

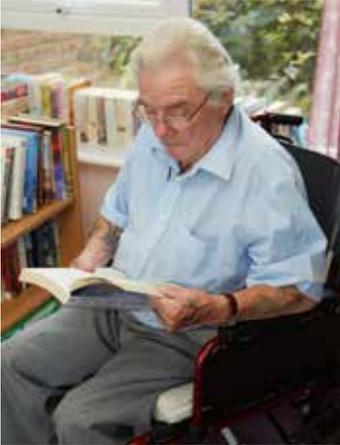


Oakes Court



Welcome to  
Oakes Court





### More information

You are welcome to visit us and meet other tenants already living here – just call and fix a date and time.  
Telephone  
**01366 386574.**

Oakes Court is a Housing with Care scheme, home to 40 housing flats, which all have twenty-four hour access to care. Each attractive, self-contained flat is easy to manage. The flats comprise a kitchen area, sitting room, bathroom and bedroom. You will also find an emergency call system, fire alarm system, TV and telephone sockets in every flat.

Oakes Court enjoys a good location on the edge of Downham Market, close to range of amenities.

### Inside your new home

You will be able to fully furnish your flat. This gives you the opportunity to put your own personal touches to your new home.

### Other facilities

Within Oakes Court there are lounge areas, where you can meet with other tenants, get involved with activities or simply relax in peace and quiet. We also have regular visits from the hairdresser.

The environment that we create at Oakes Court is hugely important to the tenants and us. We want everyone to be happy, relaxed and ultimately feel like they are at home.

### Insuring your home

It is your responsibility to insure the contents of your new home. We can help you with this process if you need guidance and assistance.

# Your health and personal care



## Care Plan

Once you become a tenant at Oakes Court, a senior member of staff will sit with you to agree your personal care plan.

The care plan is our chance to get to know everything about you, and your needs. This allows us to discover your interests, personality and what method of care works best for you. Family members and friends are also encouraged to take part in agreeing your care plan.

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 your current medical practice covers the area of the scheme you can keep your existing doctor. If not, we can provide you with details of GP surgeries who are happy to attend Oakes Court.



# Quality of service and visiting

## **You can make a difference**

At Oakes Court we make sure every tenant has the opportunity to get involved in regular meetings. This allows tenants to feel included in the family that is created here, and make a difference to how the scheme is run.

We encourage tenants to discuss issues they are concerned about, and to put forward ideas to enhance their lives, such as food improvements, activities and entertainment.

We also carry out regular audits to get a range of feedback from you and your relatives on the level of care that is delivered.

## **Visiting**

Family and friends are most welcome to visit at any time. You are more than welcome to invite a relative or friend to join you for a meal in the restaurant, a charge will be made for this, and there are facilities within your flat to cook meals and prepare drinks.

Visitors may also bring in well-behaved pets to visit.

## **Meals**

Meals are freshly prepared by our catering staff and available to purchase in the restaurant. 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.

# Our aims



## 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 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

If you are interested in living in a Housing with Care scheme, you will need to have both a housing need and a social care need. Your housing needs 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. A pre-assessment will then be carried out jointly by a senior member of the scheme and the housing association to ensure we can meet both your care and housing needs. You can contact your local district council using the details on the next page.

# Cost and more information

## Costs

Your costs will include:

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

For more information about charging, please contact 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.

You can access our latest inspection report from Care Quality Commission: [www.cqc.org.uk](http://www.cqc.org.uk)

Oakes Court is owned by Broadland Housing Association.  
The care is provided by NorseCare Ltd.

## Useful contact details

Norfolk County Council Community Services - 0344 800 8020  
Kings Lynn and West Norfolk Council Housing Dept.- 01553 616200  
Broadland Housing Association - 0303 303 0003  
NorseCare Limited - 01603 894366





**Oakes Court**  
Palmer Way  
Downham Market  
PE38 9UZ

**T** 01366 386574

**E** oakescourt@norsecare.co.uk

**[www.norsecare.co.uk](http://www.norsecare.co.uk)**

We'd like to thank the tenants and staff from  
Oakes Court for starring in this brochure.