

Welcome to

# Norman Tailyour House

Independent Living Scheme



Hope Road  
Deal  
CT14 7UP

**TEL: 01304 366730**



## 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**

Norman Tailyour house consists of ground floor and first floor flats and communal areas including a lounge.

### **Bin Area**

All the bins are around the back of the scheme in the car park. The bins are for household waste and recycling.

### **Bin Collection Day**

The recycling and household waste bins are collected on alternate weeks on a Friday Food waste is collected weekly. .

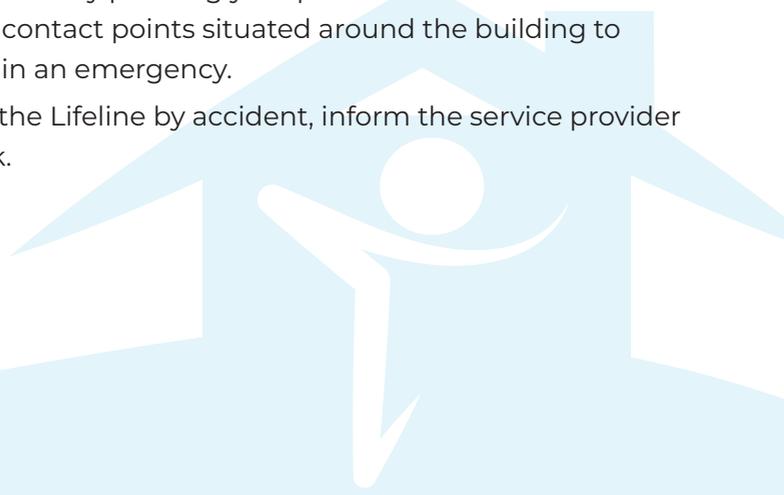
### **Guest Room**

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
- Library
- Church
- Pharmacy
- Hairdressers

**Nearest GP Surgeries:** Cedars Surgery,  
4 Marine Road,  
Walmer,  
Deal, CT14 7DN,  
01304 373 341.

There are other GP surgeries local to the scheme.

**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 a comfortable five minutes' walk and can be found on Victoria Road. The bus can take you to into Deal town centre.

### Train Station

The closest train station to Norman Tailyour House is Deal station which is 0.5 miles away.

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

