

ILTnews

Welcome to the first edition of our joint Independent Living Team Newsletter.

Previously we have produced newsletters for the individual services within the Independent Living Team. These being Sheltered Housing, Chace Centre and Older Persons Floating Support.

The Chace Centre is a direct access hostel. It offers supported temporary accommodation for men over 18 years of age.

Our sheltered service provides purpose built accommodation for people over 60. We have several schemes across Coventry offering individual flats for single people and couples. Housing related support is provided by a Scheme Manager at each scheme.



Our Older persons Floating Support Officers work with people in their home to ensure they have access to all the support agencies they are eligible for and that they are receiving all the benefits to which they are entitled. They will assist with advice about security and home safety and encourage a social life.

Cleaning Team

join together at the Chace

The Chace Centre has a large cleaning team who go into the residents rooms to carry out basic cleaning and change bed linen. Until recently the cleaning of the stairways, communal rooms and the offices were carried out by a private contractor. Whitefriars is very pleased to have been able to transfer these cleaners into its own team which means that the whole team can now work together

efficiently and effectively with flexibility.



Healthy Living

Healthy Living Day 8 July 2010

Earlier this month a Healthy Living event was held at the Chace Centre.

The weather was beautiful and everyone enjoyed the barbeque which was supplied - and cooked - by members of the Whitefriars Tenant Involvement Team,

Support Officers who work at the Chace Centre baked scrumptious cakes and gateaux's. This sounds as if not everything was about healthy living but there was plenty of fresh fruit and salad available.

Apart from food, residents and visitors to The Chace Centre could talk to people from agencies such as Swanswell Trust, One Body One Life, National Blood Service, Health Exchange, Alzheimers Society and Willenhall



Library to name but a few. All of these societies giving help and advice on how to get and stay healthy.

Also, Karen, a qualified holistic therapist, gave her time free of charge to give taster sessions of Reiki, Indian head massage, and reflexology

Congratulations to Julian Nield who beat his worthy opponent Anthony Sefton in the final of the Table Tennis Tournament. Winning him a £15 Asda voucher. Anthony who was second won a £10 voucher and Rodregue Rutebuke third winning a voucher for £5

Mobility Scooters

If you are thinking about getting a mobility scooter there are a number of things to think about:

Where are you going to store and re-charge the scooter?

You will first need to speak to a member of staff and discuss where the scooter can be kept. Permission may not always be granted

to keep the scooter in the communal areas because of space and other issues.

You are responsible for your own and others people's safety. It is important to drive slowly when you are in the communal areas and

Green card, Red card

Green to Go - Give us a Red card

We understand that some of our customers do not want to be heard complaining, giving compliments or making suggestions to improve the service we provide.

To make this easier, we have come up with an idea which we hope will encourage customers to let us know what they think about our services and how we can develop them with your help.

Everyone who lives in the Chace Centre, or sheltered accommodation will already have been given two postcards, one green and the other red.

If you want to talk to a member of staff about something we could be

doing better or tell us about something you think works well, all you have to do is put the appropriate card into the suggestion box where you live or give it to any member of Whitefriars staff who works at your scheme.

A member of staff will get in touch with you within three working days of them receiving the card. This may be by phone if we have your number or by a visit to your home,

You are of course still able to make complaints, and give compliments in the usual ways, this is just another way in which we hope to make things easier for some people.



remember not to park the scooter anywhere where it may cause an obstruction.

What do you need a scooter for?

It's best to get professional advice before buying one. There are several sizes of scooter available and you need to be sure you buy one that meets your needs.

Shop mobility is available in Coventry city centre. This allows you to borrow a scooter and not have the responsibility of maintaining and storing it. They can be contacted on 02476 7683 2020.



Come and join us

Do you know that we have a Customer Service Improvement Group for Sheltered Housing. We meet every 2 months. Being a member of the group is an opportunity for consultation and involvement in the current and future development of the sheltered service.

Transport can be arranged for the meetings. And light refreshments are available.

All meetings start at 2:00pm and finish at approximately 3:30pm. We would be delighted to see new people joining the group and being involved. If you would like to come along and try us out, please call Glynis on: **024 7621 0016**.

FunDay

Fun Day at William Thompson and Sackville House

A fund raising fete was recently held at one of our sheltered schemes.

At the event there were several stalls selling bric-a-brac, cakes, tombola, books. The Coventry Air Ambulance attended with a sales table. There was a raffle for some excellent prizes that had been donated.

A member of the Whitefriars Customer Involvement Team was on hand to cook the food on the BBQ.

Fortunately the rain stayed away and we all had a lovely day.



Dont Forget



This is your newsletter, and your input is very important to make it a success. If you would like to contribute in any way, talk to your Scheme Supervisor or call Glynis Cook on 7621 0016 or Diane Ferguson on 7621 4351. We will be very pleased to advertise your social and fund-raising events to tenants and residents across our ILT scheme