

DITCHBURN PLACE

EXTRA CARE HOUSING

WELCOME BOOKLET

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PHILOSOPHY STATEMENT

The scheme will be managed to enable Service Users to live as independent and satisfying a life as possible, within the limits imposed by physical, emotional, social or financial situations.

Service Users will be given a tenancy agreement stating the terms and conditions of residence.

The management approach will be flexible and should not expect Service Users to conform to rigid daily routines. The rights of the Service Users should be respected.

Services should be provided on the basis of meeting individual needs. The pattern of support should encourage self-determination and active participation in decision-making.

Service Users who require extra support should be given sensitive attention, in order to provide comfort and retain dignity.

Services should offer opportunities for all and consider the social, cultural and religious values of the Service Users.

Information regarding other appropriate services and facilities should be given to Service Users.

The accommodation should allow for privacy and the maintenance of independence and dignity. Maximum contact with the local community should be encouraged and facilitated.

The needs and requirements of each Service User should be assessed and reviewed regularly with their participation, in order to determine whether their needs are being met.

The needs and requirements of staff members should be assessed and reviewed regularly with their participation, in order to promote their professional development.

Reviewed May 18

COMMUNICATIONS CHAIN

| ISSUE | WHO TO CONTACT |
|------------------------|---|
| First Point of Contact | Care and Support Supervisors |
| Accommodation Issues | Care & Support Supervisors |
| Care Issues | Care & Support Supervisors Care & Support Assistants |
| Medication Issues | Care & Support Supervisors Care & Support Assistants |
| Complaints | Senior Administrator |
| | Housing Services Manager |
| Catering | Housing Services Manager Elior Plc – Chef Manager |
| Repairs/Maintenance | Caretaker Maintenance Officer |
| Health and Safety | Supervisors Maintenance Officer |
| Social Club Issues | Social Club Chairperson |

WHO'S WHO AT DITCHBURN PLACE

Many people may not be clear about the responsibilities of the various members of staff at Ditchburn Place - this mini directory may help. Currently we have a large staff group who co-operate to provide a range of services.

Housing Services Manager – Supported Housing

Laura Adcock

Overall Management responsibility for the city's sheltered and supported housing, visiting support service and tenancy sustainment service, including responsibility for extra care, sheltered and supported housing and landlord issues for Ditchburn Place

Senior Administrator - Carol Skinner

Administration, finance matters, compliments, complaints and project work.

Administrator – Jane Wattleworth

Administrative duties, answering telephone, main reception, dealing with monetary payments, banking, billing, invoicing and booking of Lichfield Hall and Training Room, Ditchburn lounge and the invoicing of these.

Care & Support Supervisors:

Catherine Katsande – Unit 1

Lesley Holland – Unit 2

Catherine Kilfoyle and Eileen Beaumont – Unit 3

Supervisors are responsible for the day to day running of Ditchburn Place. They each take responsibility for one of our 3 units of extra care. They have responsibility for the care and support of Individuals living on their unit, including ensuring the smooth running of the unit, completing and reviewing care plans, supervising staff, liaising with other professionals and running activities.

Care and Support Assistants:

Care and support assistants share the responsibility for the care, support and welfare of individuals who use the service including providing meals, personal care, administering medications and helping people engage with social activities. Each member of day staff will also take responsibility of being a key worker for a group of tenants.

Day -

Catherine Kilfoyle, Eileen Beaumont, Rolly Dema-ala, Marie Belan, Vaido Pinto, Anne Bond, Helen Wilson, Lovina Smith, Nelma Bayot, Gail Cronin, Merjury Bhero, Claire Whyman, Ursula Mergen, Maria Duncombe, Ana Smarandoiu, Mary Hyde, Magda Carvalho and Nellia Baranchuck.

Night -

Diane Sanderson, Rosa Barry, Rosemarie Wong, Pam Page, Caroline Ssemakula, Huong Williams.

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Independent Living Services

Caretaker -
Vincent Willis

Responsible for weekly flat cleaning and minor repairs and caretaking issues.

Maintenance Officer -
Chas Page - Responsible for caretaking, general maintenance and repairs, cleaning and laundry services.

INFORMATION FOR EXTRA CARE HOUSING

ADDRESS: Ditchburn Place, Mill Road, Cambridge CB1 2DR
TEL NO: (01223) 457199

POSTAL ADDRESS

The Postcode for Extra Care Housing is CB1 2DR

ACCESS TO BUILDING

Ditchburn Place is fully wheelchair accessible with all external main doors having electronic openings. There are three lifts situated around the building in case one may be out of action. Staff are fully trained in dealing with service users with disabilities and emergency procedures are in place for the evacuation of service users in emergencies.

ACCESS TO STAFF

Ditchburn Place has staff cover 24 hours a day. Staff can be contacted by using the warden call pull system situated in all rooms or by phoning 01223 457646 or 07740 455322. All Service Users have access to the Alarm Call system in their flats, and each person is given a pendant that can be worn on the wrist or round the neck to summon emergency help.

In addition to this, the alarm system has been updated to accommodate any assistive technology that may be required to promote independent living.

VISITING

Family and friends are welcome to visit at any reasonable time and are encouraged to remain involved in the care of their relatives/friends.

PARKING

We operate a parking permit system at Ditchburn Place to ensure that parking is only being used by those who are visiting the scheme. Each flat is issued with a visitors permit.

Extra permits can be obtained by completing a request form available in the main office.

Permits are renewed annually

Disabled and medical parking bays are provided in the main car park.

TO CONTACT STAFF WHEN VISITING

Staff are available 24 hours a day to deal with enquiries.

The main office is usually staffed between 08.30 and 16.30. Care and support supervisors are on duty between 0700 and 2200. During all other times, or if there is no one in the office, care staff can be contacted by using the alarm system on the reception desk.

Please bear in mind that the care staff may be busy assisting tenants and may not always be able to respond immediately if the enquiry is not urgent.

REPAIRS AND MAINTENANCE SERVICE

If you have an issue with your flat, including issues with heating or hot water, please inform a member of the office or care staff. They will arrange for your problem to be resolved either by our onsite care taker or my arranging for a City Council repairs operative to come and see you.

STORAGE OF MOBILITY SCOOTERS

Service Users are able to bring their mobility scooters with them, 2 areas are available for storage with electrical points for recharging batteries and any maintenance work that may be required.

MEALS

Meals are served at the following times although alternative times can be arranged.

| | |
|-----------|---------------|
| Breakfast | from 8.30am |
| Lunch | from 12.30pm. |
| Tea | from 5.00pm |

Family and friends are more than welcome to book in and join you for a midday meal.

Upon moving to Ditchburn Place, our catering staff will make an appointment with tenants to design a food profile to take into account any likes or dislikes. Special diets can be catered for.

The catering staff are more than happy to arrange special events and parties can be catered for. An extra charge may apply for this service.

LAUNDRY AND CLEANING

A cleaning and laundry service for those living in extra care is provided and charged through your rent account. The cost of this will be discussed with you when you move in.

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There is a laundry room specifically for us by sheltered housing tenants and a laundry service can be provided if required for an extra charge. Please speak to a member of staff should you wish to arrange this.

BATHING FACILITIES

There are 2 assisted bathing facilities in the scheme. They include a fully assisted parker bath.

MEDICATION SYSTEM

Boots can deliver medication on a regular basis. Please contact a Care & Support Supervisor for further information and registration details.

Staff are trained to administer medication to those tenants who require it as part of their care package.

SECURITY/DOOR BELLS

The main gates are opened at around 8.30 am and the side doors are opened at 7 a.m. Both are locked each day at around 5 pm. The main gates will remain closed on Saturday and Sunday.

Outside these hours please ring the enquiry bell situated to the right of the main car park entrance door (right hand door). Keys to flats will open the outer doors.

SOCIAL CLUB

The club organises outings, and events. A timetable of this month's events is on the main building's notice board and the notice board on your unit. You will receive a new timetable through your door each month.

HAIRDRESSERS

An on-site salon is open at various points during the week, depending on demand.

Appointments can be made directly with the hairdresser or by speaking to a member of the care team.

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SERVICE GUARANTEE – EXTRA CARE HOUSING

SERVICES WE PROVIDE

We offer the following services to our tenants

1. Housing Management }
2. Caretaking }
3. Internal and External Window Cleaning} Landlord Charges
4. Garden Maintenance }
5. Warden Call (24 hours) }
6. Cleaning }
7. Laundry }

8. Personal Care (24 hours) }
9. Catering charges } at additional charge
10. Hairdressing - Optional }

WHAT YOU CAN EXPECT

1. All communication and personal interactions between residents and staff will be conducted in a helpful and courteous manner.
2. Everyone will receive equal consideration when using or seeking a service and service points will be accessible to all.
3. Privacy, dignity and confidentiality will be respected.
4. Your needs will be assessed/reviewed regularly and services will be responsive to your needs.
5. You will be given help with tenancy matters.
6. Your accommodation will be kept in a good state of internal / external repair.
7. Access to the maintenance officer for minor maintenance jobs.
8. The grounds/gardens will be kept in a reasonable condition.
9. Calls to you from staff will be flexible according to your assessed and changing needs.
10. Round the clock response to emergency calls.
11. Three meals a day offering a wide range of choice and access to ingredients for drinks / beverages.
12. Mid-morning and evening drinks if requested on your care grid.
13. Laundry service - as required.
14. Access to laundry facilities (at an additional charge)
15. Your flat will be cleaned weekly (at an additional charge)

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Independent Living Services

16. Window cleaning inside & out
17. Carpet cleaning as necessary.
18. Additional essential cleaning as necessary.
19. High standard of hygiene & cleanliness in the communal areas.
20. Use of communal lounge for special functions (by arrangement).
21. Daily collection / disposal of refuse.
22. Personal care as assessed, to include:
 - Dressing / undressing
 - Washing / bathing / toileting
 - Bed making / changing.
 - Provision of meals.
 - Promoting independent living through healthy and active lifestyles.
 - Liaison with medical, chiropodist, nurses, hospital services.
 - Liaison with relatives, dentists, social workers, audio services.
 - Enabling access to Library, Hairdressers, Opticians, Chiropodist, Audio care, Dentist, Hospital Services.
 - Assistance with ordering and administration of medication.
 - Attention to wheelchairs, walking frames, hearing aids etc.
 - Help to sort out bills / letters etc.

HELP US TO HELP YOU

1. By making your needs known to us.
2. By using the Alarm call system appropriately.
3. By assisting with security precautions.
4. By putting forward your ideas and suggestions
5. By trying to remain as independent as possible.
6. By asking your relatives and friends to help.
7. By helping your neighbours.
8. By being patient and understanding when we have to respond to emergencies with fellow tenants.
9. By being tolerant and understanding of fellow residents.
10. By trying to view all staff equally.
11. By respecting confidentiality.
12. By making use of social facilities.

THESE THINGS ARE NOT INCLUDED

1. Insurance of flat contents and personal items.
2. Personal toiletries.
3. Items such as batteries, light bulbs, toilet rolls & bin liners.
4. Escort duties to hospital and other appointments except in an emergency.
5. Dry cleaning
6. Repairs to your own belongings and equipment.

IF THINGS GO WRONG

Ditchburn Place welcomes complaints as a means of improving service delivery and ensuring customer satisfaction.

If you are dissatisfied with the service you receive, you are encouraged to follow the complaints procedure.

You have a right to complain. Your complaint will be taken seriously and dealt with promptly.

IF YOU REQUIRE ANY FURTHER INFORMATION

Any member of the Ditchburn Place staff team can give you further information, or make an appointment for you to see the Housing Services Manager.

HEALTH & SAFETY

Cambridge City Council promote high standards of Health & Safety both in the workplace and in the homes it provides for Service Users.

The staff of Ditchburn Place are committed to ensuring that the premises are maintained in a safe condition and that all equipment provided for use is safe and checked regularly by trained staff. Records are kept of these checks and are available for inspection. It would be helpful if you could assist us to maintain standards by notifying any member of staff of unsafe areas or working practices.

Risk Assessments are conducted on the use of equipment and working practices. Records are kept and the assessments reviewed at regular intervals.

Staff are trained in Health & Safety regulations and procedures as part of the Induction Training Programme and written information is available in staff manuals.

If you have any special needs, requirements or concerns that could impact on your Health & Safety please notify a member of staff as soon as possible.

Cambridge City Council are aware that many of its Service Users could be considered to be vulnerable because of mental, physical or learning disability, age or illness, and who cannot always take care of themselves against harm or exploitation.

We have a clear policy and procedure in place, and staff are trained in how to act if they suspect that a vulnerable person is being abused.

You will find an information leaflet called "Safeguarding Vulnerable Adults" in your Welcome Pack and this leaflet, together with our policy and procedure will be explained to you during the first few weeks of your tenancy.

If you have an urgent concern or emergency you can contact staff at any time by pulling the cord in your flat or phoning 457199.

Specific responsibilities for Health & Safety are as follows:-

Safety Co-ordinator: Chas Page

First Aid at Work staff: All Care and Support Supervisors and Housing Services Manager

WHAT TO DO WHEN THE FIRE ALARM SOUNDS

When the fire alarm sounds it may take a little time for staff to find the cause. So:

STAY CALM.

**REMAIN WHERE YOU ARE - STAFF WILL
INFORM YOU WHEN IT IS CLEAR.**

DO NOT USE LIFTS.

The fire brigade responds to all fire alarms at Ditchburn Place, even when it is a false alarm.

When the alarm is silenced:

ALL IS CLEAR.

SERVICE USER PARTICIPATION

MEETINGS

Regular tenant and unit meetings are held throughout the year, which we hope you will attend. We will notify you of the dates on your monthly social calendar.

COMMENTS & SUGGESTIONS

In order to maintain high standards we value Service Users' suggestions, comments or concerns.

COMPLAINTS

Whilst we try to ensure that everything runs smoothly and satisfactorily we realise that sometimes things can go wrong.

If you have any cause to complain, we welcome these complaints in order that we can put things right. Minor complaints can be notified to any member of staff.

We have a complaints policy, a copy of which is included in your care and support plan should you wish to make a formal complaint.

Please be assured that all complaints will be treated confidentially and will be dealt with promptly. You will be kept informed of progress.

Data Protection and Privacy Statement

Why are we asking for your personal information?

We ask for your personal information so we can assess your needs and to help us make a plan for how we can support you. This will include information about your health, your housing circumstances and any care and support you currently receive. You can tell us as much or as little as you like, and we will ask you if we can share your information with other organisations.

You have a number of rights over the personal data you provide us:

Right to Access – You have the right to access (receive a copy) of your personal data and supplementary information.

Right to Rectification – You have the right to have any inaccurate or incomplete personal data rectified.

Right to Erasure – You have the right to request the erasure of your personal data so long as it's processing is no longer necessary for the purposes for which it was obtained or unlawfully obtained (non-exhaustive) or the information is required for a legal obligation or if it is needed to defend a legal claim.

Right to Data Portability - You have the right to request your personal data which you have provided to us to be supplied in a 'structured, commonly used and machine readable format (e.g. CSV). You may request that this information is supplied directly to another data controller on your behalf.

Right to Restriction – You have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made

Sharing your information

We work with you and with the other people who are supporting you, and we will ask you if you want us to share your information with them.

Sometimes we are obliged by law to share your information with other agencies such as the police, ambulance service and the Care Quality Commission, who regulate the care that we provide.

If any of the information we have about you is incorrect, or your circumstances change please tell us; we rely on you assisting us to keep your information accurate and up to date.

Retention of your personal information

We only keep your information as long as necessary, for some items this will be dictated by law. You can find out more by looking at the Councils Retention Policy on the web site.

We do not routinely process any information about you outside the UK. We will not transfer your personal data outside of the EU.

Cambridge City Council is a registered Data Controller with the Information Commissioners Office.

You can find out more about how we handle your data by visiting the Councils Privacy Notice page on the web site. If you have a query regarding your rights please contact the Data Protection Officer who can be contacted by emailing infogov@3csharedservices.org or you can write to the Council and mark your letter for the attention of the Data Protection Officer. Alternatively you can call 07864 604221 or 01954 713318.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) should you believe any part of this statement to be unlawful.