

Welcome to

Lambert House

Independent Living Scheme



Telegraph Road
Deal
CT14 9DP

TEL: 01304 373008



Independent Living - Is it for you?

The purpose of Independent Living Housing is to enable you to continue living as independently as possible while providing you with housing related support. When you live in an Independent Living scheme, you still maintain the same responsibilities and independence that you have always enjoyed. Accommodation is available for ages 60+.

Each scheme has an Independent Living Manager whose aim is to support you without intruding, maintaining both freedom and privacy. It is important to understand that we do not provide a personal care service.

What we can help you with:

- Tenancy related queries including looking into your rent account, helping tenants to register on Kent Home Choice and referring to other agencies for housing assessment such as extra care housing.
- Referrals to social services for adaptations, equipment, or care packages.
- Referrals for money and benefit advice.
- Safeguarding vulnerable tenants.
- Setting up lifeline unit accounts.
- Undertaking scheme health and safety inspections.
- Reporting complex communal repairs inside and outside of scheme.
- Weekly welfare checks for vulnerable tenants
- Tenant viewing and sign-ups for new properties
- Liaising with contractors
- Covering out of hours emergencies and covering additional schemes when required.
- Regular updates of tenant information
- Managing Guest room bookings and invoicing

What we cannot help with:

- We are not qualified medical professionals so we cannot provide any medical or personal care. If you feel like you need some help with your everyday care needs, please speak to us as we can complete a referral to Social Services to see if they can support you with a care package.
- We cannot witness any legal documents such as wills.
- We cannot let contractors into your flat in your absence.
- We cannot take in prescriptions for you.
- We cannot handle your cash or bank cards.

Please note: The Independent Living Manager may manage other schemes so will not always be on-site.

Scheme Information

Lambert House consists of flats and communal areas including a lounge.

Bin Area

The bin area is located at the front of the scheme on the left-hand side. There are bins for all tenants to put their household waste and recycling in.

Bin Collection Day

The recycling and household waste bins are collected on alternate weeks on a Monday. The food waste is collected weekly.

Laundry Facilities

There are onsite laundry facilities for tenants to use. The laundry rooms are located on the ground floor and the second floor to the left-hand side of the building.

Guest Room

There is a guest room for relatives and friends that can be booked through our Independent Living Manager. There is a charge for hiring this room.

Lifeline Dispersed Units with Pendants

Your property has a Lifeline pull cord system that is managed 24 hours a day. You can contact the Lifeline service provider by pulling a cord or by pressing your pendant. There are also pull cords and contact points situated around the building to summon help in an emergency.

If you activate the Lifeline by accident, inform the service provider that you are ok.

Local Information

- Post Office
- Newsagents
- Supermarket
- Church
- Hairdressers

Nearest GP Surgeries: Balmoral Surgery,
Canada Road,
Walmer, Deal CT14 7EQ,
01304 373 444

St Richards Road Surgery,
227 St Richard's Road,
Deal CT14 9LF, 01304 364 111

Police: Dial 999 for emergencies and 101 for non-emergencies

Urgent Treatment Centre: Deal has an Urgent
Treatment Centre
(8am to 8pm)
Victoria Hospital
Deal, Kent CT14 9AU

Bus Services

The local bus stop is outside the front of the scheme. The bus can take you into the Deal town centre where you can get a bus to other areas of East Kent.

Train Station

The closest train station to Lambert House is Walmer Train station which is 0.7 miles away.

If you have any questions, you can make an appointment with your Independent Living Manager who will be happy to help.

