

HEALTH AND SAFETY

During your moving-in period, a risk assessment will be undertaken. This is particularly applicable where tenants smoke cigarettes. This assessment evaluates your home environment and ensures that identified needs and requirements are met for your safety. You will be consulted during this process.

If you are ever worried that something in your home appears to be faulty or unsafe, do not use it. Seek advice from DRH staff as soon as possible. Telephone: 776613.

FIRE SAFETY

If you find a fire in your home, call for help dialling 999 immediately and request the Fire Service. The home fire alarm may also be sounding. Leave the building by the nearest exit straight away. Do not wait to pick up belongings and **never re-enter the building.**

GENERAL

If an item of furniture or an electrical item is broken - do not use it. Please inform Jill as soon as possible.

If you are worried that something in the house appears unsafe, talk to Jill as soon as possible.



THE COACH HOUSE

**Numbers 3 and 5 Verne Road
Weymouth
DORSET**

TENANT'S GUIDE



INTRODUCTION

The Coach House is supported housing accommodation, owned by Knightstone Housing Association and staffed and maintained by Dorset Residential Homes (DRH).

As a tenant, you will be given a tenancy agreement outlining the level of support offered by DRH. This support will be specific to each individual tenant, and will reflect the level of support required for you to live a more independent lifestyle.

Benefits will be applied for and organised with DRH staff.

MOVING IN THINGS YOU MAY NEED TO KNOW

Before any decisions can be made about moving into the home, an agreement needs to be made about whether it is the right home for you, how you pay for your rent, and support needs to be determined. This is usually done following a community care assessment by Dorset Health & Social Care.

If you have not already done so you are advised to contact your local Health & Social Care Department who will advise you if care management is appropriate. You may wish for your mental health co-ordinator to do this on your behalf.

SUPPORT COSTS

You can claim help with payment for your support costs from the County Council. This money is known as 'Supporting People' money. Jill will explain this to you.

If your claim is successful the County Council will send this money direct to DRH. In your tenancy agreement you will find details outlining the level of support offered by DRH.

CONTACT BY DRH STAFF

The Coach House Co-ordinator is Hettie Harrower, based at Elsadene. The Liaison Officer for DRH is Jill Robbins. Staff support from DRH, based at Elsadene, will visit the Coach House throughout each day to assist you with activities of daily living such as washing, cooking, cleaning and shopping. They will also be available for some social activities to help you towards a more independent lifestyle.

YOUR HEALTH

Your Mental Health Coordinator will be Hettie Harrower, although other DRH staff will be directly involved with your support on a day-to-day basis. All staff will be available to discuss your prescribed medication.

Other health professionals may be involved with your support. This will continue unless directed so by them. You will have the usual access to your GP Surgery and staff can assist you with making appointments and attendance.

A Careline link is installed on each floor for your use in an emergency out of hours.

COMPLAINTS

Any complaints can be forwarded to the Co-ordinator, or directly to DRH. The telephone numbers are:

Hettie Harrower: *#

DRH: 01305 267483

ACCESS BY DRH STAFF

Authorised DRH staff are legally entitled to access to all properties at reasonable times. Access may be required for property maintenance and this could occur at short notice.

