

Sheltered housing **Nene Close**

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



Nene Close is a sheltered housing scheme



Hollies Dental Practice
123 Hagley Road
Stourbridge
01384 382384

Chemists

Boots the Chemist
The Ryemarket
High Street
Stourbridge

Lloyd's
Worcester Street
(Opposite Worcester Street Surgery)

Library

The Crown Centre
Stourbridge

The free Mobile Library Service calls in to Nene Close every three weeks.

Mobile Chiropody

Westhill Clinic
Hagley Road
Stourbridge
01384 396561

Post Office

High Street
Stourbridge

Old Swinford
Hagley Road
Stourbridge

Places of Worship

St Thomas (C of E)
Market Street
Stourbridge

St John's (C of E)
St John's Road
Stourbridge

Our Lady & All Saints (RC)
New Road
Stourbridge

New Road Methodist Church
New Road
Stourbridge

The Baptist Church
New Road
Hanbury Hill
Stourbridge

The Dudley Interfaith Network
(Will give details of all other-faith worship centres in the area)
Contact Elizabeth Harris
01384 233332

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).

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 service

Any care required by a tenant can be provided by home care assistants employed by the council as required.

Local services

A list of local services is detailed below.

Nene Close is located very close to Stourbridge town centre. Thre is easy access to bus stops and the town has railway and bus stations.

| | |
|---------------------------|--------------------|
| Doctors | Doctor Brindley |
| Worcester Street Practice | 9 Whittington Road |
| 24 Worcester Street | Stourbridge |
| Stourbridge | 01384 393120 |
| 01384 371616 | |
| Dentists | |
| Doctor Dingwall | St John’s Road |
| Greenfield Gardens | Stourbridge |
| Stourbridge | 01384 394007 |
| 01384 442111 | |

Nene Close



Nene Close 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.

Nene Close is located very close to Stourbridge town centre. It is made up of 42 properties in total, 19 of which are within

the central building. These properties comprise of a mixture of self contained bedsits and one bedroom flats. Two of the flats have been designed specifically for disabled persons. Each flat has a kitchen, lounge, bedroom, spacious hall and bathroom. They are also centrally heated and double glazed.

The remaining 22 properties are all one bedroom flats and are located at the side of the main building in two, two storey blocks, in Trent Close and Union Street. They have the same facilites as the properties within the main block and those on the ground floor have the benefit of a rear patio door leading to the landscaped gardens.

The main entrance door to the Nene Close is permanently locked, providing a secure environment. All tenants including those in Trent Close and Union Street are provided with a key to this door allowing everyone access to the communal facilites. The scheme also has the benefit of CCTV for added security.

All blocks within Nene Close have lifts for the convenience of tenants, particularly those with limited mobility.

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/bedsit

Each tenants’ property is completely private, with its own front door. Properties 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 properties as they wish.

Tenants must provide their own furniture, carpets and curtains.

Some of the ground floor flats within Nene Close have their own patio door which opens out onto the gardens.



Communal facilities in Nene Close



Guest rooms

Nene Close has two guest bedrooms, one single and one twin, both with en-suite facilities. These can be used by family or friends of tenants for short periods when a tenant is ill or needs some extra support. They should be booked in advance where possible but priority is always given whenever a tenant is ill. There is no charge for the rooms; however a donation to the scheme social fund is always welcome.

Lounge

Nene Close has a comfortable lounge where there are easy chairs to relax in and space to chat with family, friends and other tenants. There is television and video, music centre and computer for all to use. There are also dining tables and chairs which can be used for meals with friends or family, parties or social functions.

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.

Laundry

There is a laundry room with two large washing machines and two tumble dryers as well as a drying area in the courtyard outside. The flats on Trent Close and Union Street have kitchens which have spaces for washing machines to be installed so the communal laundry is reserved for the tenants within Nene Close’s main block only, they may use it in an emergency however.

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 Nene Close. There are entertainment and social events to get involved with you so wish. Outings and coach trips are organised, along with such things as coffee mornings, bingo and card games, afternoon teas and guest speaker evenings

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.

