

# Sheltered housing **Margaret Vine 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](http://www.dudley.gov.uk)



# Margaret Vine 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.

J R Smith Chemist  
5 - 6 Halesowen Road  
Hurst Green  
Halesowen  
0121 422 2103

Grange Pharmacy  
8 Howley Grange Road  
Halesowen

### Mobile chiropody

Paytons House  
Ridge Hill  
Brierley Hill Road  
Wordsley  
01384 244517

### Places of worship

Hurst Green Family Church  
Beaumont Road  
Blackheath

Long Lane Methodist Church  
Hurst Green  
Halesowen

St Paul's Church  
Long Lane  
Hurst Green  
Halesowen

### Library

Long Lane Library  
Long Lane  
Hurst Green  
Halesowen  
01384 812880



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

Margaret Vine 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 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

### Doctors

Lapal Medical Practice  
Goodrest Avenue  
Halesowen  
0121 422 2345

Dr T Vamadenam / Dr K Chan  
Clement Road Medical Centre  
Clement Road  
Halesowen B62 9LR  
0121 559 2044

Feldon Lane Surgery  
Feldon Lane  
Hurst Green  
Halesowen  
0121 422 4703

Halesowen Health Clinic  
14 Birmingham Street  
Halesowen  
0121 550 9061

Darby Street Medical practice  
Darby Street  
Rowley Regis  
0121 559 3957

Pound Close Surgery  
Pound Close  
Oldbury  
0121 522 1632

### Chemists

Rajji Chemist  
Clement Road  
Shell Corner  
Halesowen  
0121 422 2905

Sainsburys  
High Street  
Blackheath  
(open until 8pm every evening)



# Margaret Vine Court

Margaret Vine Court is a sheltered housing 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.

Margaret Vine Court was opened in 1972 and is a three storey building which overlooks Hurst Green Park. It is in a lovely, quiet and peaceful setting much appreciated by tenants.

There are 45 flats within Margaret Vine 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 residents 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 to the scheme is located on the ground floor and the building is accessed via an intercom system. 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 Margaret Vine Court



### Lounge

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

### 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

Margaret Vine Court has a 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 all to enjoy.

## 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 Margaret Vine Court. These include a luncheon club, bingo, an exercise class, Hurst Green Christian Fellowship meeting and an Arthritis Care meeting.

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 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.

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).