



**For more information or to arrange a visit  
contact our General Manager, Kirstie.**

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**Cresta, 40-42 Callington Road, Saltash, Cornwall PL12 6DY**

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# **Saltash Sheltered Housing**

*We aim to provide a 'home from home' environment for our residents to live comfortably within a shared household with assistance and support on hand if required*



**Information for Residents  
and Prospective Residents**



**The Abbeyfield Society** was founded in 1956 by Richard Carr-Gomm in Bermondsey with a group of volunteers who met in Abbeyfield Road (hence the name). They became the first Abbeyfield 'landlord' providing housing and support for older people. The founding principles are still true for us today as the worldwide Abbeyfield International Society works to support older people to live independent lives.



## **... to Abbeyfield Cresta, Saltash**

**We trust you will find the information helpful as you**

**settle into your new home with us or find out more about us and our community before making that choice.**

We aim to provide a high-quality, consistent service that meets the needs of our residents. This involves sharing information and promoting good practice to benefit all who live, or work, in Cresta.

Cresta is unique, gaining its individual character from you and your fellow residents, the staff who support you and our community. So, in addition to reading this booklet, please talk to other residents and our staff.

## **Claiming relevant Benefits**

Claiming what you are entitled to is nothing to be embarrassed about. Benefits are available for those who qualify. It is a universal benefit and calculated based on your National Insurance record and/or your income and savings. A range of financial support is available to help pay for housing costs including rent, service charges (in rented and leasehold retirement housing), housing related support, Council Tax and care home fees. There may also be other financial help available to assist you to live independently. While some benefits and grants depend on your income and savings, not all help is linked to your current income. As your situation or needs change, your entitlements may also change.

If you would prefer not to discuss your financial affairs with Kirstie, she can refer you to someone else who can provide assistance - this could be a local branch of Age UK or the CAB. Most local authorities also provide advice on benefits.

**If you are struggling to pay your rent or other charges, please speak to Kirstie as soon as possible.**

**Thank you for considering Cresta as your home.**

**If you decide to join our household we will do everything possible to ensure you feel secure and comfortable in your new home.**

## Residents responsibilities

**Our residents are required to wear a 'Lifeline 24' under the auspices of Cornwall County Council. This device is used in emergencies and is a 24/7 response service using your telephone connection.**

Cresta has regular residents meetings when you, and other residents, join with staff to discuss matters that are important to you. These meetings cover social and community events, meals and mealtimes. They give you, and other residents an opportunity to talk about the day-to-day and wider issues that are important to you.

## Paying rent and other charges

Paying your rent is important. We want to make paying your rent and any other charges as simple as possible. We will facilitate this by:

- providing a range of flexible ways for you to pay letting you know quickly if your account falls into arrears.
- working with you to get your payments back on track.
- signposting you to other organisations who can help if you have financial worries

Rent is payable on (or before) the 1st of the month, so you are paying for the month to come. When you begin your tenancy, you will be asked to pay the first month when we give you the room key. Our preferred method of payment is via standing order direct from your bank account. We review rent amounts every year and residents are notified - in writing - 28 days before any changes take place.

We aim to **enhance the lives of older people** through the provision of **excellent quality services, governed by volunteers** who set our policy and the overall direction of the organisation.

Being a **non-profit-making charity** - all income generated goes back into Cresta to **provide and develop our services** for current and prospective residents.

In Cresta all our **residents share amenities** within the house whilst **enjoying independent living** with a range of opportunities for **friendship and companionship**.

**Cresta staff** support your needs and are coordinated by our **General Manager - Kirstie** - who is your first point of contact and support.

Kirstie oversees the roles/responsibilities of all our staff who regularly work in or outside the house, and those who visit.

**Volunteers** are an integral and invaluable part of the Cresta team,. They are invited to be on the House Committee contributing to the running of the house.

We welcome volunteers to join our team. Residents, families and friends can become volunteers - roles are available to suit different interests and abilities, and can be on a regular - or one off - basis depending on the time commitment they have available.

You will be given a **tenancy agreement** which is a **legal document**. By signing the tenancy agreement, you agree to meet your responsibilities, to pay rent and service charges regularly (as agreed) in advance, as well as to adhere to any policies and processes that are in place to ensure the health, safety and wellbeing of all our residents. You also agree that you are part of the Cresta community.

**Your bedroom** is your own private space. It's yours to furnish as you wish with personal possessions, and to live in as you choose as long as you abide by Cresta policies which are in place to ensure your health, safety and wellbeing.



Before moving in your room will have been freshly decorated. If you wish to redecorate at any time, at your own expense, please speak to Kirstie. All rooms have a telephone point enabling easy access to the internet. You can install your own entertainment equipment - this can include a television, radio or music system.

As a resident at Cresta, you should ensure you have an allocated representative who is able to support and represent you should the need arise. This needs to be someone you trust and is authorised to speak on your behalf. This can be a family member, friend, or an independent voluntary 'advocate'. Your representative can come to any meetings with you.

### **Changes to Personal Care and Health requirements**

Sometimes, as a result of changing needs, you may feel you can no longer manage without a little help. As part of your needs/risk assessments and continued support planning, we may decide that you require more additional support than we are able to provide. It may be your health needs have changed and you need extra support. If this is the case, although we do not provide this care direct, we will put you in touch with Social Services or primary health care staff who can then advise you. This is an arrangement that you make independently for which you may have to pay separate charges to the provider.

**Out-of-hours support** is always available. Kirstie will explain how this works and answer any questions you have.

### **Doctors and other health professionals**

You are able to use and access all the same health services you need while living in Cresta as you would living in any other property, depending on the availability of health services in your community, you can register and use the services you want.

**In light of the recent pandemic, it is essential that our residents adhere to Government and Health Authority guidelines. This may include restrictions on your movement outside of Cresta and visitors to the house. There may also be the requirement for medical testing or vaccinations to reduce the risk of virus transmission whilst helping you to maintain a healthy lifestyle for yourself, fellow residents and staff.**

### **Our service standards**

Cresta is committed to providing professional, high service levels in everything we do and the services we provide in your home. Your personal information is treated confidentially and assessments, plans and other personal records are stored confidentially. You are able to view your own information at any time.

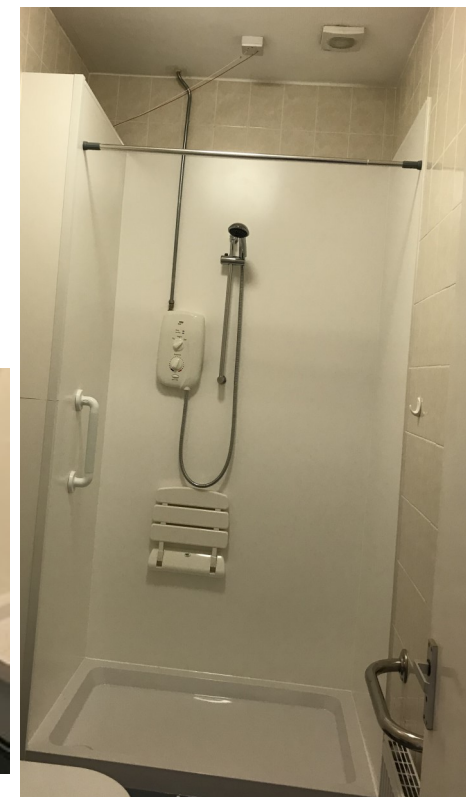
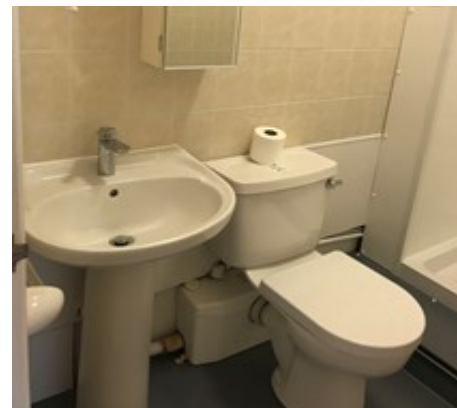
#### **The Abbeyfield Ethos:**

- Providing older people with quality care, housing and nourishment.
- Giving time and skill to support the whole person – body, mind and spirit – for residents, volunteers and staff.
- Alleviating loneliness through communal companionship, activities and wider community integration.

### **Needs and Risk Assessments and Representation**

Every prospective tenant will have an assessment of their personal needs and risks prior to a tenancy being offered. This ensures that any residency offer suits your individual needs.

**Personal washing facilities are en-suite and for your own use during your tenancy, and as your room is your private space, you are responsible for the cleanliness of your accommodation.**



**Other people should only enter your room with your permission** - this includes other residents and visitors. Staff will ask your permission, wherever possible, before entering your room. Kirstie holds a duplicate key so that her staff are able to gain entry if you are unwell, have an accident or in an emergency. To ensure the safety and security of your own belongings and others living in the house, we ask that you close and lock your door when you leave your room. If you are in your room and lock the door, please **do not leave the key in the door** as this would prevent staff from gaining entry in an emergency situation.

You are responsible for any **medication** that you take while living in Cresta. It may be helpful to use the monitored dosage system that several pharmacists provide, and Kirstie will be happy to help you to arrange this.

As Cresta is your home **your doctor can visit you** and you are able to rest/recuperate from temporary and/or minor illness here. If you need to go into hospital, you continue to pay the rent and charges for your room (as detailed in your tenancy agreement) and we keep your room for you for your return.

**If you are ill**, our staff can call in to your room, ask how you are and contact the doctor if you need them to. For short periods of time we can also arrange for meals to be brought to your room.

### **Political involvement and Electoral Role**

We are a **non-political organisation**. You will have your own political views, can vote in elections and/or belong to any political party of your choice.

Your individual details will be included on any census carried out while you live in Cresta.

### **Religious beliefs and practice**

**We welcome people of all faiths and none**. You can take part in religious services within the community or be visited by a spiritual leader of your faith in your room.

As a **resident**, you are responsible for:

- the personal electrical appliances in your own room are all checked by our PAT tester
- informing staff of any repair or maintenance you may notice which needs attention.

The **Trustees** provide **insurance cover** for the shared facilities and up to £2000 of cover for your personal possessions. **Residents must make private insurance arrangements beyond this amount.**

### **Health, Safety and Wellbeing at Cresta**

Health and Safety is an important part of everyday life at Cresta which everyone has a responsibility for. Every member of staff, and resident has a duty to comply with legislation and to report any accidents and/or incidents in a timely manner.

If you have any health and safety concerns please speak to Kirstie immediately. Items can also be discussed - along with many others - at residents' meetings.

**Trustees** and **management** carry out regular assessments of the building and facilities. These look at potential risks or harm and the action needed to minimise them.

## Social activities

The residents notice board provides information (posters, leaflets and flyers) about social activities in the community or in Cresta so that you can see the opportunities available. It is your choice to take part in these activities and if you have ideas for social activities do suggest them to us.

## Helping in the house and garden

If you would like to help in the house or garden - laying the table for meals, watering plants or tending flower beds - please speak to Kirstie.

## Responsibilities of the Trustees and residents

The **Trustees** are responsible for the **heating** and overall **lighting** in Cresta (of course you are able to add lamps in your own room) - if the lighting or heating does not meet your needs, please speak to Kirstie. The **Trustees** and Kirstie carry out reviews within Cresta to identify any **maintenance** that is needed and/or any **improvements** that might be needed to meet changing legal requirements. This includes:

- regular servicing of electrical equipment
- carrying out an annual check of all electrical equipment in shared areas and equipment in your room
- monitoring the property and making sure any repairs and maintenance tasks are undertaken.

## House Security

Entry to Cresta is via a pin-code keypad or conventional door key. You can come and go as you please, but should not share the digital entry code with others. Regular and trusted visitors can be given the entry code, but this must be done via Kirstie. A record is kept of everyone who has this access for security purposes.



## Going out

You must always use the 'in/out' board so that staff know who is in the building at any time. This ensures we adhere to Government and Health Authority guidelines, and does not jeopardise the health and safety of you or any of our residents.

All we ask is:

- that you give staff as much notice as possible (minimum 24 hrs) if you are going to be out for a meal;
- that you update the 'in/out' board as you come and go (this is particularly important for fire safety and security);
- you come and go quietly so you do not disturb other residents; and
- you make sure that when you leave (and return) the front door is securely shut.

## Shopping

As well as visiting local shops, you are able to shop using mail order or online. Items can be delivered to Cresta. You will need to arrange to be in to take delivery of purchases.

## Visitors

You can welcome visitors at any time as this is your home. You are free to invite people and entertain them in your room or in the shared areas. Please ensure any children are supervised by an adult at all times. We do ask however that they, like you, respect the fact that this is a shared house and treat other residents politely and with respect, particularly when using the shared area. To maintain the security and safety of the building and our residents, please ensure visitors complete the visitors' book when they arrive and when they leave. Your visitors are welcome to join you and the other residents for a meal for a reasonable price. Please arrange this in advance with Kirstie and the Kitchen Manager, and ensure that your guest knows the cost of the meal so they can pay on the day.

**During a pandemic, and in line with Government advice and/or legislation, it may be necessary to restrict or stop visitors entering Cresta. Our residents are living as one unit and are therefore considered to be one 'household'. Kirstie will be able to advise further.**

## Shared areas

The shared areas for you, fellow residents and visitors are the **dining area, lounge and garden**. You may use them as you wish - to sit in, meet with a friend or to share an activity with other residents. We are responsible for cleaning the shared areas and will ensure they are kept in a good condition for you all to enjoy. There are **laundry facilities** for the use of all our residents. Kirstie will give you information about them.



## Meals and menus

We provide two meals a day for our residents to eat together in the dining room. A main meal is served at lunchtime and a lighter meal later in the afternoon or early evening. Our Kitchen Manager is happy for residents to share ideas for meals and menus, and provides details of meals in advance. Each resident has facilities in their room to prepare their own breakfast and snacks.

