



Welcome to Rampkin House





RAMPKIN HOUSE APPLEBY

On behalf of Eden Housing Association and all the staff we hope you will be happy in your new home.

A BRIEF HISTORY

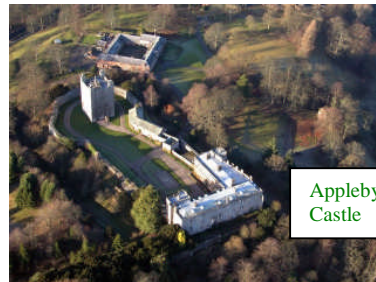
Rampkin House Extra Care sheltered scheme was first built in 1973 and was originally owned by Eden District Council. In 1997 Eden District Council transferred all its stock to Eden Housing Association and since then there has been many changes the most significant has been the introduction of Extra Care Units.

LOCATION AND LAYOUT OF THE BUILDING

Rampkin House is situated in the small Market Town of Appleby in Westmorland. Appleby is situated on the A66 making it convenient for visiting areas of interest within the Eden Valley. The nearest larger town is Penrith approx 15 Miles away.



Appleby Train Station



Appleby Castle

From the scheme you can see the Castle, surrounded by fields and woodland - it is a peaceful and beautiful setting. The town centre can be easily be reached either by foot or by taxi.

Appleby has many shops, walks, and interesting places to visit, which are all easily accessible.



Appleby Town Centre

The scheme itself consists of thirteen

one-bedroom flats and six bungalows for independent living situated in Scattergate Close.

The building is also surrounded by private grounds including seating areas etc where you can sit and enjoy the atmosphere in summer.

Rampkin House is an Extra Care Unit, with a care team from Cumbria Care on duty 24 hours a day for those tenants with a care package and EMERGENCY cover for all tenants. Anyone not on a care package at the present time but feels they may need one in the future please ask a staff member and they will organise an assessment by the Social Worker.

STAFF AND HOURS WORKED & WHEN VISITS TAKE PLACE

The Supported Housing Officers (employed by Eden Housing Association) are on duty from 8.30am to 4.30pm 5 days a week and two half days duty between 8.30am and 12.30pm.

Cumbria Care employs a team of care staff and there is always at least one member on duty 24 hours a day (This includes a sleep-shift between the hours of 10.0pm and 7.00am). Care staff provide a tailor made care package for all tenants who need extra care, and provide emergency cover for all tenants during the Supported Housing officers absence.

In the communal corridors, you will find a notice board displaying which members of staff are on duty each day and information on current and future events.

The scheme prides itself in having 24 hr cover either by Supported Housing Officers or Cumbria Care staff

When a Supported Housing Officer is on duty, all emergency alarm calls are managed through the office on site. When the Scheme Officer is not on duty, or away from the office on call, emergency calls are connected to Careline Emergency Response. Careline will then contact the Supported Housing Officer on duty via mobile phone or obtain the service that you require e.g. doctor, ambulance, friends or relatives. For added peace of mind for all residents, there is a security system on the main front door.



With your permission, a daily visit will be given each morning and we will endeavor to provide any assistance you may need.

PLEASE NOTE:

The fire alarm will be tested every Monday at 11 o'clock. If the alarm sounds at any other time, please evacuate the building by the nearest fire exit. The Supported Housing Officer will inform you where all exits from the building are situated and fire drills will be carried out periodically.

REPAIRS

Repairs can be reported personally or to the officer on duty who will report these to the main office in Penrith. If it is an emergency it will be dealt with as soon as possible. A notification letter will be sent in the post in response to all repairs reported, stating when it will be completed, and which contractor will be used.

FACILITIES



There is a large lounge with a tea bar, and a dining room that houses the library and the kitchen. We have our own library which is supplemented by the local Appleby Library. Large print and talking books are provided on a two monthly basis.

The laundry room has two washing machines and two tumble driers. There are also three outside washing lines for tenant use. The chiropodist and hairdresser have the use of a room off the central corridor. Dustbins are sited outside and are also off the central corridor. Our cleaning contractor, T.F.E, clean every Tuesday and Friday. Grass is cut every week during Spring & Summer.

EVENTS AND GET TOGETHERS

There is a Social Club which is ran by the tenants. Social events are organised e.g. weekly socials, dominoes, bingo, slide shows, guest speakers, quizzes, meals, parties, coffee evenings, sales, crafts etc. Everyone is welcome to join in.

We have a local hairdresser that visits on a Wednesday, A Mobile shop calling on Tuesday and Friday lunch time and the Ringtons Tea salesmen call every other Wednesday.



Holy communion - Communion is given in the lounge every other Sunday at 12.15pm

Refuse service – call every week and there are bin stores located around the building. There are also boxes provided for recycling and a bin for garden waste.

Suggestion Box – this facility is for resident's complaints or suggestions and is emptied and acted upon on a monthly basis.

Guest Accommodation - there is a lovely single bedded guest room available, at a cost of £10.00 per night, should you wish any visitors to stay overnight.

There is a loop system fitted if needed.

EQUALITY AND DIVERSITY

Eden Housing Associations Equality and Diversity policy, is an integral part of our service, and at all times you will be:

- **Treated with courtesy and respect**
- **Treated fairly, whatever your age, nationality, ethnic origin, gender or sexual orientation**
- **Have your confidentiality respected**
- **Able to receive clear accurate and truthful information**

Our Equality and Diversity Service Standard information leaflet (number 2) is available for further details. Please ask a member of staff or contact our offices on 01768861400 should you require a copy.

USEFUL CONTACTS

Information regarding local amenities, shops, hairdressers, doctors and clubs in the area.

SHOPS

Paper shop - 01768 351 411
Post office – 01768 351 594
Spar - grocers/off Licence – 01768 353 439
open until 10pm
Co-op/Off Licence – 01768 351 577 Open until
10pm
Stephensons Grocers and florists – 01768
351 418
Braithwaites Gift Shop – 01768 351 388
Pigneys hardware 01768 351 240
Fish and Chip Shop 01768 351 464
Chinese Takeaway 01768 353 816
Cleators electrical Radio and Television 01768 351 728
Barclays Bank 0845 755 5555
HSBC Bank 0845 740 440
Capsticks carpets 01768 351 205
Cannon carpet fitters 01768 351 138
Drake milk suppliers - deliver Monday Wednesday Friday and Saturday
01931 714 478



EATING OUT

Hotels, accommodation and Public Houses

Tufton Arms Hotel
Crown and Cushion
The Grapes
The White Hart Hotel
The Golden Ball

Cafes / Restaurants

Lady Annes Pantry, Bridge Lane
Riverside Café
Appleby Bread Shop (Café)
The Courtyard Gallery (Café)
Jade Apple Chinese Restaurant
Royal Oak Inn
Courtfield Hotel
The Bay Tree (Café)



TRANSPORT

J.V.R Taxi Service 01768 352 382

Morris Minor Travel 01768 352 772

Voluntary Car Service – You need to book a few days in advance, they will take you, stay with you if necessary and bring you home. The only charge is for petrol used. 01768 351 513

LOCAL GROUPS

Stick and Wheel

Embroiders Guild

Evergreen

Armchair Exercises

Appleby Ramblers

Womens British Legion

Alzheimer's Society Penrith 01768 899 633

(Luncheon club held on Monday and Thursday)

Age Concern Eden (day care) Tuesday and Friday



PLACES OF WORSHIP

St Lawrence's Church of England 01768 352 886

Sands Methodist Church 01768 351 244

Eden Community 01768 353 315

Our Lady Roman Catholic (no number available)

Jehovah Witness 01768 352 235

Salvation Army (Penrith) 01768 866 732



LOCAL ASSOCIATIONS

Age Concern (2 Shops) 01768 352 133

Age Concern Eden (Penrith) 01768 863 618

British Legion 01768 352 164

Rotary Club 01768 351 388

DOCTORS

Riverside Building Health Centre 01768 354 911

Riverside Surgery Dr. Eckerhall (Female) Dr. Munroe (Male)

Dr Harbut (male) Dr Speed Andrews (female) 01768 351 584

District Nurse: 01768 351 179

**Brough DrTodd (Male) Dr.McDonald (Male) Dr Hallam (Male) 01768 341 294
Kirkby Stephen Dr Hook (Male) Dr Bennett (Male) 01768 371 369**

HOSPITALS

**Penrith New Hospital 01768 245 300. This Number is also for the N.H.S.
Chiropody Dept.
Cumberland Infirmary, Carlisle: 01228 523 444
Westmoreland Hospital, Kendal: 01539 732 288**

CHIROPODIST

**Appleby Clinic 01768 352 834 N.H.S
Margaret Wilson 01768 361 763 or 07760 344 833 PRIVATE**

DENTIST

**Ashman 01768 351 830
Tufton Cottage 01768 351 024
Riverside Practice (NHS) 01768 353 825**

OPTICIANS

**Bagot (Penrith) 01768 864 641
Stephen Rowe (Penrith) 01768 862 440
Spec Savers (Penrith) 01768 214 690**

CHEMIST

Eden Pharmacy (Appleby) 01768 351 410

HISTORIC SITES

Some places to visit whilst living in, or visiting the Penrith area.

- **Castlerigg Stone Circle near Keswick.**
- **Kirkby Stephen Parish Church - Loki Stone. This church dates back to the Vikings.**
- **St. Oswalds Church, Ravenstonedale - Near the church, the foundations of a Gilbertine Abbey can be found. One of the East stained glass windows is dedicated to Elizabeth Gaunt, who came from nearby Brownber. She was the last female burnt at Tyburn for supporting the protestant cause. The church was also a sanctuary to assure a fair trial, if the accused could toll the bell once.**
- **Stenkrith Park, Kirkby Stephen. - The Devil's Mustard Mill.**
- **The “lost village of Mardale, Haweswater. This village was flooded in the 1030’s to form a reservoir and becomes visible if there is a dry summer.**
- **Shap Abbey and The White Monks.**
- **Brough Castle.**
- **Pendragon Castle, Mallerstang – As legend goes, this was the home of King Arthur's father - Uther Pendragon.**
- **Lowther Castle, Askham.**

For further information and any request to view our scheme, Please contact Liz Harrison – Community Support Officer on 01768 861 453

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.
Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

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Lãngüagê Liñè