



# Surrey Court Information For Prospective Tenants



## What is Surrey Court?



Surrey Court is an extra care scheme set up to provide care and housing support to elderly people who are finding it increasingly difficult to cope due to physical frailty, enabling them to maintain independence in a home of their own. Tenants have their own flats within the scheme and receive care from staff according to their needs as specified in their care plan from Hampshire County Council Adult Services. Tenants also receive housing related support from the staff team according to a support plan that is drawn up with them once they have moved in.



Applications to live at Surrey Court can normally only be accepted from prospective tenants who are:



- ✓ Over 65 years of age
- ✓ Registered on the Eastleigh Homechoice Register
- ✓ Have their needs assessed by Hampshire County Council Adult Services to make sure the care and support available at Surrey Court is suitable.
- ✓ Live in the Borough of Eastleigh or have a strong local connection



## Who is involved?



The Landlord of the scheme is **Atlantic Housing Limited** and tenants hold a tenancy and pay rent to them.



**Fernhill Care** usually provides the domiciliary care, but if you wish you may remain with your existing care provider. All housing related support is provided by Fernhill Care.



The quality of the care provided is regulated and monitored by the **Commission for Social Care Inspection**.

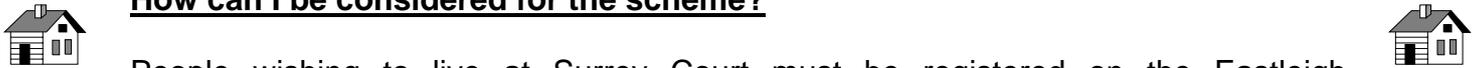


The **Hampshire Supporting People Programme** oversees the quality of housing related support provided.

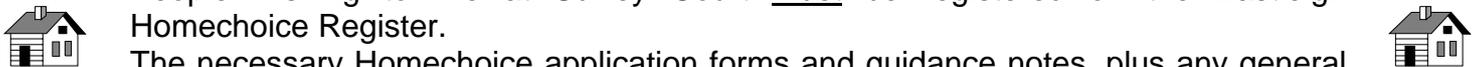




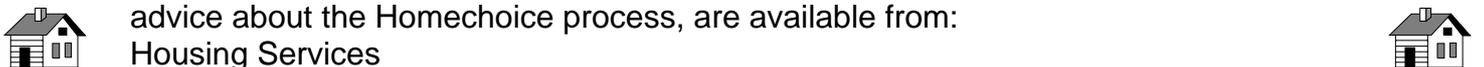
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### How can I be considered for the scheme?



People wishing to live at Surrey Court must be registered on the Eastleigh Homechoice Register.



The necessary Homechoice application forms and guidance notes, plus any general advice about the Homechoice process, are available from:



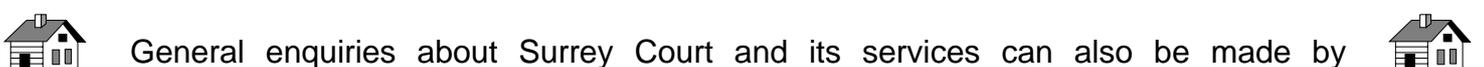
Housing Services  
Eastleigh Borough Council



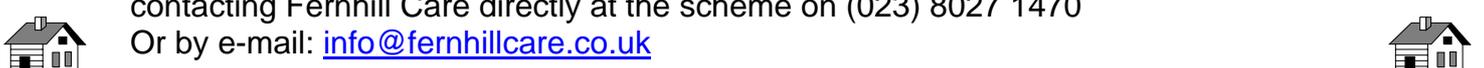
Civic Offices  
Leigh Road



Eastleigh  
SO50 9YN



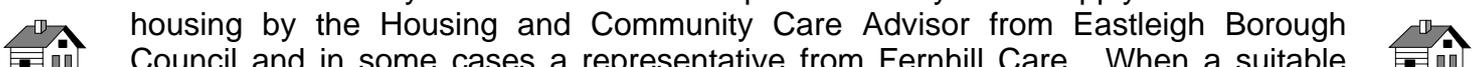
Tel: 023 8068 8165



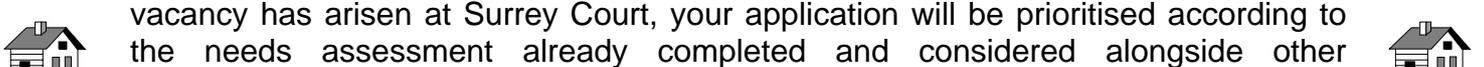
You can also apply on the internet at: [www.eastleighhomechoice.co.uk](http://www.eastleighhomechoice.co.uk)



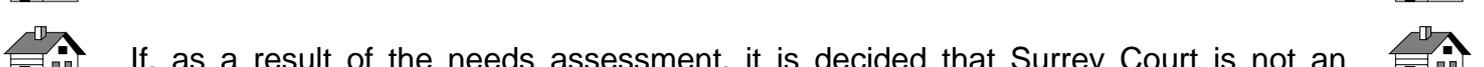
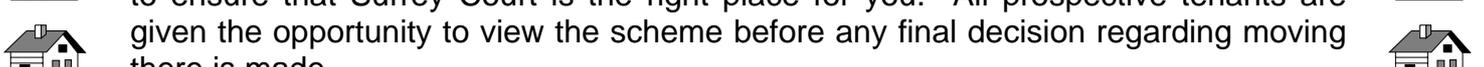
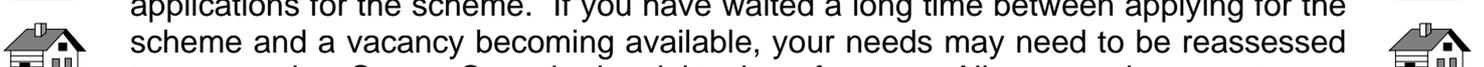
General enquiries about Surrey Court and its services can also be made by contacting Fernhill Care directly at the scheme on (023) 8027 1470



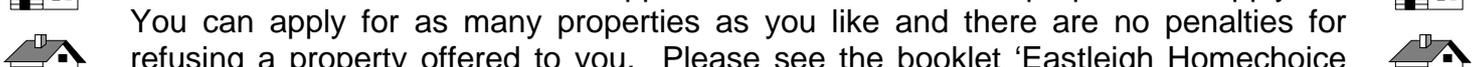
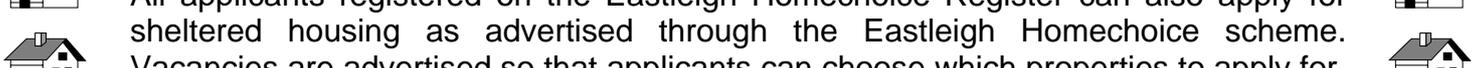
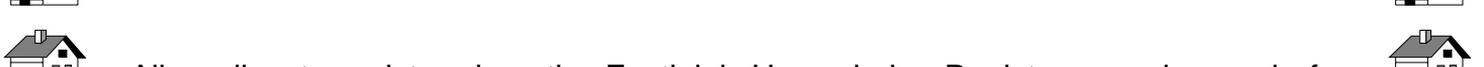
Or by e-mail: [info@fernhillcare.co.uk](mailto:info@fernhillcare.co.uk)



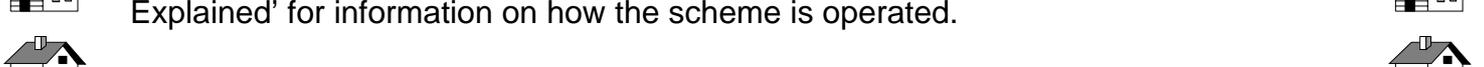
An assessment of your needs will be completed when you first apply for extra care housing by the Housing and Community Care Advisor from Eastleigh Borough Council and in some cases a representative from Fernhill Care. When a suitable vacancy has arisen at Surrey Court, your application will be prioritised according to the needs assessment already completed and considered alongside other applications for the scheme. If you have waited a long time between applying for the scheme and a vacancy becoming available, your needs may need to be reassessed to ensure that Surrey Court is the right place for you. All prospective tenants are given the opportunity to view the scheme before any final decision regarding moving there is made.



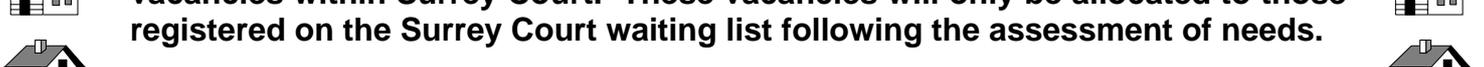
If, as a result of the needs assessment, it is decided that Surrey Court is not an appropriate option for you, you will be provided with a full written explanation from the Housing Community Care Advisor.



All applicants registered on the Eastleigh Homechoice Register can also apply for sheltered housing as advertised through the Eastleigh Homechoice scheme. Vacancies are advertised so that applicants can choose which properties to apply for. You can apply for as many properties as you like and there are no penalties for refusing a property offered to you. Please see the booklet 'Eastleigh Homechoice Explained' for information on how the scheme is operated.



**Please Note – you do not need to complete a property request voucher for vacancies within Surrey Court. These vacancies will only be allocated to those registered on the Surrey Court waiting list following the assessment of needs.**





# Surrey Court Information For Prospective Tenants



## How much rent do I need to pay at Surrey Court?



You will be advised of the rent and other costs at the time when an offer of a flat is made to you. However, the charge is made up of 3 parts.



**The first part** covers the rent due for the flat.



**The second part** is the charge made for the services provided within the scheme such as lighting and heating of the communal areas and ground maintenance.



**The third part** covers the housing related support provided by the staff. This includes help in setting up your home and tenancy, advice advocacy or liaison, help in gaining access to other services and help in establishing social contacts and activities. This support charge does not cover assistance with any personal care needs.



At the moment there is **no charge** for any personal care provided at the scheme. This is currently funded by Hampshire County Council Adult Services. However, it is likely that this will change from April 2006 when it is proposed that the non-residential charging policy will be implemented for the extra care schemes within Eastleigh. If charging for personal care is introduced, all affected tenants will receive a financial assessment and will be advised if they need to make a contribution towards the cost of their care.



**Any charge made will be separate from the rent and service charges and will be paid directly to Hampshire County Council Adult Services.**



## Assistance available



Tenants can apply for assistance with the rent through housing benefit (subject to eligibility). If you qualify for housing benefit it is possible that the housing related support costs may be met (in full or in part) by the Hampshire Supporting People Programme. Even tenants who qualify for full benefits towards the rent and housing related support costs must pay the service charge not covered by housing benefit. If you do not qualify for benefits you must meet all the charges yourself.



## Will this cover all of my living costs?



The following things are not included in the charges mentioned above and you will need to pay for these yourself. If you need help in setting up the payments for these services please ask a member of staff for assistance.



- The electricity supply to your flat
- The Council Tax due for your flat
- The costs of your telephone (if you have one)
- If you are under 75 yrs of age you will need to pay £5 per year for your television licence
- Food and other living costs





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- Contents insurance



New tenants must ensure that all meters are read when they move into their new home. If you are not able to do this yourself, please ask a member of staff for assistance.



## What about heating?



All flats are heated by electric storage heaters.



## Who decides on the level of personal care I will receive?



Hampshire County Council Adult Services will make an assessment of your needs before an offer of a tenancy is made to you to ensure that Surrey Court is the best place for you. If you move into the scheme, a regular review will be held to ensure the personal care provided by the staff is appropriate for your needs. There may be occasions when the staff at the scheme cannot meet your needs and it may be necessary to try to resolve these in another way. However, any changes to your care plan will be thoroughly discussed with you and your family or representative before any changes are made.



## What care and support is provided?



The aim of the care and housing related support is to enable tenants to live independently.



**Housing support** is available to all tenants and everyone receives welfare checks twice a day, in the morning and at teatime or in the evening. If welfare checks are not required you will need to sign a declaration to this effect, which will be kept with your records. A pendant alarm is provided when you move into the scheme to enable you to call for assistance in the case of emergency (please note that if the pendant is lost or damaged a charge of £50 will be made for a replacement). All flats have pull cords that can be used to call for help in the case of an emergency. The care team are on site 24 hours a day and are able to respond to genuine care related emergencies outside of your normal care plan hours.



**Personal care** visits are made to each tenant as detailed in their individual care plan. This may include help with bathing as the scheme incorporates assisted bathrooms and staff are trained to help with this. However, the staff are not allowed to cut toenails, as a qualified chiropodist must do this. Information will be available from the scheme regarding local chiropodists or you may wish to continue to use your own if you have one. Staff at the scheme can assist with the cutting of fingernails unless you have health problems such as diabetes or circulation problems that may be





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affected by possible cuts to the skin. In the interests of hygiene all tenants must provide their own nail clippers and a nail file if they wish staff to cut their fingernails. It is also the responsibility of the tenant or their relatives to arrange dentist, optician or audiologist (hearing aid) appointments. There will be information at Surrey Court on services available locally, or alternatively you may wish to continue with your current specialist.



Staff at the scheme do not carry out any shopping for tenants and they do not do ironing or cleaning of flats. A laundry room is included within the scheme and tenants can use this free of charge. Staff are available to assist you if you require any guidance using these facilities.



Staff are also unable to provide escorts for hospital or other appointments. If you need nursing care, for example if you have dressings that need to be changed or you require regular injections, this will need to be provided by the District Nurse from your doctors surgery as the staff at Surrey Court are not able to provide nursing care.



## Can I bring my pets with me?



This is at the discretion of the scheme manager. Large pets such as cats or dogs will usually not be allowed, although it may be possible to consider smaller pets such as caged birds.



## Can I remain registered with my own Doctor?



If you move to Surrey Court you will need to advise your doctor of your change of address. If you have moved some distance it is possible that you may need to register with a local doctor to ensure that you will receive home visits if required. If you move into the scheme, you (or your family) will be responsible for your own medication. The scheme may be able to arrange for repeat prescriptions to be delivered directly to prevent regular trips to the surgery. If you need it staff can prompt you to take your medication at the correct times. Staff will also call a doctor for you if you are not well. They can also let your family know you are not well if you are happy for them to do so.



## What happens if I am unable to live independently?



Occasionally the care and housing related support needs of tenants can increase to the point where the staff at the scheme are unable to meet the needs of the tenant. If this happens your housing and support options will be reviewed in partnership with you, your family and other involved agencies such as Hampshire County Council Adult Services and the Community Mental Health Team.





# **Surrey Court Information For Prospective Tenants**



**Please Note** – Surrey Court is **not** a residential or nursing home. Fernhill Care is registered with CSCI as a domiciliary care provider and cannot provide residential care.



## **Do I have to mix with others at the scheme?**



The scheme has a communal lounge that is available to be used by the tenants when they wish. The tenants themselves arrange any activities that occur, although the staff will give assistance if required. However, if you do not wish to take part in any of the organised activities you do not have to.



The Sheltered Housing Forum provides for residents of the scheme to make their views and preferences known at regular meetings.



## **Can my relatives come to stay?**



A guest room is available at the scheme to all tenants who wish to have relatives or friends to stay. This can be booked with the staff at the scheme and the current charge is £10 per night (please check the correct charge with the scheme at the point of booking).



## **Fire safety**



All schemes are regularly inspected by the Fire Brigade and must have a current fire certificate to show that all possible steps have been taken to minimise the risk of fire. However, in the event of a fire, the scheme operates a 'stay put' fire policy. This means that if the alarm sounds the staff will call for assistance from the fire brigade. All tenants should remain in their flats until they are advised that it is safe for them to leave.



## **Smoking**



Although tenants can smoke within their own flats, all of the communal areas of the scheme including the corridors and communal lounge are designated non-smoking areas. When providing care or housing related support to tenants staff can request that cigarettes are extinguished. Staff can refuse to carry out care and housing related support tasks within tenants' flats if they believe the level of cigarette smoke is detrimental to their health. Staff are also not allowed to smoke whilst carrying out care and housing related support within your home.



## **Are the flats wheelchair accessible?**



Not all of the flats at Surrey Court are adapted to facilitate wheelchair users. However, if you wish to move into a flat here, adaptations can be made subject to a Social Services referral, although this process can take some time.





# **Surrey Court Information For Prospective Tenants**



## **Can I view Surrey Court before deciding to register on the waiting list?**



If you wish to visit Surrey Court to see if it is the type of housing you are looking for, please contact the scheme first to make sure it is convenient to visit and that a member of staff will be available to show you around. It may not be possible to view flats within the scheme, as these will be occupied. However, you will be able to view the communal areas and the garden and ask questions regarding the level of housing related support and care provided.



The address and telephone number of Surrey Court is



Surrey Court,  
Surrey Road,  
Chandlers Ford,  
Eastleigh,  
Hants  
SO53 3SQ



Telephone – 023 8027 1470



Please note – Surrey Court currently has a respite flat that can be booked on a weekly basis for those who need a break from home to rest or who cannot return straight home after a period in hospital. Please contact Surrey Court directly on the above number if you are interested in booking the respite flat.

