

Ditchburn Place



Extra Care Housing Welcome Booklet

Hello and a very warm welcome.....

From the team here at Ditchburn Place.

We are delighted that you have chosen to make Ditchburn Place your home.

Please accept this Welcome Booklet as an introduction to the scheme. It is here to inform you about the scheme, its staff, services and what you can expect from us.

You will also find our contact details, so if you have any further questions or comments, please do not hesitate to ask.

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About Ditchburn

Accommodation at Ditchburn Place is spread over 3 floors with 53 flats in total, 36 Extra Care and 17 Sheltered flats. All of the building is accessible via lift access.

All of our flats are for people who need an element of care and support to allow them to continue to live independently. Generally, the people who live here are aged 60 and over.

Extra-care housing offers a way of helping you to live independently for as long as possible. It gives you the security and privacy of a home of your own, with a range of shared facilities on the premises and 24-hour care services if you need them.

All shared areas at Ditchburn are strictly 'no smoking'. Of course, you may smoke within your own flat and in the garden areas.

Partnership Agreement

Cambridge City Council are the landlords for Ditchburn Place, and we have a partnership arrangement through Cambridgeshire County Council with Radis Community Care who provide an on-site care and support team.

This team will work together to make your time at Ditchburn as comfortable and enjoyable as possible.

Our Philosophy

- The scheme will be managed to enable you to live as independent and satisfying a life as possible.
- Upon moving, you will be asked to sign a tenancy agreement stating the terms and conditions of residence. Our housing team will arrange to do this with you and will be happy to explain anything contained within the agreement. They can also advise you on where to go for help with paying your rent.
- Staff will treat you politely and with respect. They will respect your dignity, privacy and personal choice.
- Services should be provided on the basis of meeting your individual needs. Our support will aim to help you be as independent as possible, while recognising that there may be things you need assistance with.
- Our services should offer opportunities for all and will consider your individual social, cultural and religious values.
- Our accommodation is designed to allow for privacy and the maintenance of independence and dignity.
- We aim to encourage you to be part of the wider community and will help to facilitate this where possible, for example by organising activities with other local organisations.
- The needs and requirements of our staff team will be assessed and reviewed regularly with their participation, in order to promote their professional development.

Our Staff Team

Cambridge City Council

Laura Adcock - Housing Services Manager – Supported Housing

Laura has overall responsibility for the management of the City Councils supported housing services, including our sheltered housing scheme's, community support services and community alarms. This includes responsibility for Ditchburn Place as a landlord. Part of Laura's role includes supporting people to move in and out of the scheme, as well as ensuring that any issues while you are with us are dealt with swiftly.

Main Office Staff

Catherine Ballantyne Kilfoyle – Catherine is our Independent Living Facilitator for Ditchburn and looks after everything on a day to day basis. She provides support for our 17 Sheltered Tenants and is also responsible for any accommodation issues for all of our tenants. She works alongside the team from Radis to assist in organising activities and events.

Carol Skinner is our Office Supervisor and she works alongside **Jane Wattleworth** who is our Administrator. Together they help to support the supported housing team to run smoothly.

Caretakers

Vince Willis, Paul Linsey, Mark Potter are our caretakers. They cover 7 days a week and are responsible for weekly flat and communal cleaning/laundry, minor repairs and caretaking issues.

Maintenance Officer

Konrad Szeflinski - Konrad is responsible for the caretaking, general maintenance and repair of all of our 13 schemes across the city, including Ditchburn Place.

Radis Community Care

Tina Dario – Service Manager

Tina is the Registered Manager for the provision of care at Ditchburn Place and has the overall responsibility for the delivery of care to all extra care tenants.

Team Leaders and Care and Support Assistants

Radis have a 24/7 team of care assistants who are always present on site. They are overseen by Team Leaders who work on a shift basis.

They are responsible for the care, support and welfare of the extra care tenants. This includes assisting with serving meals, personal care, administering medications, completing and reviewing care plans and liaising with other professionals, to ensure a holistic approach to your care.

Elior Catering

Our catering services are provided by Elior Catering, who are contracted by the City Council to provide this. They can be contacted by visiting the main kitchen, or by speaking to any member of staff who will arrange for them to come and visit you.

If you have any concerns about the catering you can speak to Steve, who is the Chef Manager, Denzil Gordon (Catering Staff), or alternatively raise them with Catherine, Laura or a member of the office team to deal with them on your behalf.

Contact Details

Radis Community Care Team Leaders – 01223 364990 or 07706 318366

Tina Dario, Radis Service Manager – 07500 947507

Ditchburn Main Office – 01223 457199

Catherine Balantyne Kilfoyle – 07895 331758

Laura Adcock – 07795 542531

Elior Catering – 07972 218232

Information for Extra Care Housing

ADDRESS: Ditchburn Place, Mill Road, Cambridge 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 covered by RADIS. Staff can be contacted by using the warden call pull system situated in all rooms, by phoning 07706 318366. 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.

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.

In addition to this, the alarm system has been updated to accommodate any assistive technology that may be required to promote independent living. This could include things such as falls detectors or chair and bed sensors.

The Cambridge City Council main office is usually staffed between 08.30 and 16.30 Monday to Thursday and 08.30-16.00 on a Friday. Full contact details can be found on page 7.

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. There are no set visiting times, but we do ask that you are considerate of others within the building and ensure that you adhere to the conditions in your tenancy agreement.

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. A permit will be issued to all tenants who have their own vehicle and also 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.

Repairs & 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 caretaker or by 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 covered 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 in the main dining room.

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.

The meals service forms part of your tenancy agreement and the charge is included as part of your rent and is reviewed annually. The charge for 2020/21 is £127.07 per week. Part of this charge is covered by housing benefit if you are eligible to receive it.

Laundry & Cleaning

A weekly cleaning and laundry service for those living in extra care is also provided and charged through your rent account. The cost of this for 2020/21 is £28.09 and is reviewed annually. Your cleaning and laundry will usually be done on the same day each week and this will be set with you when you move in.

Your laundry will be collected from your flat, washed, dried and ironed and returned to you by the following day.

Bathing Facilities

Each flat has its own level access wet room shower. There are also 2 assisted bathing facilities in the scheme, which include a fully assisted electric bath. The care team are able to assist you to use this as part of your care package if you require.

Medication System

Staff are trained to administer medication to those tenants who require it as part of their care package. For any queries regarding medication please speak to RADIS using the contact details on page 7.

Security/Doorbells

When you move in, you will be issued with 2 identical keys. Both keys will open the main door to Ditchburn Place, as well as the door to your flat. You are able to come and go as you please using these keys.

The main garden gates are opened at around 8.30 am and the building 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, visitors can ring the enquiry bell situated to the right of the main car park entrance door.

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.

Service Guarantee – Extra Care Housing

Services We Provide

We provide the following services to our tenants, as part of your tenancy charges:

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

Any care and support that you need will be provided by Radis Community Care, who have a contract with Cambridgeshire County Council to deliver this service. There may be a charge for this care, depending on your financial situation. The County Council will usually carry out a financial assessment with you to determine the amount that you will need to pay.

What You Can Expect from Cambridge City Council

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. You will be given help with tenancy matters.
5. Your accommodation will be kept in a good state of internal / external repair.
6. You will have access to the caretaking service for minor maintenance jobs.
7. The grounds/gardens will be kept in a reasonable condition.
8. We will provide you with three meals a day offering a wide range of choice and access to ingredients for drinks / beverages.
9. A high standard of hygiene and cleanliness in all communal areas.
11. Carpet cleaning as necessary.
12. Additional essential cleaning as necessary.
13. Use of communal lounge for special functions (by arrangement).

Please Help Us To Help You By

1. Making your needs known to us.
2. Using the alarm call system appropriately.
3. Assisting with security precautions.
4. Putting forward your ideas and suggestions
5. Trying to remain as independent as possible.
6. Asking your relatives and friends to help.
7. Helping your neighbours.
8. Being patient and understanding when we have to respond to emergencies with fellow tenants.
9. Being tolerant and understanding of fellow residents.
10. Trying to view all staff equally.
11. Respecting confidentiality.
12. Making use of social facilities.

These Things Are Not Included

1. Insurance of flat contents and personal items. Please speak to us if you would like to find out more about the City Councils insurance scheme.
2. Personal toiletries.
3. Items such as batteries, light bulbs, toilet rolls & bin liners.
4. Dry cleaning.
5. Repairs to your own belongings and equipment.

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.

Safeguarding Adults at Risk

Cambridge City Council is committed to safeguarding and promoting the welfare of adults at risk of harm. We take our responsibilities seriously and expect all of our staff and partners to share this commitment.

All adults should be able to live free from fear and harm and have their rights and choices respected. It is recognised that an adult may be vulnerable at any point in their life. However, some adults are less able to protect themselves than others and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse and in need of protection.

An Adult at Risk is defined as a person aged 18 or over who has a need for care or support (whether or not the Local Authority is meeting any of those needs), who is experiencing, or at risk of, abuse or neglect and as a result of their care and support needs is unable to protect themselves

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from either the risk of, or the experience of, abuse or neglect (Care Act 2014). For the purposes of domestic abuse an adult at risk is anyone over the age of 16 to which the above applies.

We have a clear policy and procedure in place, which is available on request, and all staff are trained in how to act if they suspect that a vulnerable person is at risk of abuse.

If you have any urgent concerns about yourself, or someone else you can contact staff at any time by pulling the cord in your flat or phoning 07706 318366. You can also report your concerns to any staff members directly who will listen to you take the necessary action.

We would always encourage you to report any concerns to us in the first instance so that we can take quick action to resolve any issues. However, you may feel that you want to report your concerns to someone outside of Ditchburn Place. In this case, you can report your concerns to:

[Cambridgeshire County Council](#) who have the local responsibility for safeguarding by calling [0345 045 5202](#).

or alternatively to:

the [Care Quality Commission](#), who regulate care services on [03000 616161](#) or via e-mail (enquiries@cqc.org.uk).

Fire Alarm

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. You can raise these with Radis, any of the Ditchburn Staff or by writing in the comments folder on the reception desk.

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 encourage you to do so in order that we can put things right. Minor complaints can be notified to any member of staff so that they can be resolved without delay.

We have a complaints policy, should you wish to make a formal complaint. A copy can be found at the back of this leaflet or on the internet - <https://www.cambridge.gov.uk/>

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 & 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 may 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 01223 457000.

Compliments, Complaints and Suggestions

It's always nice to know when we get things right, but we also want to know when we get things wrong.

Please tell us if you have something to say about any of our services. We will tell our staff what you think and use the information to continue to improve our services.



Is it a Complaint or a Service request?

A service request is defined as a customer contact that brings a matter to the Council's attention for the first time, and requests a service offered by the council.

A complaint is a statement in which a customer expresses their dissatisfaction about the standard of service, actions or lack of actions by the Council and its staff.

If your concern is a service request (e.g. a missed bin or a noise complaint), please first contact the correct service. See below for a list of contact details:

- Environmental Health - 01223 457900
- Licensing - 01223 457890
- Taxi Licensing - 01223 457888
- Planning - 01223 457200
- Housing Repairs - 01223 457060
- Waste & Streets – 01223 458282
- Planning - 01223 457200
- Council Tax - 01223 457790
- Benefits – 01223 457762
- Housing Management – 01223 457918
- City Centre Management – 01223 457315
- Electoral – 01223 457048
- Parking Services – 01223 458515

How to Give Feedback

Online - www.cambridge.gov.uk/compliments-complaints-and-suggestions

Write to us – The Complaints & Feedback Team, The Guildhall, Market Hill, Cambridge CB2 3QJ

Phone us - 01223 457000

Visit us -

Customer Service Centre - Mandela House, 4 Regent Street, Cambridge

The Guildhall - Market Square, Cambridge

City Homes Office - 171 Arbury Road, Cambridge

Complaints

If you need to complain about one of our services, we will do our best to put things right and make sure that the same thing doesn't happen again to you or to someone else. When you first make a complaint we need to know your name, how we can contact you, the details of your complaint, what you want us to do to put things right and whether you have raised this issue with us before and who was dealing with it.

We aim to reply to all complaints within ten working days. If we need longer, we will tell you why. We will also let you know who is dealing with your complaint.

There are two stages to the Council's complaints procedure:

Stage One: Complaints being made for the first time. These Complaints will be allocated to the appropriate service manager to respond to you, we aim to respond to your complaint within 10 working days. If your complaint is not dealt with to your satisfaction, you can ask for your complaint to be escalated to a Head of Service or Director - Stage 2 of our complaint's procedure. You will need to let us know which elements of your stage 1 response you are unsatisfied with, along with your preferred resolution.

Stage Two: Internal review by Head of Service or Director. If a stage two investigation is not dealt with to your satisfaction, you may escalate your complaint to the Local Government Ombudsman.

Local Government Ombudsman

You can complain to the Local Government Ombudsman at any time, but they will usually only investigate your complaint after you have exhausted The Council's complaints procedure.

Council tenants (and council leaseholders with a complaint about the council's management of their leasehold) can contact the new Housing Ombudsman rather than the Local Government Ombudsman. A complainant must first go fully through the council's complaints procedure, and 8 weeks after exhausting that procedure, they can take their complaint to the Housing Ombudsman at: Housing Ombudsman, 81 Aldwych, London WC2B 4HN

Email info@housing-ombudsman.org.uk / **Phone** 0300 111 3000 - Fax 020 7831 1942

Complain about a councillor

If you want to complain to the standards committee please put your complaint in writing to:
The Monitoring Officer, Cambridge City Council, PO Box 700, Cambridge, CB1 0JH

If you would like this form in an alternative format ie larger font, braille, or need assistance, please contact: Tony Stead, Business and Development Manager on 01223 457000 or via email: tony.stead@cambridge.gov.uk

