

SHELTERED RESIDENTS' HANDBOOK

When you move please leave this handbook in the property

Sheltered Accommodation



**St Nicholas Court and
Holcombe Vale,
Bathampton**

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 aynu ahayn afkaaga kowaad oo aad u
baahan tahay furjumaad, annagaa kuu samayn karna.

Contents

	Page
• Useful Telephone Numbers	1
• Scheme Information and Local Amenities	2
• An Introduction to Sheltered Housing	4
• The Sheltered Housing Service	6
• Your Health and Wellbeing	15
• Your Security, Health and Safety	18
• Reporting Abuse	26
• Comments, Compliments and Complaints	28
• Getting Involved	31
• Index	33

Useful Telephone Numbers

Somer Community Housing Trust (the Trust)

Neighbourhood Sheltered Housing Office	01225 366332
Sheltered Housing Team Manager	01225 366167
Sheltered Housing Supervisor	01225 366194
Housing Services Officer (tenancy issues)	01225 366150
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*

St Nicholas Court and Holcombe Vale, Bathampton

Accommodation

St Nicholas Court provides 15 one-bedroom bungalows, 10 one-bedroom ground-floor flats and 10 one-bedroom, first-floor flats. In addition there are two two-bedroom bungalows in near by Holcombe Vale.

Shared facilities

The scheme benefits from a community centre, laundry facilities and a double guest room. There is also one of the sheltered housing team offices on site although this is not open to the public. Activities held in the centre include bingo, coffee mornings and craft club.

Services

Refuse: General refuse is collected every Friday and garden waste every fortnight on a Tuesday. There is a mini recycling centre on site for glass, cans, plastic bottles, cardboard and newspapers.

Cleaning: The community centre is cleaned weekly by the Trust's contractors.

Local deliveries: Wiltshire Farm Foods delivers orders of frozen ready meals on Thursdays.

Local Amenities

Shops and services

The scheme is within an easy walk of nearby local shops which include a newsagent and village store, a post office, chemist and hairdresser. There is a doctor's surgery and dental practice in the village and a chiropodist visits the scheme every month. A mobile library service calls near to St Nicholas Court every Thursday morning.

Clubs, charities and voluntary organisations

Village Hall activities include:

- Art Groups: Monday and Thursdays
- Keep Fit: Tuesday evenings
- Craft Sessions: Wednesday afternoons
- Women's Institute: Tuesday afternoons monthly

For information regarding village hall activities see the parish council magazine or telephone 01225 460196.

Other activities:

- Maxi Club – luncheon club: last Thursday of the month in the church rooms
- Helping Hands (neighbourly support group providing transport for medical appointments, shopping etc.)

Jane Shepherd 01225 466455
Shirley Hancock 01225 462659

Transport

There is a regular bus service into central Bath. There are bus stops outside the post office and in Holcombe Vale

First Bus

0807 608 2608

Churches and places of worship

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

Church of England: St Nicholas', Bathampton	01225 463570
Church transport : Mr Ray Book	01225 465781
Methodist: Bathampton	01225 421343
Baptist: Fountain Buildings, Bath	01225 422604
Roman Catholic: St John's, South Parade, Bath	01225 464471
Muslim: Bath Islamic Centre, 8 Pierrepont Street, Bath	01225 460922
Baha'i 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.