

Wood Green



The Gateshead Housing Company and Gateshead Council are committed to offering the best possible standards of housing service to tenants of all ages - and in particular the borough's older residents.

There are currently over 40 sheltered accommodation schemes across the borough, consisting of self-contained bedsits, flats and bungalows.

Each scheme has been specifically designed to meet the needs of older people and those with disabilities or special needs.

This includes access to services from Gateshead Council's Sheltered Scheme

Officers (SSOs), who live on-site to help with everyday queries and longer-term solutions, and Mobile Sheltered Scheme Officers (MSSOs) who travel across estates.

This guide provides specific information on Wood Green, including facilities available and local amenities.

For further information on any of the scheme's services please contact your Sheltered Scheme Officer.



Wood Green

Wood Green is in Bill Quay in the east of Gateshead.

The scheme is close to Bill Quay Community Farm, situated on the banks of the Tyne, and nearby Pelaw high street.

The high street itself boasts excellent shopping facilities, including a doctor's surgery, dentist and Post Office.

As well as a nearby Metro station, Bill Quay is also served by a regular

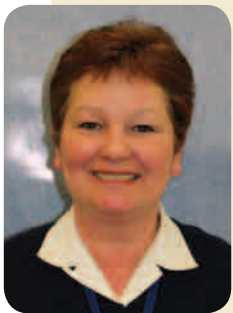
bus service with links to Heworth Interchange, Gateshead, Newcastle and South Shields.

Wood Green has 65 properties in total, including 54 one-bed and 11 two-bed bungalows.

Other facilities include:

- Communal lounge
- Communal kitchen
- Laundry.

Meet your Sheltered Scheme Officer



Hi, I'm Lynne Walker and will tell you everything you need to know about living in sheltered accommodation in Gateshead, and in particular in Wood Green.

Woodgate Gardens, Bill Quay, NE10 0ST

Tel: 0191 469 2453 Mobile: 0791 781 3743

E-mail:
lynnewalker@gateshead.gov.uk



Welcome to your new home



When you move into your home:

- Lynne will visit you during your first week to tell you about your scheme, the standards of service you can expect, discuss any support needs and activities that take place
- If requested, Lynne will call you five days a week to see how you are
- Lynne will arrange regular visits for 'at risk' customers if, for example, you are vulnerable, housebound, are recovering from an illness or have recently been discharged from hospital, at your request
- She will respond to all emergencies and liaise with the appropriate agencies
- She will check your equipment every six months
- She will collect and update your personal data every six months
- She will help to support social activities and participation
- She will be non-judgemental, practise confidentiality and have good communication and observations skills
- She will visit you at regular periods as requested.

When Lynne is not available, your scheme is automatically linked to Gateshead Council's Care Call system.

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Gateshead Care Call

If you choose to live in sheltered accommodation you will be supported by Gateshead Council's Care Call service.

This is an emergency service that is available 24 hours a day, seven days a week, 365 days a year.



What standards can I expect from the Care Call service?

- 80% of calls will be answered in 30 seconds
- If you have asked for assistance that requires a mobile response, Gateshead Care Call Assistants should take on average no longer than 20 minutes to arrive
- All Gateshead Care Call Assistants will introduce themselves when visiting and will wear a uniform and carry identification
- If you are considered to be 'at risk' you will be contacted daily when your Sheltered Scheme Officer is off duty
- In the event of an emergency we will contact your next of kin or key holders
- We will make sure your home is secure if you need to leave the property to go into hospital.

Please let Care Call know if you are going out and your Sheltered Scheme Officer is off duty.

For further information call 0191 478 7665 or e-mail enquiries.cbs@gateshead.gov.uk

Meet your Sheltered Housing Estate Officer



Hi, I'm Haley Wharton and I work very closely with Lynne to ensure you receive excellent housing and support services at Wood Green.

I will tell you all you need to know about your tenancy with The Gateshead Housing Company when you move into your home:

- I will visit you within six weeks of your new tenancy starting to ensure you have settled in
- I will provide you with support and advise you around anti-social behaviour and managing your tenancy
- I will visit your scheme to hold drop-in sessions to discuss any issues with you
- To ensure your scheme and surrounding estate are clean and well maintained, I will invite you to Estate Tours
- I will ensure that you receive regular and relevant feedback on any issues you raise
- I will hold an annual meeting in your scheme to update you on improvements and to ask your views on the services provided.

Haley Wharton

Tel: 0191 433 6123

Areas covered – Birtley, Felling, Leam Lane, Low Fell and Wrekenton

Based at - Birtley housing office.



Wood Green

The Sheltered Housing Management Team

The housing company recognises that older people may have specific housing needs and are therefore supported by a dedicated Sheltered Housing Management Team.

For more information call **0191 433 5356** or e-mail **shelteredhousing@gatesheadhousing.co.uk**

Getting involved

Some residents may have difficulty accessing our services or attending events like Estate Tours. Drop-in sessions are therefore held at each

scheme to ensure that you can have 'face to face' contact with local officers.

We will provide feedback on all enquiries within 10 days of sessions being held to tell you the action we will take and by when.

We encourage residents to participate in social activities and most of our sheltered schemes benefit from the use of a communal lounge.

We also encourage residents to get involved in shaping future services and hold annual meetings at each sheltered housing scheme, which give you the opportunity to tell us your views on your scheme and the services you receive.



One group of customers is working to achieve and maintain accreditations, such as the Elderly Accommodation Counsel (EAC) and the Centre for Housing and Support (CHS).

You may like to join the Older Persons' Service Improvement Group, who help to shape key service decisions. For example, how the £500 tenant-led budget for communal lounges is spent.

For information on how you can get involved call the Involvement Team on **0191 433 5357** or visit www.gatesheadhousing.co.uk/involve

Keeping you updated

As well as providing the quarterly housing company newspaper, we also send out *here&now*, a newspaper dedicated to services for those over 50, every six months. This publication keeps you up-to-date on older persons' services.

HomeRepairs

To help you with minor repairs around your home, which would normally be the resident's responsibility, we provide a free small tasks service for customers over 50 who have no support from friends or family.

You can request a job by contacting the Sheltered Housing Management Team on 0191 433 5356 or **HomeRepairs** on freephone 0800 408 6008.

We will acknowledge your request to join the small tasks service within 24 hours and, if approved, we will contact you within ten working days to arrange a suitable appointment date and time.

Once your repair has taken place we will:

- Ask you if you are satisfied with the small tasks service
- Check that the Small Task Team responded and delivered your request on time.

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The services you can expect from The Gateshead Housing Company

The Gateshead Housing Company has introduced a range of service standards that customers can expect.

These standards are monitored by the company to ensure you receive the best possible services from us, and that improvements are made where we don't meet the mark.

Part of these standards is dedicated to sheltered housing.



Below are the services you can expect but for further information contact the Sheltered Housing Management Team on 0191 433 5356 or visit www.gatesheadhousing.co.uk/ourservices

We will:

- Work in partnership with Gateshead Council's Care Call service to make sure you receive support to enable you to live independently
- Produce a newspaper every six months to keep you informed about older persons' services
- Hold drop-in sessions and an annual meeting in your scheme to discuss any issues and how

services can be improved, and ensure feedback is provided within two weeks.

We will measure how we are performing by:

- Asking you if you are satisfied with living in your scheme and the services you receive
- Reporting back to customers through our Service Improvement Group, in our newspaper and via our website.

What's available in your scheme?

Activity	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Bingo	7pm to 10pm		7pm to 10pm				
Social evening		7pm to 10pm					
Chair-based exercise				1.30pm to 3pm			
Open tea/coffee	All day	All day	All day	All day	All day		

The following activities are also available on a regular basis:

- Seasonal events throughout the year, for example at Christmas and Halloween
- Pie and pea suppers
- Mobile library.

Remember to check your scheme's notice board for updates on activities.



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What's on and where in your area

Dentists

- M T Garfitt, 1 Musgrave Terrace, Gateshead, NE10 0RH
- Felling Health Centre, Stephenson Terrace, Gateshead, Tyne and Wear, NE10 9QG

Doctors

- Dr M S Suchdev, 7-8 Croxdale Terrace, Gateshead, NE10 0RR
- Dr D E Bowman, Felling Health Centre, Stephenson Terrace, Gateshead, NE10 9QG

Chemists

- Numark Pharmacy, 5 Brookfield Terrace, Gateshead, NE10 0QU
- Trichem Ltd, Felling Health Centre, Stephenson Terrace, Gateshead NE10 9QG

Churches and places of worship

- Bill Quay Methodist Church, Station Road, Bill Quay, Gateshead, Tyne and Wear

Bus information

- Nexus HQ, Nexus House, St James Boulevard, Newcastle upon Tyne, NE1 4AX
Tel: 0191 203 3333
Web: www.nexus.org.uk

Metro information

Your nearest Metro stations are at Heworth Interchange and Pelaw.

- For Metro information and timetables visit Heworth Interchange, Sunderland Road, Gateshead, Tyne and Wear, Gateshead, NE10 0NE

Tel: 0845 000 0125

Web: www.nexus.org.uk

Age Concern Gateshead

- 341-343 High Street, Gateshead, NE8 1EQ

Tel: 0191 477 3559

Web: www.ageconcerngateshead.org.uk

E-mail: admin@ageconcerngateshead.org.uk

Citizens Advice Bureau

- 5 Regent Terrace, Gateshead, Tyne and Wear, NE8 1LU

Tel: 0191 477 1392

Web: www.citizensadvice.org.uk

E-mail: corporate.communications@citizensadvice.org.uk

Post Office

- Pelaw Post Office, Shields Road, Pelaw

Distance to MetroCentre – 7.1 miles

Distance to Newcastle – 4.9 miles

Useful contacts at The Gateshead Housing Company

Housing office: Felling housing office
Booth Street, Felling, Gateshead, NE10 9EW

Felling housing office is open from:

- **Monday** - 8.45am to 5pm
- **Tuesday** - 8.45am to 5pm
- **Wednesday** - 8.45am to 3.45pm
- **Thursday** - 8.45am to 5pm
- **Friday** - 8.45am to 4.30pm.



Please note: Cash counters open at 9am and close 30 minutes before the times above.

Sheltered Housing Management Team

- **Call:** 0191 433 5356
- **E-mail:** shelteredhousing@gatesheadhousing.co.uk
- **Text:** 0762 480 4167 (start text with ENQ) • **Minicom:** 0191 433 5349
- **Visit:** www.gatesheadhousing.co.uk/shelteredhousing

HomeRepairs: Open until 7pm weekdays, until 12 noon on Saturdays and 24 hours a day, seven days a week, for genuine emergencies.

- **Call:** 0800 408 6008 • **Fax:** 0191 433 5496
- **Text:** 0762 480 4167 (start text with REPAIR)
- **E-mail:** repairs@gatesheadhousing.co.uk
- **Web:** www.gatesheadhousing.co.uk/homerepairs

Calls to HomeRepairs are free from some landline and mobile tariffs. Costs may vary. Please contact your service provider for details. For more information log on to www.gatesheadhousing.co.uk/termsandconditions

HomeChoice:

- **Call:** 0191 433 5345 • **Fax:** 0191 433 5343
- **Text:** 0762 480 4167 (start text with CBL)
- **E-mail:** homechoice@gatesheadhousing.co.uk
- **Web:** www.gatesheadhousing.co.uk/homechoice

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Other useful housing company contacts

Rent advice:

- **Call:** 0191 433 5811 • **Fax:** 0191 433 5833
- **Text:** 0762 480 4167 (start text with RENT)
- **E-mail:** rentenquiries@gatesheadhousing.co.uk

Decent Homes Team - East:

- **Call:** 0191 433 5450 • **Fax:** 0191 433 5469
- **Text:** 0762 480 4167 (start text with LES)
- **E-mail:** les@gatesheadhousing.co.uk

Neighbourhood nuisance

- **Call:** 0191 433 5327 • **Fax:** 0191 433 5331
- **Text:** 0762 480 4167 (start text with ASB)
- **E-mail:** nrt@gatesheadhousing.co.uk
- **Web:** www.gatesheadhousing.co.uk/asb

Involvement Team

- **Call:** 0191 433 5357 • **Fax:** 0191 433 5354
- **Text:** 0762 480 4167 (start text with INVOLVE)
- **E-mail:** involve@gatesheadhousing.co.uk
- **Web:** www.gatesheadhousing.co.uk/involve

Care Call Service

- **Call:** 0191 478 7665

Using a Minicom or textphone? You can contact any of the company's offices or services by calling 0191 433 5349.

Our out-of-hours service can answer housing queries up to 7pm Monday to Friday or until 12 noon on Saturdays.

Just call your housing office or these services and you will be connected to the advice and information team.



Please note: For training and quality purposes, all calls to HomeChoice, HomeRepairs and out-of-hours are recorded and may be monitored, in order to assess and improve our services.

Safety in your home

The Gateshead Housing Company and Gateshead Council have measures in place to ensure that you are safe in your home and around your scheme.

By taking the following advice you can help to look after yourself:

- **Eat for warmth** - regular hot meals and hot drinks provide warmth and energy
- **Keep your home at the right temperature** - hang thermometers in the living room and bedroom and keep temperatures between 21 and 24 degrees centigrade (70 and 75 degrees Fahrenheit)
- **Keep warm at night** - wearing the right clothing to bed is as important as wrapping up outdoors
- **Get a flu jab** - the flu virus changes each winter so remember to get your jab every year
- **Claim your rightful benefits and grants** - everyone over 60 should claim the Winter Fuel Payment and there are many other benefits and grants that you may be entitled to. Call SeniorLine to find out more on 0808 800 6565
- **Visit www.balancetraining.org.uk** for information on keeping your balance system healthy
- **Make sure your feet are healthy** – visit a chiropodist and make sure you have comfortable footwear
- **If dizziness is a side effect of any medication you are taking**, ask your GP or pharmacist for a medicines review
- **Remember to have your eyes checked regularly at your optician** - eye tests are free for people over 60
- **Think twice about doing tasks around the home.** The Gateshead Housing Company's Small Task Team can help with odd jobs around the home like unblocking sinks, putting up shelves or larger tasks such as creating a low maintenance garden. Call HomeRepairs on freephone 0800 408 6008 for more information
- **The chance of developing osteoporosis (brittle bones) increases as we age.** Keep your bones healthy by eating a diet rich in calcium and vitamin D and taking regular, weight-bearing exercise.





Fire safety in your home

The Gateshead Housing Company ensures that all sheltered housing schemes have smoke alarms that will automatically sound if a fire breaks out.

The fire brigade will be called directly.

What you should do if you hear a fire alarm



- Check to see if the fire is in your home
- If the Sheltered Scheme Officer is on duty, they will be able to pinpoint the exact location of the fire
- If they are not on duty, the Care Call service will be able to respond to the alarm.

What to do if the fire is in your home



- Close the door to the room where the fire is located, if safe to do so
- Alert other people in your flat
- Leave the premises and close the front door behind you
- Advise your Sheltered Scheme Officer or Care Call service from the nearest, safest place
- Remain at the front of the building so that you can direct the fire brigade to the floor with the fire.

Remember - do not tackle the fire yourself.

What to do if there is a fire in your building



- Stay in your flat until you receive further instruction - it is designed to prevent fire spreading and corridors can become filled with smoke
- Keep all doors and windows closed.

Remember - if there is a lift in your block do not use it.

As a resident, you can help to avoid the risk of fire by:



- Checking your smoke alarm regularly
- Not storing flammable materials, like large amounts of paper, in your flat or communal areas
- Not blocking escape routes with bulky items
- Not wedging fire doors open – they must remain closed to prevent the spread of smoke and fire
- Not leaving cookers unattended when using the hob
- Not using chip fat frying pans
- Not storing petroleum gas or paraffin.

This information has been prepared by The Gateshead Housing Company in conjunction with Tyne and Wear Fire and Rescue Service.

Wood Green



OUR VISION

To provide excellent homes and housing services.

OUR MISSION STATEMENT

To work in partnership with residents and the community to create homes and neighbourhoods that meet the aspirations of the people of Gateshead.

OUR VALUES

We will achieve this by:

- ♥ Being a listening and learning organisation
- ♥ Being honest, accountable and transparent
- ♥ Being motivated, trained, and committed
- ♥ Being customer focused, innovative and professional
- ♥ Caring and respecting
- ♥ Embracing equality
- ♥ A commitment to all our employees.