

Sheltered housing **Beulah 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



Beulah 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.



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

Beulah 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

A list of local services is detailed below. Tenants may wish to organise deliveries with some of these suppliers, such as newsagents, milkman, window cleaner, mobile library, mobile chiropodist, and hairdresser. The scheme manager is happy to supply further contact details of these or other local services.

Doctors

There are several local GP practices within easy reach of Beulah Court. The scheme manager can supply further details of these.

Local Churches

St John the Baptist

The New United Reform Church

Methodist Church

Local shops

There is a complex of locals shops called 'Hawne' or 'Short Cross' (both names are used by local people) very close to Beulah Court. This complex includes:

Post office

Grocers

Chemist

Newsagents

Electrical shop

Opticians

Florist

Fish and chip shops

Off licence

Hairdressers

Barbers

Sandwich shop - hot pork with stuffing a speciality!!

Bus routes

Bus stops are located just seconds away from Beulah Court, running to Halesowen (where there are many shops, a swimming pool and a large library), Birmingham and Stourbridge.



Beulah Court

Beulah 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.

There are 28 self contained flats within the complex, each with their own front door opening onto a well lit corridor. All properties have their own kitchen and bathroom. An electric cooker is supplied in the kitchen.

Beulah Court has a long drive, with lawned areas to the front, sides and rear of the building. These are all well maintained for the enjoyment of tenants. For safety there is security lighting installed all around the external grounds.

The main entrance to Beulah Court is locked at all times, to provide security and all tenants have keys to provide them with their own independence.

There are sitting areas on each landing within the scheme where tenants can enjoy a chat with neighbours or just relax. Beulah Court is a place where residents are part of a close community and yet can remain totally independent and self contained if they so wish.

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 Beulah Court



Lounge

Beulah Court 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 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

Beulah Court has a twin bedded 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

Bath and shower rooms are located on each landing for tenants to use. Those on the ground and first floors have a walk in bath specifically for use by tenants with mobility problems.

Laundry

There are four laundry rooms in Beulah Court each with large washing machines for tenants use, together with hand washing facilities. In two of the rooms there are tumble dryers. All of the laundry rooms have heated drying cupboards. There are also rotary drying lines outside.

Health Promotion Room

Here health advice and information is offered to the tenants of Beulah Court, together with local residents.

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 manager calls them. The system will bleep loudly if the manager 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.