

Sheltered housing **Jack Newell 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



Jack Newell 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

Dee, Peram & Kumar
Medical Centre
Avenue Road
Coseley
Tel: 01902 882070

Dr Arsewaler
Bayer Street
Coseley
Tel: 01902 673899

Dr Lal
Hall Green Street
Bradley
Tel: 01902 491315

Dr Hall & Partners
Parkfield Road
Wolverhampton
Tel: 01902 342152

Dr Jain
Clifton Street
Coseley
Tel: 01902 882170

Dr Brown & Partners
Black Country Practice Tipton
Tel: 0121 557 6397 / 5817

Dr Welch & Partners
Stepping Stones
Dudley
Tel: 01384 459966

Dr Broad
Brooks Street
Woodsetton
Tel: 01902 883346

Chemist

Castle St
Tel: 01902 883182

Mobile dentist

Dovedale Dental Practice
Tel: 01902 674172

Chiropodists

Mr Miller
c/o Ridge Hill
Netherton
Tel: 01384 244516 / 5

Mr Baker (PRIVATE)
Tel: 01384 236924

Hairdressers

Teresa (Mobile)
Tel: 01384 825567

Library

Coseley Library
Tel : 01384 812775

Age Concern

Sedgley Pensioners Club
Tel: 01902 883847

Social Services

Tel: 01384 813250

Local churches

Christ Church Church of England
Ebenezer Chapel
John Fisher Roman Catholic
Old Meeting Chapel
Roseville Methodist Church
St Chads
Wallbrook Methodist Church

Local shops

Are all easily accessible within walking distance

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).

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

Jack Newell 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 & 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.

The team provides daily support to tenants between 7.30am and 10pm. After 10pm, a member of the care team sleeps in to provide support throughout the night if required.

Local services

A list of local services is detailed opposite.

In addition to the health services listed, the scheme is supported by a District Nurse who is based here one day a week. Visiting District Nurses also visit the scheme daily. Chiropody services are available at the scheme via a visiting chiropodist and appointments can be booked through scheme staff.

Medication support is available through a local chemist. If a tenant is unable to administer their own medication, the chemist will prepare a 'nomads' tray, so that a friend or relative can administer medication without any problems. Scheme staff are not able to administer medication.

The scheme manager has contacts with all allied services available in the area including hearing impairment, occupational therapy, social services, day centres, benefits advisors and many other sources of support.

Local services such as the postman, milkman and newsagent visit the scheme daily delivering to the individual flats, according to tenants' orders. The scheme manager can assist with setting up any delivery arrangements.

Jack Newell Court

Jack Newell 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.

There are 38 flats in Jack Newell Court, which was built in 1988. Three of these have been adapted for disabled persons. All properties have their own kitchen (with an electric cooker being supplied) and a bathroom. There is also a large communal lounge, an assisted bathroom, guest bedroom and a laundrette. The scheme also has lifts to the first floor.

The main entrance door to Jack Newell Court has the benefit of an intercom system to provide extra security. All tenants have keys to provide them with their own independence. The scheme also has the benefit of CCTV for the safety of tenants.

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 Jack Newell Court

Lounge

Jack Newell Court has a large, comfortable communal lounge where there are easy chairs to relax in and space to chat with family, friends and other tenants. There is television and video for all to use.

Kitchen

There is a 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

Jack Newell Court has a guest bedroom which can be used by family or friends of tenants for short periods when a tenant is ill or needs some extra support. This should be booked in advance where possible but priority is always given whenever a tenant is ill. There is no charge for the room; however a donation to the scheme social fund is always welcome.

Bathroom

Each flat has its own bathroom for tenant's private use. If tenants should require assistance with bathing staff can help them in the specially adapted bathroom within the scheme. This is specifically designed for use by those with mobility problems.

Laundry

There is a laundry room with three large washing machines and three tumble dryers for tenants use. There are no set times to use this communal laundry, tenants are free to use it as they wish. Relatives and friends of tenants are not however permitted to use this facility for their personal use.

Gardens

The scheme is surrounded by pleasant gardens and has a large patio area for all tenants to enjoy.



Life at the scheme

Tenants are encouraged to get involved within the community at Jack Newell Court. There are entertainment events and social events to get involved with if you so wish. Outings and coach trips are organised, along with such things as fish and chip suppers, bingo and card games, singalongs and Christmas parties. On a regular basis there is a gentle exercise class, a lunch club, a craft class, a film club and a monthly Sunday service. Tenants are free to join in with as little or as much as they want.

Jack Newell Court has a social club, to which each tenant is asked to make a small contribution each week, for the tenants fund. The money is then used for the social events and parties. The tenants organise this themselves with their own chairperson and treasurer. Members of staff are always available to help organise and advise on social events and fundraisers, ensuring that tenants are always fully supported.

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 room. Emergency pull cords provide a direct link to the scheme manager. When they are not on duty, the system is linked to Dudley 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.