

# Sheltered housing **Netherton Lodge**

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)



# Netherton Lodge 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.



Spar  
79 Halesowen Road  
Netherton  
Tel 01384 253466

Lloyds TSB Bank  
49 Halesowen Road  
Netherton  
Tel 0845 072 5555

Keep Able  
Pedmore Road  
Brierley Hill  
Tel 01384 484544

### Places of worship

St Andrew's Church (C of E)  
Hill Street  
Netherton  
Tel 01384 257097

St Marys RC Church  
26 - 28 High Street  
Brierley Hill  
Tel 01384 823445

Champions Church  
St Giles Street  
Netherton  
Tel 01384 238313

Ebenezer Baptist Church  
St Andrew's Street  
Netherton

People's Mission Hall  
Swan Street  
Netherton

Primrose Hill Congregational Church  
Chapel Street  
Netherton  
Tel 01384 459464

St John's Baptist Pentecostal Church  
St John's Street  
Netherton

Trinity Methodist Church  
Church Road  
Netherton

# The care and support service

Netherton Lodge 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

Netherton Lodge is situated within easy walking distance of Netherton's main shopping centre. There are bus stops immediately outside the entrance; Dudley is in one direction, the Merry Hill Centre in the other direction.

Netherton contains a selection of shops, including chemists, a health centre and several doctors' practices. There are also several pubs and a number of churches serving many different faiths.

### Doctors

Netherton Health Centre  
Halesowen Road  
Netherton  
Tel 08444 773705

### Hearing centres

Hearing Centre  
Cottage Street  
Brierley Hill  
Tel 01384 480011

### Dentists

Bhandal Dental practice  
1 Marriott Road  
Netherton  
Tel 01384 253218

### Hospital

Russells Hall Hospital  
Tel 01384 456111

### Chemists

Milan Chemist  
Halesowen Road  
Netherton  
Tel 01384 254171

### Advice centres

Age Concern  
Tel 01384 354508

Citizens Advice Bureau  
Tel 01384 263430

### Local shops and banks

Allans  
Halesowen Road  
Netherton  
Tel 01384 456804

# Netherton Lodge

Netherton Lodge 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.



The scheme is a two-storey building which comprises of 12 one bedroom flats and 26 bedsits. Each property is centrally heated and double glazed and has its own bathroom and kitchen. An electric cooker and refrigerator are supplied in the kitchen.

Netherton Lodge has a ramped access and a large car park. The main entrance door is locked at all times, providing a secure environment and all tenants have keys, ensuring their own independence. The scheme also has the benefit of CCTV.

All corridors around the scheme are fully enclosed and are fitted with storage heaters. A heating charge is detailed on tenants' rent cards.

## 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. Flats and bedsits 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.

## Communal facilities in Netherton Lodge



### Lounge

Netherton Lodge has a comfortable lounge where there are easy chairs to relax in and space to chat with family, friends and other tenants. There is a wide screen television, video and stereo for all to use. Located close by are two communal toilets, one of which has disabled facilities.

### 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

Netherton Lodge has a guest bedroom with twin beds and en-suite facilities. This 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 tenant is ill. There is no charge for the room although a donation to the scheme social fund is always appreciated.

### Bathroom and shower

On the ground floor there is an assisted bathroom containing a Parker bath specifically for those tenants with mobility problems. On the first floor there is a walk in shower; care staff can help tenants when using this facility.

### Laundry

There is a laundry room with two large washing machines, and two tumble dryers. The machines are for tenant's sole use.

### Lift

A lift is located near to the main entrance of the scheme.

### Gardens

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



## 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).

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.