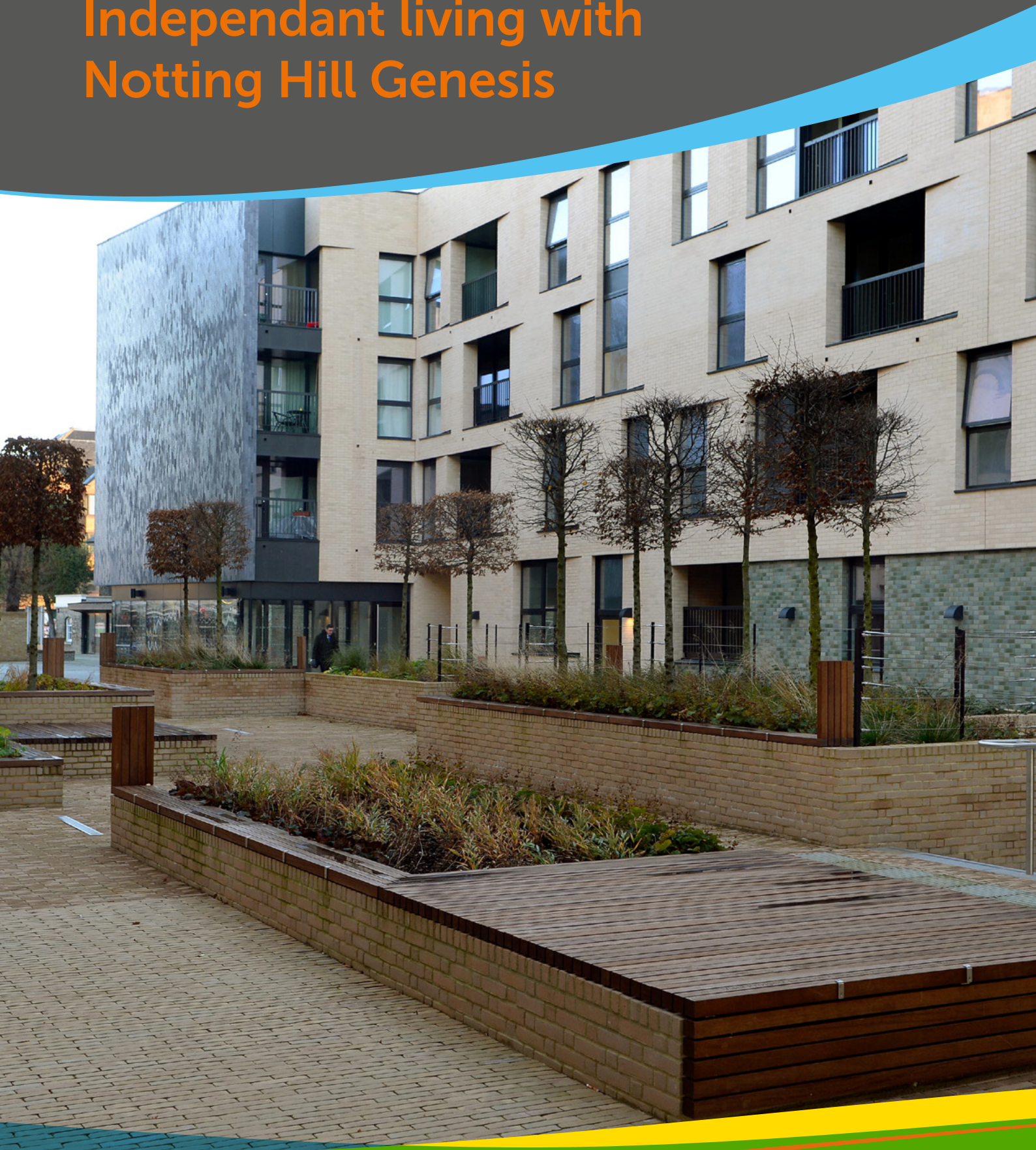




# Loving later life

Independant living with  
Notting Hill Genesis



# Contents

<b>Welcome to Notting Hill Genesis Independent living guide</b>	<b>3</b>
About us	3
<b>What is Independent living?</b>	<b>4</b>
<b>Freeman Court</b>	<b>5</b>
Step 1 - the initial enquiry	5
Step 2 - assessment	5
Step 3 - making your decision	5
<b>Moving in</b>	<b>6</b>
Settling in	6
<b>Planning your care</b>	<b>7</b>
<b>A personal service</b>	<b>8</b>
Support with medication	8
What if I need help managing my money?	8
<b>Your care team</b>	<b>9</b>
<b>Your rights</b>	<b>10</b>
<b>A quality service</b>	<b>11</b>
<b>Providing a 24 hour response</b>	<b>12</b>
What do I do in an emergency?	12
<b>Moving on</b>	<b>13</b>
<b>Tell us your thoughts</b>	<b>14</b>
How do I make a complaint?	14
If you want to make a complaint	14
What will we do?	14
You can also contact the Care Quality Commission (see useful contacts)	14
<b>Staying safe and free from harassment or abuse</b>	<b>15</b>
What is abuse?	15
Who might abuse someone?	15
I'm concerned for myself or someone else what should I do?	16
How will Notting Hill Genesis help?	16
<b>Useful addresses</b>	<b>17</b>

# Welcome to Notting Hill Genesis Independent living guide

This guide has been developed to help you understand how Notting Hill Genesis, supports people to in our independent living services settings – from your initial enquiry about joining us through to moving and settling in.

It explains what you can expect from Notting Hill Genesis housing services and we hope, answers any questions you may have about your care. If you have any questions that have not been answered in this guide or you need anything explained further, please speak to the local housing delivery manager, who will be happy to help.

## About us

NHG is one of the largest housing associations in London and the south-east, providing homes for around 170,000 people. Every year we support over 2500 older people to live full and engaging lives through our community hubs, sheltered housing, community outreach and high quality extra care services.



# What is Independent living

Independent living housing means care and support provided in purpose built accommodation for older people. It offers your own fully self contained home and tenancy with support and care on hand when you need it.

Independent living offers access to a wide range of facilities, services and activities aimed at supporting you to meet your assessed care needs, maintain a great quality of life, and improve your health and well being.

Facilities include:

- a care team on site 24 hours
- personal care, such as support with medication, bathing, taking care of your health and wellbeing
- leisure and recreational activities
- domestic help, where this is part of your assessed needs
- support to build or maintain links with your community
- support to maintain your tenancy.



*"I really like it here. The best thing about it is the freedom I have, I'm more independent than I was before."*

*- Crispin Nondo*

# Choosing Independent living

We know how important the decision to move to independent living is. Here at NHG we are committed to ensuring you and your loved ones have all the information you need to help you choose the home and care that is right for you.

## Step 1 - the initial enquiry

Once you are referred to NHG by your social care team, we will ask you (or whoever is helping you to access our care) for the following information:

- your details (e.g. your name, age, where you currently live)
- your housing needs
- the level of care you require in line with your social care assessment
- details of any further information you think we need to know.

## Step 2 - assessment

Adult social care will make an assessment of your needs too and make a decision at a panel meeting together with the care provider and NHG if Freeman Court can meet your housing and care needs.

Once the panel agrees to offer you a place at Freeman court we will invite you down to have a look, to meet the care team who will ask you some further assessment questions and our Housing team who will help you complete a housing needs and financial assessment.

The outcome of this assessment will be discussed with you, and you will be told about any decisions that have been made about your housing and care needs. This will give you, the people important to you and anyone else involved in your care and housing needs, the opportunity to agree with the assessment or make changes if needed.

## Step 3 - making your decision

You will be invited to view your potential new home, and meet with the staff team and potentially other tenants.

A move in date will be agreed with NHG.

You will meet with the supported housing officer on site to sign your tenancy agreement. This is the contract between you and NHG and outlines the responsibilities of you both in maintaining your tenancy.

# Moving in

As a tenant in an independent living scheme, you will have your own flat and your own keys to come and go as you please. Your apartment will have its own fully-fitted kitchen, as well as en-suite bathroom facilities.

When you arrive you will be welcomed by a member of staff who will show you around your new home. The onsite care provider will need the following details from you:

- your GP's details – if you are not registered with a GP, we will support you to find one
- details of medication – if you need support with medication, they will work with you to provide the appropriate support you need, in line with their medication policy.

## Settling in

In your first few days you can expect:

- support with settling in so that you can feel at home as quickly as possible
- a person centred care plan to be developed with your care team
- to have any assistive technology (e.g. pendant alarms) explained and demonstrated to you
- to get to know your care team.



*Spritley 100-year-old Esther Brabrook says making the most of her retirement and keeping active has been the secret to feeling young.*

# Your rights

As a person who is residing in an NHG's independent living scheme, you have the right to expect:

- to make choices
- to be treated as an individual
- to be listened to
- to be supported by staff who are good at their job
- to receive great care from people who genuinely care about your wellbeing
- to feel safe in your home
- to be supported if you wish to make a complaint.

NHG celebrates and promotes diversity and inclusion for all.

This means that you will not be discriminated against because of your age, gender, race, religion, sexuality or disability. If you feel that you are experiencing discrimination, please speak to a member of staff or the local housing delivery manager in confidence and they will then discuss this with you and how your rights can be met.



# A quality service

Good quality housing management services is at the centre of all our independent living offer. You can tell us at any time if you are unhappy with the quality of the service you are receiving, and we will also give you regular opportunities to formally tell us what you think through:

- a quarterly satisfaction survey
- regular opportunities to meet our regional operations manager
- regular residents meetings.

NHG was the first London-based extra care provider to be awarded "Outstanding" by the Care Quality Commission.

*"People who use the service and their relatives spoke extremely positively about the quality of care and support provided, and frequently referred to the staff as kind and caring, with a good knowledge and level of competence, staff go the extra mile."*

*CQC Inspector  
speaking about Turnberry Court*





# Providing a 24 hour response

Freeman Court provides a 24 hour care service and staff are always on site to provide both planned care and an emergency response.

## **What do I do in an emergency?**

For emergency situations each flat has a call system, which can be activated either at the call point in the flat, or by the pendant provided (which is designed to be worn around the neck or wrist).

The care team are on site 24 Hours per day and will respond to your call as quickly as possible. Information will be taken by a member of staff and appropriate action taken.



# Moving on

Independent living is intended to be home for life. We hope that you will be happy in your new home. However, in the future there may come a time when you wish to move on to a new home.

Reasons might be:

- you choose to live with someone else
- you choose to move to another area or buy your own home

- you can no longer live in your home due to a physical impairment or the environment no longer meets your needs.

If you wish to move you will need to give NHG notice as specified in your tenancy agreement. The care staff will support you in finding a new home and new services.



# Tell us your thoughts

## How do I make a complaint?

If you tell us that you are unhappy with a person who provides your housing services, or NHG as a whole, you will be supported to make a complaint. Staff will help you find an advocate if you want somebody external to support you with this.

## If you want to make a complaint

You can talk to any member of staff, who will support you through the complaints procedure. If you want to talk to someone else, you can write or talk to the local Operations Manager or you can also contact NHG head office on 020 3815 0000

## What will we do?

- NHG believes it is important to respond quickly to complaints and we will always start with what we call a Quick Fix where we try and resolve your complaint as soon as possible, ideally within 24 hours.
- If we cannot resolve things for you as a quick fix you can make a formal complaint. We aim

to resolve your issue within 10 working days.

- Review - If you aren't satisfied with the complaint resolution you can ask for the complaint to be reviewed. We aim to work with you to resolve your issue within 15 working days.

## If you are unhappy about the care you receive

We also want to know your comments and compliments. You can either give these verbally to any member of staff or contact us at the address on page 17. We will write to you to thank you and acknowledge our comment or compliment and use that information to help us deliver better services and review how we work.



# Staying safe and free from harassment or abuse

We want our customers to feel safe in their homes, their local communities, our independent living services, and to be protected from harm and abuse.

## What is abuse?

There are many different types and patterns of abuse and neglect and varying circumstances in which abuse and neglect can take place.

Abuse may be:

- sexual
- physical
- financial or material
- organisational abuse
- discriminatory abuse
- domestic violence
- modern slavery
- psychological abuse
- self-neglect
- neglect and acts of omission
- hate crime.

Adult safeguarding aims to stop abuse or neglect wherever possible and to support our customers to make choices and have control over how they want to live.

## Who might abuse someone?

Anyone can carry out abuse or neglect, including:

- spouses and partners
- other family members
- neighbours
- friends
- acquaintances
- local residents
- paid staff and professionals
- volunteers and strangers.

Abuse can happen anywhere – in a customer's own home, in the street or in an extra care service.

If there is an immediate risk to a child, young person, adult or yourself, please contact the police.

## **I'm concerned for myself or someone else what should I do?**

If you have concerns about the well-being of a child, young person or adult, you can report your concerns to a member of staff, their line manager or a senior manager. If the abuse is being carried out by a manager, then you can report it to senior management on 020 3815 5000.

You can also raise a safeguarding concern directly with the local authority, who are the lead organisation in safeguarding locally.

If you have concerns about our extra care services, you can also contact the Care Quality Commission on 030 0061 6161.

## **How will Notting Hill Genesis help?**

If you raise concerns regarding another adult which place him or her at risk of harm or neglect, we may need to share the details with the local authority and other agencies in order for them to investigate further.

If you raise concerns regarding your own well-being, we will discuss this with you and work with you to empower you to safeguard yourself. We will also discuss with you whether you would like a safeguarding concern to be raised. There may be occasions where we need to raise a safeguarding concern with the local authority, as other residents may be at risk or a crime may have been committed.

We will offer help to support you in coping with the effects of the abuse or neglect you have experienced or witnessed, as well as signpost you to specialist organisations.

# Useful addresses

## **Notting Hill Genesis**

Bruce Kenrick House  
2 Killick St  
London N1 9FL  
Tel: 020 3815 0000

## **Care Quality Commission**

CQC National Customer Service  
Citygate, Gallowgate  
Newcastle upon Tyne NE1 4PA

## **Freeman Court**

Burgess Springs  
Chelmsford  
CM1 1LA  
Tel: 07799874750  
Victoria Cook - Housing Officer  
[victoria.cook@nhg.org.uk](mailto:victoria.cook@nhg.org.uk)





# Loving later life

Extra care with  
Notting Hill Genesis

