



OAKES COURT



DIGNITY IN EVERYTHING WE DO...

OAKES COURT



WELCOME TO OAKES COURT

Oakes Court is a modern Housing with Care Scheme, situated in Downham Market

The scheme provides 40 affordable housing flats with twenty-four hour access to care, 365 days of the year for frail older people. 10 of these flats are within a specialised unit that offers care and support to frail older people that suffer with differing degrees of dementia. Five flats are two person flats.

Each attractive, and easy to manage flat is self-contained with a kitchen, bathroom, lounge and separate bedroom. All flats are fully carpeted in sitting rooms, kitchen area and bedrooms with appropriate floor coverings in the bathroom. Every flat also has an emergency call system, fire alarm system and TV socket. You will need to fully furnish the flat including curtains. It is an opportunity to bring your previous home contents into Oakes Court or start a fresh with new.





After you have been offered a flat you will be able to visit the flat to measure for curtains, furniture etc.

You are also responsible for insuring the contents of your home.

Within Oakes Court you will find various 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.

Your peace of mind and quality of life is important to us at Oakes 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.

Your health and personal care – our prime concern

At Oakes Court we encourage you to be as independent, and to continue to do as much for yourself, as you feel able to do.

When you become a tenant at Oakes 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 you're current medical practice covers this area it should be possible, for you to keep your existing doctor; if they do not cover this area, a list of GP surgeries that attend Oakes Court is available prior to signing the tenancy agreement.

The staff at Oakes 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 Oakes 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.

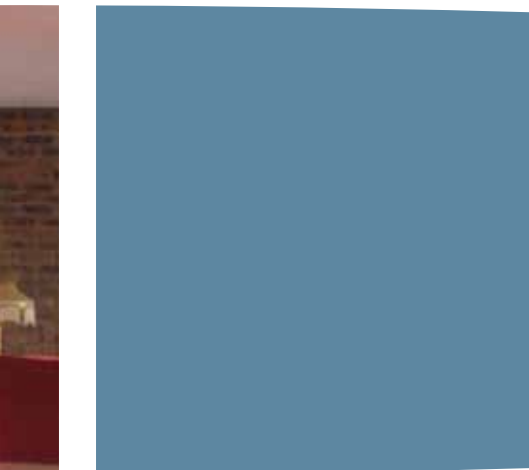
Your lifestyle

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

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 facilities within your flat to cook meals and prepare drinks

If a relative or friend needs to stay over night 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.

Tenants at Oakes Court are regularly consulted on issues surrounding the Scheme.

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 encouraged to voice their thoughts and opinions at any time by speaking to the manager, their key worker or the care co-ordinator on duty.

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 Oakes Court.

Obtaining a tenancy

To be allocated a flat in housing with care you need to have both a housing need and a social care need.

Your housing need will be assessed by your local district council once you have completed a housing application form.

Your social care needs will be assessed by Norfolk County Council, Community Services Department. You can ask for an assessment by phoning 0344 800 8020.

You will also need to visit the scheme and discuss your needs with the scheme manager so



you can be sure that they can meet your needs.

Costs

Your costs will include:

- Your rent
- A service charge – this covers electricity and communal facilities
- Any meals you choose to purchase from the restaurant
- Council tax – the flats are in banding A
- The costs of your care

Advice about charging can be sought from Norfolk County Council 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 arrange a date and time. Telephone **01366 386574**.

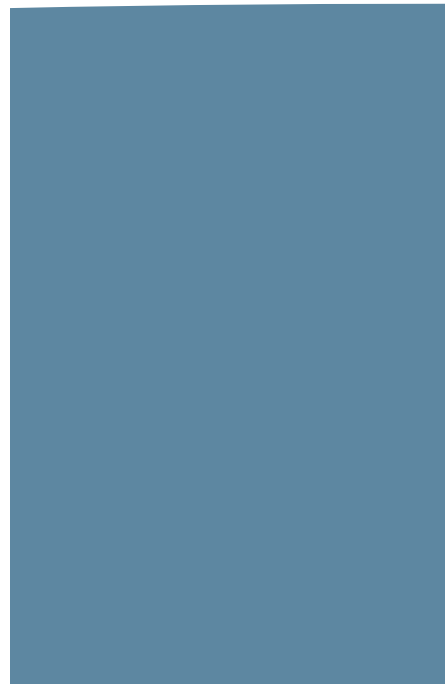
You can access our latest inspection report from Care Quality Commission:
www.cqc.org.uk

Oakes Court is owned by Broadland Housing Association.

The care is provided by Norse Care Ltd

Useful Contact Details

Norfolk County Council
Community Services
Kings Lynn and West Norfolk
District Council Housing
Department Broadland Housing
Association Norse Care Ltd



Oakes Court

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www.norsecare.co.uk