

## HARRIET COURT



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## WELCOME TO HARRIET COURT

**Harriet Court is modern Housing with Care Scheme situated in Lakenham, on the Southern outskirts of Norwich.**

The building is owned and managed by Broadland Housing Association and the Care team is provided by Norsecare. The scheme comprises 40 flats, including two for couples.

Within the scheme we have an Extra Care Unit, which consists of 9 flats. This unit is designed especially to provide a stimulating and supportive environment for tenants with a diagnosis of dementia.

Each attractive, and easy to manage flat, is self-contained with a kitchenette, sitting room, bedroom and en-suite wet room. All flats have an intercom call bell system for tenants to use in emergencies, a fire alarm system and TV socket.





They are unfurnished to allow you to bring your own belongings, and we would advise you to think about contents insurance.

Within Harriet Court you will find spacious communal areas, where you can meet with other residents, join in activities or simply relax. There is an on site payphone or, you may wish to have your own telephone installed in your flat. There is also a shop, run by Norse Care, which stocks most everyday essentials, as well a Hairdressers Salon which is open every wednesday and Thursday.

### **Our service aims**

- To provide individualised care, helping you to participate fully in the planning and delivery of your care.
- To ensure that we have your dignity at the heart of everything we do.
- To enable you to exercise choice over your life and to remain as independent as possible.
- To continually assess the quality of the service we

provide to you.

- To embrace new ideas and research that will to improve your quality of life.
- To ensure our staff are fully trained to provide you with the very best care and support.

### **Our staffing**

We have a dedicated care team that provide care and support 24 hours a day, 7 days a week. Our rigorous recruitment and selection procedures, comprehensive staff induction and training, help to ensure that our staff are of the highest quality.

The staff at Harriet Court, however, do not provide nursing care. If nursing care is required your doctor or district nurse will



need to be contacted directly by yourself, or by your family, or if you are unable to do this our staff team will help you.

We have registered 'dignity champions' who actively promote and monitor dignity, and we always try to ensure that the staff at Harriet Court treat you with dignity and respect at all times.

### **Your health and well-being are our prime concern**

At Harriet Court we will support and encourage you to be as independent, and to continue to do as much for yourself, as you feel able to do. Self-reliance and self determination are well proven to be key factors in ensuring an active and enjoyable life.

When you become at tenant at Harriet Court you will be allocated a key worker who will discuss and agree your personal care plan.

The care plan, which is regularly reviewed with you,





covers details of how you would like to be supported and cared for, and what assistance you need. If you would like family members and friends involved in putting together this care plan, we will be pleased to include them.

The plan will also include an assessment of any Risks (for example, falls) and how these need to be managed, details of your health care needs, medication, GP or any other community therapy service provided.

If your current medical practice covers this area it will be possible, should you wish to do so, for you to keep your existing doctor; continuity and a familiar face can be reassuring and something we always encourage. If they do not cover this area, a list of GP surgeries that attend Harriet Court is available prior to signing the tenancy agreement.

### **Your lifestyle**

How to spend your day at Harriet Court is entirely up to you and we encourage and support you to do





what you wish to do.

You will find a variety of activities to take part in if you wish, including coffee mornings, prize bingo, film afternoons, reminiscence and craft sessions, Sunday tea, quiz & chips evenings and musical entertainment. Dates of events and activities are advertised on the notice board in the entrance lobby.

We have a Library, which is regularly restocked by the Norwich Library Service. Tenants are able to borrow these at any time and requests for a particular title can also be made.

Also within our library is our computer facility. Tenants are welcome to use this facility to browse the Internet, play games, perhaps send e-mails to their family or use the webcam and Skype family and friends. We have an Amenity Fund to pay for extras such as entertainment, equipment, and to subsidise trips out. Fund raising events are organised throughout the year.





## Meals

Harriet Court has an award-winning Restaurant. The Norse catering team provide delicious home-cooked breakfasts and lunches, They have a varied seasonal menu and can cater for special diets. They also review menus regularly and consult with tenants about their preferences.

Meals can be paid for on the day or it is possible for an invoice to be sent out monthly either to you or your representative.

Breakfast and tea are usually taken in tenant's flats where there are the facilities to be able to prepare and cook light meals and snacks. A member of the Staff Team can be available to support you if needed.

## Laundry

There are four laundrettes within the scheme for the use of tenants. Each Launderette has washing machines, tumble dryers and ironing facilities.





We do appreciate support from families with regards to laundry and, apart from peak times 7am - 9am each day, the facilities are usually available to use.

For tenants who do not have family to support them with their laundry, a member of our staff team, will assist.

### **Smoking**

Smoking is permitted in flats, but not permitted in the communal areas.

### **Visiting**

Family and friends are most welcome to visit at any time.

You can invite a relative or friend to join you for a meal in the restaurant, (a charge will be made for this), and there are, of course, facilities within your flat to cook meals and prepare coffee, tea etc. If a relative or friend needs to stay overnight there is a guest flat, which can be rented for a nominal nightly charge.







### **Having your say on the quality of the service we provide.**

Residents at Harriet Court are regularly consulted about their satisfaction with the scheme and the service that we provide. Regular tenants' meetings are held at which tenants are encouraged to discuss issues they are concerned about, and to put forward ideas to enhance their lives such as meals, outings and entertainment.

We also carry out an Annual Quality assurance survey that involves all tenants and relatives.

### **Comments, complaints and suggestions**

On a daily basis we would

encourage tenants and relatives who have concerns regarding the service that you receive from us, to raise them with staff, senior staff or the manager, so that we can address these matters as soon as possible.

### **Obtaining a tenancy**

All prospective new tenants must meet the requirements of the Norwich City Councils Housing Register, so you need to firstly complete a Norwich City Council Housing application form. You will then need to contact Norfolk County Council, Adult Services, and ask for an assessment of your care and support needs.

### **Moving In**

When you have completed the Housing application form and have had an assessment of needs, you will be given a place on Harriet Courts waiting list. The Manager of Harriet Court will then contact you and invite you to visit have a look around and for



you to become familiar with the scheme , staff and other tenants, and will also keep you informed of any vacancies.

### **Costs**

- Rent - to Broadland Housing association ( this includes electricity and heating).
- Meals purchased from the restaurant.
- Council tax – the flats are in band A.
- Care charge.

It is important to note that the Harriet Court care staff do not have any involvement in any financial arrangements – advice regarding the costs that you will incur are calculated following a financial





assessment, which is carried out by Norfolk County Council.

### **More information**

You are welcome to visit us – just call and fix a date and time.

Harriet Court  
Off Stratford Drive  
Lakenfields  
Lakenham  
Norwich  
NR1 2DL  
Tel: **01603 766184**

Broadland Housing Association  
NCFC  
Jarrold Stand  
Carrow Road  
Norwich  
NR1 1HU  
Tel: **0303 303 0003**

Norsecare  
Nautilus House,  
10 Central Avenue,  
St Andrews  
Business Park,  
Norwich,  
NR7 0HR.  
Tel: **01603 766184**

The care is provided by Norse Care Ltd



## **Harriet Court**

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**T** 01603 408024

[www.norsecare.co.uk](http://www.norsecare.co.uk)