

ROBERT KETT COURT



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WELCOME TO ROBERT KETT COURT

Robert Kett Court is modern Housing with Care Scheme conveniently situated in Ethel Gooch Road, Wymondham, near Norwich.

The scheme provides 30 flats including 2 double, there is also an EMI unit consisting of 10 single flats.

each attractive and easy to manage flat is self contained with kitchen/living area with separate bedroom and shower room. Every flat also has an emergency call system, fire alarm system and TV socket.

Within the complex you will find spacious communal areas, where you can meet with other tenants, join in activities or simply relax. You will also have access to the specialised bathrooms, the hairdresser who attends regularly, the communal shop and laundrette. You can have a telephone installed in





your flat at your own expense.

Your peace of mind and quality of life are important to us at Robert Kett Court, which is why we aim to provide a friendly environment in which to live, and to be on hand to help and advise on your individual needs. The Manager, or one of the Care Co-ordinators, will always be available to answer your questions and address any concerns you may have.

*You are advised to think about contents insurance as you would with any other tenancy.

Your health and personal care – our prime concern

At Robert Kett Court we encourage you to be as independent as you feel able and to do as much for yourself, as you can. Self-reliance and self-determination are well proven to be key factors in extending an active and enjoyable life. When you become a tenant at Robert Kett Court you are allocated a key worker who, under the supervision

of one of the Care Co-ordinators, is responsible for agreeing your personal care plan.

The care plan, which is regularly reviewed with you, covers details of how you would like to be cared for, your choices and interests. 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 and how these need to be managed, details of your health care needs, medication, doctor and any other community therapy services provided.

If your current medical practice



covers this area it may 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. The contact details of local surgeries are available on request.

The staff at Robert Kett Court are not able to provide medical or nursing care. Normally if this is required your doctor or district nurse will need to be contacted directly by you, or by your family. Help is available if you become unable to do this for yourself.

At Robert Kett Court you are treated with dignity and respect for your privacy. We have registered 'dignity champions' who actively promote and monitor dignity, and we are always happy to discuss dignity issues with you and your family.

Your lifestyle

How to spend your day is entirely up to you and we encourage you to make as many choices as possible about your interests and activities.

we organise activities on a regular basis with an active garden club, reminiscence, film, bowls, visits from the local schools and voluntary organisations. etc the monthly programme can be found on notice boards in the communal areas.

Meals

Meals are freshly prepared by our catering staff and available to purchase in the restaurant as well as the coffee shop.

Special diets are catered for and a varied seasonal menu is offered each day. Tenants are consulted about their preferences when menus are reviewed periodically.

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, tenants are able to cook if they have provided a cooker themselves.

If a relative or friend needs to stay overnight there is a guest flat, which can be rented for a nominal nightly charge. Visitors may bring in well-behaved pets to visit. Smoking is not permitted in the communal areas.

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

Residents at Robert Kett Court are regularly consulted on

issues surrounding the facility.

Regular tenants' meetings are held at which tenants are encouraged to discuss issues that they are concerned about, and to put forward ideas to enhance their lives such as food, outings and entertainment.

Tenants are invited to voice their thoughts and opinions at any time by speaking to the manager, their key worker or the care co-ordinator on duty. And we always welcome discussions with relatives concerning any issues that may be brought up during their visit.

We also take a range of audits to get feedback from you and your relatives on the care that is delivered, and we always act promptly in response to complaints.

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 keep you safe..
- 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 are committed to maintaining a high quality, well-trained staff team. Our rigorous recruitment and selection procedures, and our comprehensive induction and staff training packages, ensure that our personnel are best able to help deliver your quality of life at Robert Kett Court.

Obtaining a tenancy

Once you have made an application to South Norfolk

District Council housing options department and have a care needs assessment you will be place on the waiting list. During this time you are welcome to visit Robert Kett Court and enjoy refreshments and a tour of the premises.

Costs

If you are in receipt of housing benefit and council tax benefit you will continue to get this help unless your circumstances change, but it is important to note that care staff do not have any involvement in any financial arrangements.

Your costs will include:

- Rent to Broadland Housing Association including service charges, heating, electricity etc.



Boadland housing association are the landlords.

- Council tax – the flats are in band A.
- Care package charge.

Advice can be sought from the Systems Team at Norse Care who will calculate your charge prior to your tenancy commencing.

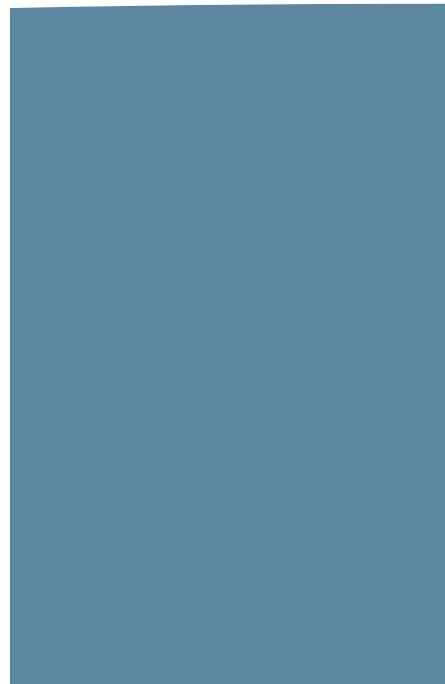
More information

You are welcome to visit us and meet other tenants already living here – just call and fix a date and time. Telephone **01953 600464**.

You can access our latest inspection report from the Care Quality Commission:
www.cqc.org.uk.

Boadland housing association is the landlord and Norse Care Ltd provides the care and support.

Care and support is provided by Norse Care Ltd, Nautilus House, 10 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR.



Robert Kett Court

Ethel Gooch Road,
Wymondham
NR18 0LH

T 01953 600464

www.norsecare.co.uk