



“A warm and friendly home”



Peppercorn House
31 Peppercorn Way,
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Ipswich, Suffolk
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Heritage Care was formed in 1993 and since then has built a high reputation for quality best practice, innovation and responsiveness. Services are provided in a range of settings, but as a social care provider we specialise in residential and supported living or ‘extra care’ schemes, providing 24-hour care and support.

Heritage Care is a ‘not for profit’ organisation that supports people from diverse backgrounds. Primarily, we help those who have only limited opportunity to participate meaningfully in their communities, despite having a range of abilities, skills and potential. This may be because of the ageing process, mental ill health or a learning disability. Heritage Care is an Industrial and Provident Society (Registration number 27739R).

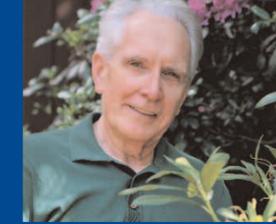
We are governed by a Board of Trustees with members from a wide range of professional backgrounds and act in a voluntary capacity.



INVESTOR IN PEOPLE

**Heritage Care
HEAD OFFICE**

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Peppercorn House

IPSWICH SUFFOLK



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Peppercorn House is a very sheltered housing scheme for older people. It is ideally situated in the Stoke area of Ipswich close to local shops, a short bus ride away from the Town Centre, and near to Felixtowe and the picturesque River Orwell.

There are 23 one bedroom flats, all large enough to accommodate two people. Each flat has its own bathroom and fully equipped Kitchen. Seven Flats are specifically designed for disabled people although all the flats are wheelchair accessible. All flats include cooker, fridge and carpets, tenants bring their own furniture, curtains etc. There is a lift to all three floors.

We provide all our residents with:

CARE

- Individual care plans reflect needs and preferences
- Σ Care staff available 24 hours

SECURITY AND SAFETY

- Emergency pull cords in every flat

ACCOMMODATION

- All flats have fully equipped kitchen and own bathroom
- Σ Pretty and accessible gardens to enjoy
- Σ Meals on Wheels service from on site kitchen happy to meet any particular dietary requirements

ACTIVITIES

- Dedicated activity centre
- Σ Regular trips and visits arranged and available to all tenants

Philosophy of Care

We provide a high standard of individual care that makes Peppercorn House feel like a “home from home”, with residents encouraged to maintain their independence.

Our staff provide care in a professional manner to maintain dignity and respect for the privacy and choice of each resident.

Your Own Space

You and your family may wish to decorate and personalise your flat to your own taste and include treasured photographs, favourite pictures and other personal items. All our flats have a pull cord so that you can call for help in an emergency, as well as a pendant for you to keep with you. Our pretty and accessible gardens are available for you to relax and enjoy the sunshine whenever you wish. The gardens at Peppercorn House recently won a Silver Gilt award in the Ipswich in Bloom Competition.

Your Own Personal Carer

One member of staff will be your Keyworker and will work closely with you to arrange a care plan to suit your individual needs, likes and dislikes. Your Keyworker and our Care Team will be on hand to help you and will regularly review

your plan to ensure you are happy and that all your needs are being met.

Your Own Care Plan

Although it is important that you remain as independent as possible and do as much as possible for yourself, we are here to help with those things you find difficult to manage yourself. Our team of carers are highly trained and will help you with any personal care needs in a kind and caring manner. If you need help, our care staff will be ready to help.

Your Own Personal Care

No doubt, you will want to continue to care for yourself and may have a shower or bath whenever you wish. If you require help please speak to your Keyworker and our staff will carry out any personal care with dignity and respect and honour your privacy.

Meals and Snacks

We have our own kitchen and provide a ‘Meals on Wheels’ service with a choice of dishes to choose from. We can also provide you with meals to suit any particular dietary requirements you may have.

Bedtime and the Night

Our care staff will be on hand to help you get ready for bed at a time that suits you and they will ensure you are settled and have everything you need. There will always be staff on duty throughout the night should you need assistance.

Cleaning and laundry

Our team of cleaners will clean your flat for you every week. If you need help with laundry we can arrange this for you also.

Medical Support

You do not need to change your GP, though you will need to check they are willing to continue your care. If this is not possible we can arrange for you to be registered with a local GP of your choice. A district nurse visits Peppercorn House on a regular basis and will come and see you if required. We will also help you with appointments for dentists, opticians and chiropodists etc as and when needed.

Activities and Entertainment

We have a lovely communal lounge and dedicated activity centre where you can enjoy coffee and lunch. We organise regular trips and visits and our activity centre offers crafts, music, quizzes, board games, gardening and cooking and aromatherapy. We are keen to try and cater for just about anything people want to do, all you need to do is let know what your interests are.

Freedom of worship

Once a month a local Vicar brings communion to Peppercorn House, which is especially helpful if you find it difficult to get out and about. We are always happy to help with any transport arrangements to make it easier to you to continue to attend your usual Church.

Family and Friends

We actively help and encourage you to continue to keep in touch with your family, friends and former neighbours etc. You are free to have friends and family stay over with you and we are happy to help with transport arrangements so you can visit them more easily.

Hairdressing and Shopping

We have a hairdresser who visits regularly or you may prefer to continue with your own arrangements. We will be happy to make appointments for you as required. The local newsagent will deliver your newspapers and magazines and we are happy to help with any shopping if you are unable to get out to the local shops. The postman and milkman will also deliver to your door.

Television and Telephone

All flats have provision for telephone and television.

What do I do next

Contact the Care Manager at Peppercorn House:

Home Care Manager
Peppercorn House
31 Peppercorn Way
Wherstead Road
Ipswich
Suffolk
IP2 8RT

Telephone: 01473
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