



## THE LAWNS



DIGNITY IN EVERYTHING WE DO...

# THE LAWNS



## WELCOME TO THE LAWNS

**The Lawns is modern Housing with Care Scheme conveniently situated in a residential area of Caister Road, Great Yarmouth.**

The scheme provides insert 30 flats including 6 double flats, with parking.

Each attractive, and easy to manage, flat is self-contained with a kitchen, bathroom, lounge and separate bedroom. Every flat also has an emergency call system, fire alarm system and TV socket.

Within the complex you will find spacious communal areas, where you can meet with other residents, join in activities or simply relax. There is an on-site laundrette and if you wish, you can have a telephone installed in your flat at your own expense.

Your peace of mind and quality of life are important





to us at The Lawns, which is why we aim to provide a friendly environment in which to live, and to be on hand to help and advise on your individual needs. The Manager, or one of the Care Co-ordinators, will always be available to answer your questions and address any concerns you may have.

\*You are advised to think about contents insurance as you would with any other tenancy.

### **Your health and personal care – our prime concern**

At The Lawns we encourage you to be as independent as you feel able to be, and to continue to do as much for yourself, as possible. Self-reliance and self-determination are well proven to be key factors in extending an active and enjoyable life.

When you become a tenant at The Lawns you are allocated a key worker who, under the supervision of one of the Care Co-ordinators, is responsible for

agreeing your personal care plan.

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 The Lawns is available prior to signing the tenancy agreement.



The staff at The Lawns 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 The Lawns you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity, and we are always happy to discuss dignity issues with you and your family.

### **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. We organise a range of activities on a regular basis, such as movement to music, quizzes, hand massage, manicures, reminiscence groups and entertainment, some of which are also open to friends and family.

### **Meals**

Meals are freshly prepared by our catering staff.

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, (a charge will be made for this), and there are, of course, facilities within your flat to cook meals and prepare coffee, tea etc.

If a relative or friend needs to stay





overnight there is a guest flat, which can be rented for a nominal nightly charge.

Visitors may bring in well-behaved pets to visit.

Smoking is not permitted in the communal areas.

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

Residents at The Lawns are regularly consulted on issues surrounding the facility. Regular 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, their key worker or the Care Co-ordinator on duty. And 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 help us to improve your quality of life.
- To ensure our staff are fully trained to provide you with the very best care and support.

### **Our staffing**

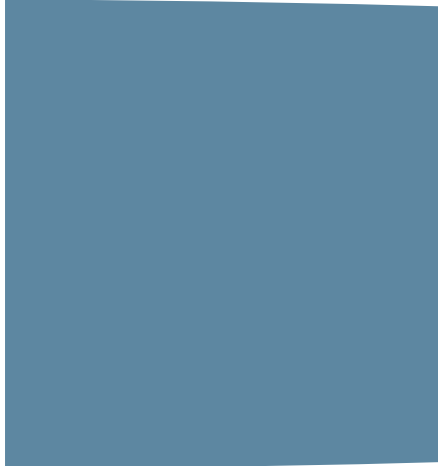
We are committed to maintaining a high quality, well-trained staff team.

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 The Lawns.

### **Obtaining a tenancy**

Once you have obtained a place at The Lawns the Manager will contact you to arrange a viewing and an assessment of your care needs. As long as you have made an application to Home Select , Broadland Housing and have a social work assessment you will be put forward on





the waiting list. Please ensure you have completed the yearly assessment from Broadland Housing to remain on the list.

### 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.

### Your costs will include:

- Broadland Housing Association – 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 can be sought from the Systems Team at Norse Care who will calculate your charge prior to your tenancy commencing.

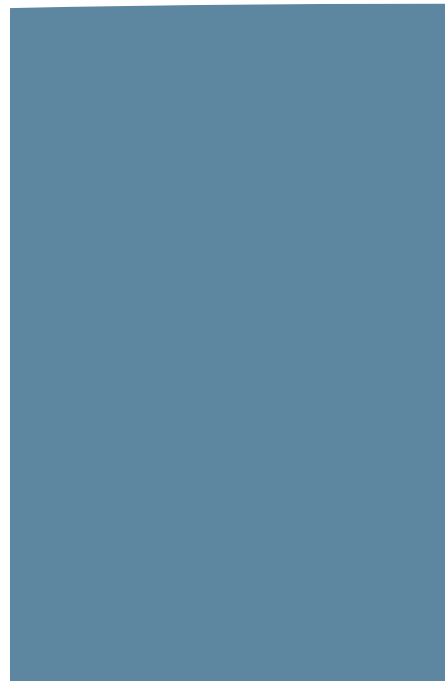
### More information

You are welcome to visit us and meet other tenants already living here – just call and fix a date and time. Telephone **01493 745264**.

You can access our latest inspection report from the Care Quality Commission: **[www.cqc.org.uk](http://www.cqc.org.uk)**.

Broadland Housing Association is the landlord and Norse Care Ltd provides the care and support. Other contact and statutory info

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



**The Lawns**

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Great Yarmouth  
NR30 4DQ

T 01493 745264

[www.norsecare.co.uk](http://www.norsecare.co.uk)