

Sheltered housing **Holloway Court**

For more information about the services that the sheltered housing team
provide please call

01384 812042

You can also find us at www.dudley.gov.uk



Holloway Court is a sheltered housing scheme

What does this mean?

Housing with care is primarily a housing based option where tenants have the security of a tenancy agreement and personal care provision tailored to the needs of the individual.

We aim to provide a service which is flexible and responsive to individual older people's needs and preferences.

Doctors

Cradley Road Surgery
01384 569586

Yarwood-Smith/Heggarty/Hyne/Anderson
Chapel House Lane
Colley Gate
0845 1550059
(They also have a practice at Whychbury
Medical Centre, Wollescote)

The Limes Medical Centre
High Street
Lye
01384 422234

MiHal
Highfield Road
Colley Gate
01384 566789

Johnson
Health Centre
Halesowen
0121 5501010

Love
14 Birmingham Street
Halesowen
0121 5501185



Dudley community alarms is always there to help - day or night. Tenants should not feel worried about contacting staff there. No problems are too large or too small for staff at Dudley community alarms to handle. Tenants are encouraged to call, even if unsure or if all they need is to hear a reassuring voice.

Dudley community alarms staff will always respond quickly and efficiently to all calls. The staff through a combination of training and experience will ensure that callers get the correct assistance. Staff there have details of all scheme’s tenants, so that in an emergency they know who the caller is and have details of their doctor, next of kin and all up to date emergency contact information. Dudley community alarms staff will summon whatever help is needed, including ambulance, fire service, police, doctor or family.

The care and support service

Holloway Court is a designated housing with care scheme, providing care via a dedicated team of home care assistants who are employed by the council. These assistants work closely with the scheme manager to provide an integrated service to each tenant.

All members of the care and support team have been trained to support people in a caring and sensitive manner. The aim is to support the individual whilst they maintain their independence in their own home.

Local services

Post Office
Windmill Hill P.O.
Windmill Hill Road, Halesowen

Chemist
Hawne
177 Stourbridge Road, Halesowen
0121 501 3518

Local shops
173 Stourbridge Road
Windmill Hill Road, Cradley

Library
Cradley Library
Colley Lane, Halesowen

Places of worship
Providence Methodist Church
Stourbridge Road
Colley Gate

Mobile library
Every three weeks at Holloway Court

Mobile chiropodist
Payton’s House
Ridge Hill
Brierley Hill Road
Wordsley
01384 244517

Holloway Court

Holloway Court is a housing with care scheme, managed by Dudley Council’s directorate of adult, community and housing services. Our aim is to provide quality housing combined with personal support packages tailored to the needs of each individual tenant. The objective being to maximise tenant independence. Tenants can receive support from scheme staff at any time of day, to suit their own particular needs.

Holloway Court was opened in 1970 and is a three storey building located in Halesowen. It is in a lovely, quiet and peaceful setting much appreciated by tenants.

There are 45 flats within Holloway Court. All properties are fully self contained and comprise of a lounge, kitchen, one bedroom and a toilet. They are fully gas centrally heated. The flats located on the upper floors are accessed via a lift or three staircases.

For tenants convenience there are four communal bathrooms situated on each floor, some with specialist baths. These are designed to make bathing easier for the less able.

The main entrance door to the scheme is located on the ground floor and the building is accessed via an intercom system. The scheme also has the benefit of CCTV for the security of tenants. All tenants have their own front door key enabling continued independence.

The scheme manager

Role of the scheme manager

The scheme manager lives on site and is on duty from 9am - 5pm, Monday to Thursday and 9am - 4.30pm on Fridays. Their role is to provide general support, provide security, assist with emergencies and to generally ensure that the scheme is a happy, well managed one.

The scheme manager acts as an enabler, a guide and a support to all tenants within the scheme.

Duties of the scheme manager

The scheme manager is required to contact each tenant according to an agreed schedule, to check that all is well.

They must keep records for each tenant detailing addresses and contact numbers of their close relatives and doctor, so they can easily be contacted in case of an emergency or illness. Additional medical details which may be important also need to be recorded. All information given by tenants to the scheme manager is always given in confidence. It is important to appreciate that the scheme manager must have as much information as possible about tenants’ needs in order to respond to emergencies quickly and efficiently.

Tenants are responsible for their own cooking, cleaning, shopping, medication and financial matters. If any of these become a problem for the tenant, the scheme manager can assist in obtaining the appropriate support from relatives, doctors, nurses or home care services. They can also report any repairs to the appropriate persons.

Tenants are encouraged to attend social functions within the scheme and to organise any social get togethers of their own. The scheme manager will support tenants with this. In addition they are always there to lend an ear, should tenants wish to discuss any worries or concerns, in complete confidence.

Your flat

Each tenants’ flat is completely private, with its own front door. Flats are usually repainted throughout before a new tenant moves in and are ready for occupation in a clean and fresh condition. Tenants are free to redecorate their flats as they wish.

Tenants must provide their own furniture, carpets and curtains.

Communal facilities in Holloway Court

Lounge

The communal lounge is a large and pleasant room for the use of all tenants. There is a television and video recorder as well as a pool table here.

Kitchen

There is a large, communal use kitchen which is well equipped, where tenants can make a drink or snack. This can also be used if tenants are organising their own social function.

Guest room

Holloway Court has a double guest bedroom with en-suite facilities, which can be used by family or friends of tenants for short periods, when tenants are ill or need some extra support. This needs to be booked in advance if possible, however priority is always given where a tenants is ill. There is no charge for the room although a donation to the scheme social fund is always appreciated.

Bathrooms

There are several communal bathrooms. These have specialised baths designed to meet the needs of those with mobility problems. The scheme manager will be pleased to demonstrate these to tenants.

Laundry

There is a laundry room with two large washing machines and one tumble dryer. The machines are for tenant’s sole use. There is also a small drying area in the enclosed garden at the rear of the building.

Library

The library is located on the first floor and has a large assortment of books for tenants enjoyment.

Gardens

There are lovely communal gardens at the rear of the scheme for all to use and appreciate.

Life at the scheme

There is a varied programme of social activities at Holloway Court. These include bingo, exercise classes, craft classes, lunch clubs and other events such as barbeques.

A hairdresser calls in every week, a mobile library every month and a chiropodist every three months.

There is also a three-monthly tenants forum, which tenants are encouraged to participate in to help contribute ideas and encourage team spirit.

Intercom alarm system

Each flat has an emergency contact alarm system. A wall mounted speech unit and emergency pull cords are fitted in each scheme manager. When they are not on duty, the system is community alarms, the council’s own central alarm control centre.

The scheme manager will demonstrate in detail exactly how the intercom alarm system works, until tenants are comfortable and confident enough to use it.

The alarm system is intended for tenants safety and peace of mind and can be used for many reasons, such as if a tenant is feeling unwell and needs some help, medical emergencies or reporting repairs. It can be used at any time, day or night. It can also be used by the scheme manager to contact a tenant, to check on their wellbeing.

Tenants can rest assured that the alarm system does not encroach on anyone’s privacy. The scheme manager cannot hear a tenant until the cord is pulled or until the manger calls them. The system will bleep loudly if the manger is calling; ensuring that the system is private and that no-one can listen without the tenant’s knowledge.

If the emergency pull cords are pulled accidentally it is important that the scheme manager is informed when the call is answered, so they are aware that it is not an emergency.

Dudley community alarms



Dudley community alarms is the council’s community alarm service. It is based at Brierley Hill and is staffed 24 hours a day, every day of the year.

The alarm system in each home, which includes emergency pull cords, a smoke detector and speech unit is linked to the scheme manager and to Dudley community alarms (as are the scheme’s fire alarms).

