

# SHELTERED RESIDENTS' HANDBOOK

When you move please leave this handbook in the property

## Sheltered Accommodation



**Park House and  
Hiscocks Drive,  
Moorfields, Bath**

# Sheltered Housing offers. . . .



**a home for life**



**independence  
and privacy**



**support when needed**



**your 'own front door'**



**companionship**



## Information the way you want it

This handbook gives you information on the support services we provide and aims to answer any queries you may have. For general tenancy information, please see your tenants' handbook 'A Guide to Living in Your Home'.

Please contact us if you need large print, audio, Braille or a translation on 01225 366000.

### URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے  
ہم آپ کے لئے فراہم کر سکتے ہیں۔

### PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ  
ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ  
ਕਰ ਸਕਦੇ ਹਾਂ।

### HINDI

यदि आंग्रेज़ी आप की पहली भाषा नहीं है और आप को  
अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर  
सकते हैं।

### BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন  
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને  
ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### POLISH

Jeżeli angielski nie jest twoim podstawowym językiem  
i wymagasz interpretacji, skorzystaj z naszych usług.

### VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch,  
chúng tôi sẽ giúp quý vị một bản.

### CANTONESE

如果英文不是您的第一語言，而您需要翻  
譯的話，我們可以為您安排。

### ITALIAN

Se l'inglese non è la vostra prima lingua e vi  
occorre una traduzione, ve la possiamo fare noi.

### SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u  
baahan tahay furjumaad, annagaa kuu samayn kama.

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## Useful Telephone Numbers

### Somer Community Housing Trust (the Trust)

|   |              |
|---|--------------|
| Neighbourhood Sheltered Housing Office    | 01225 366331 |
| Sheltered Housing Team Manager            | 01225 366167 |
| Sheltered Housing Supervisor              | 01225 366195 |
| Housing Services Officer (tenancy issues) | 01225 366155 |
| Repairs & Servicing                       | 01225 366111 |

### Emergency numbers

|                   |              |               |
|-------------------|--------------|---------------|
| Emergency repairs | Office hours | 01225 366111  |
|                   | Out of hours | 0845 245 0566 |

|                       |   |                                       |
|-----------------------|---|---------------------------------------|
| Police/Fire/Ambulance | Emergencies only                            | 999                                   |
| Electricity           | To report a power cut                       | Contact your own electricity supplier |
| Gas: Transco          | To report gas leaks                         | 0800 111 999                          |
| Police station        | Non-emergencies                             | 0845 456 7000                         |
| Water: Wessex Water   | To report problems with supply and sewerage | 0845 600 4600                         |

### Other useful numbers

|   |               |
|---|---------------|
| NHS Direct (helpline day or night)            | 0845 4647     |
| Royal United Hospital                         | 01225 428331  |
| B&NES Council main switchboard                | 01225 477000  |
| B&NES benefit advice                          | 01225 477777  |
| Income support and housing benefit            | 0845 301 3011 |
| Supporting People subsidy                     | 01225 396496  |
| The Pension Service                           | 0800 991 234  |
| Attendance and disability allowance           | 0845 712 3456 |
| Disability Information and Advice Line (DIAL) | 01302 310123  |
| Help the Aged Seniorline                      | 0808 800 6565 |
| Age Concern                                   | 01225 466135  |
| Citizen's Advice Bureau (CAB)                 | 01225 463333  |
| Bath & NES Racial Equality Council (BREC)     | 01225 442352  |
| Support Against Racist Incidents (SARI)       | 01179 525652  |
| Crimestoppers                                 | 0800 555 111  |
| Victim Support                                | 01761 432212  |
| Samaritans                                    | 0845 790 9090 |

## **Scheme Information and Local Amenities\***

### **Park House and Hiscocks Drive, Moorfields, Bath**

#### **Accommodation**

Park House was built in 1991 and provides 22 one-bedroom flats and six two-bedroom flats over three floors. There are two lifts. Park House also accommodates one of the Sheltered Housing Officers' local neighbourhood offices although this is not open to the public. Hiscocks Drive provides 10 two-bedroom bungalows and three one-bedroom bungalows, all with their own private gardens.

#### **Shared facilities**

In Park House there are two guest rooms, a laundry, a kitchen, one large lounge, a balcony lounge and two sun lounges, all of which are also available for use by the residents of Hiscocks Drive. Social activities organised by residents include bingo, coffee mornings, yoga, supper evenings and day trips in the summer.

#### **Services**

**Refuse:** General refuse is collected every Tuesday morning. Household recycling is collected every Friday morning. Garden refuse and cardboard is collected fortnightly on a Monday.

**Cleaning:** The communal areas inside Park House are cleaned daily by the Trust's contractors.

### **Local Amenities**

#### **Shops and services**

The local shopping centre at Moorland Road provides a wide range of shops and is only a 20 minute walk or a short bus ride away. The shops, services and amenities of Bath city centre are also easily accessible by bus. The disused railway that runs close to the scheme is now a nature trail that links Moorfields to Twerton.

## **Clubs, charities and voluntary organisations**

- St Michael's Day Centre, 1-2 St Michael's Place, Bath  
01225 469400
- Salvation Army, Bath Citadel, Green Park Road, Bath  
01225 400051
- Hillside Hall, Hillside Road, Moorfields, Bath  
01225 482156

## **Transport**

There is a regular bus service to Moorland Road and to Bath city centre from near the scheme.

First Bus  
0870 608 2608  
Dial-a-Ride (door-to-door, fully accessible minibus service)  
01225 335019

## **Churches and places of worship**

Some of the nearest places of worship/religious groups are:

|  |              |
|--|--------------|
| Church of England: St Bartholomew, King Edward Road, Oldfield Park, Bath | 01225 427428 |
| Methodist: The Triangle, Oldfield Park, Bath                             | 01225 425230 |
| Baptist: The Triangle, Oldfield Park, Bath                               | 01225 707594 |
| Roman Catholic: St Alphege's, Oldfield Lane, Bath                        | 01225 424894 |
| Muslim: Bath Islamic Centre, 8 Pierrepont Street, Bath                   | 01225 460922 |
| Baha'l Faith: 40 Sheridan Road, Twerton, Bath                            | 01225 426725 |
| The Hindu Temple, 163b Church Road, Redfield, Bristol                    | 01179 351007 |
| Ramgarhia Sikh Temple, 81-83 Chelsea Road, Bristol                       | 01179 554929 |
| The Bristol Progressive Synagogue, 43 Bannerman Road, Bristol            | 01179 541937 |

\* as at 2007

## **An Introduction to Sheltered Housing**

The aim of sheltered housing is to provide accommodation suitable for older and/or disabled people and support them to live as independently and comfortably in their own homes for as long as possible.

The Trust has 63 sheltered housing schemes in Bath and North East Somerset. They are all served by a Sheltered Housing Officer trained to provide a quality support service to residents. These schemes range from clusters of individual properties to larger developments of flats and bungalows with communal facilities, such as community rooms, laundries and guest rooms. We also have schemes where all the flats are under one roof. All of our accommodation is self-contained.

Pets are permitted although there may be some restrictions on cats and dogs in enclosed schemes. Residents are responsible for their pet's behaviour in and around the scheme and for any damage or nuisance it may cause.

Where there is a community room, residents organise regular and varied social activities for everyone to join in if they wish. Where a scheme has a guest bedroom, priority for use is given to the family or close friends of residents who are ill and need support. We provide pillows and duvets, but residents should supply their own sheets, pillow cases and towels for the use of their guest. Bedding is available in an emergency but must be laundered and returned to the Sheltered Housing Officer after use. Charges are £8.00\* for two people and £5.00\* for one person per night, payable by cheque.

All of our sheltered homes are fitted with a speech alarm system, with pull cords connected to Invicta Lifeline's control centre (Invicta) which provides 24-hour cover every day. Residents may also have pendants and can call for help at the press of a button.