



Your Choice
Barnet

HESTER COURT

A new extra care scheme in Hendon

Tenant welcome guide

HESTER COURT DETAILS

ADDRESS

Flats 1-75 Hester Court
2 Foster Street
London
NW4 2FP / NW4 2FQ

OWNER

Barnet Council

HOUSING MANAGEMENT

Barnet Homes
3rd Floor, 2 Bristol Avenue
Colindale
London
NW9 4EW

CARE & SUPPORT PROVIDER

Your Choice Barnet

TELEPHONE NUMBER

020 3725 1999

REGISTERED SERVICE MANAGER

Titi Peneva

CARETAKER

Ali Touil

CONTENTS

- 3. Welcome
- 4. Building overview
- 7. Your home
- 11. Location Plan
- 12. Views, compliments, concerns or complaints
- 13. Safety and emergency information
- 14. Transport facilities
- 16. Local area
- 17. Staff
- 18. Care and support
- 20. Appendices

WELCOME TO HESTER COURT

OUR MISSION STATEMENT

“To make a real difference to every customer”

The mission statement is underpinned by our values:

To be person centred

- Show respect
- Find solutions
- Make a difference

This guide is intended to help tenants get the best from their environment.

It contains a description of the facilities and useful information on the operation of the care and support services provided.

There are details of safety and emergency procedures and emergency services with appropriate contact details and information regarding transport links and local facilities.



BUILDING OVERVIEW

Hester Court is a dementia-friendly extra care scheme consisting of 75 one and two-bedroomed flats and communal facilities including:

SHARED LOUNGE

The shared lounge is situated opposite the main entrance and by the reception area and is for tenants' use. There is a TV point. Patio doors lead out to the shared garden.



CAFE

This is for tenants and their family and friends to use; there will also be times when community groups use this area. Community groups will be invited to Hester Court from time to time to provide activities for tenants and non-tenants. There is a coffee station which can be used for making refreshments.



LIBRARY/IT HUB

A quiet space for tenants to sit. This area leads from the café.



MULTI-FUNCTION ROOM

There will be a notice outside the activity room each day to let the tenants know what will be arranged in the room for that day. There is a TV point in this room.



GARDEN

There are two shared landscaped gardens, one to the rear of the building which can be accessed through the lounge and a rooftop garden that can be accessed from the first floor corridors.



LAUNDRY ROOM

Located on the lower ground floor. This room has key-controlled access which is only available from Your Choice Barnet staff.

There is a washing machine, a tumble dryer and a sink unit. The use of the machines can be booked at the reception area and staff support will be provided where required.

SPA BATHROOM & WC

Located on the ground floor past the reception to the left following the corridor round through 2 sets of doors and turning right the Bathroom is on the right hand side.

This room has key-controlled access which is only available from Your Choice Barnet staff. This is the only bath in the building as the flats all have level access showers. The bathroom is equipped with an adjustable height bath and hoist. The bathroom can be booked at the reception area and carers must be present when it is being used.

GUEST SUITE

Relatives may book this room and can stay for up to 7 nights, there is a nightly fee payable for this room, enquiries should be made at reception.

MOBILITY AND SCOOTER STORAGE

These are located on the ground floor and the lower ground floor (basement) and can be accessed from outside and from the corridor.

The stores have fob-controlled access and are equipped with charging points.

TOILETS

There is one toilet with facilities for the disabled on the ground floor this is accessed from the café. This is in addition to the toilet in the bathroom

WASTE

The bin store is located on the lower ground floor at the righthand side of the building. There are bins for general waste and for recycling. Tenants will be supported where necessary to dispose of their rubbish in the bins. The Caretaker service will ensure that the bins are put out on the bin collection day.

OUR CARE TEAM

A Care Team which supports the needs of residents is based on site and have their own office. Staff are contactable via pull cord system, one in the flat hallway and one in the ensuite wet room. All tenants will be offered pendants they can press to alert staff that they need support. This will come through to the staff handset. If there is delayed response from staff the call will go to Medequip who will call the service landline. Some tenants with telephones or mobile phones will call the staff office directly for support.

At Hester Court, tenants with care needs can receive as much as 16+ hours or as little as 7 hours personal care as needed and can live independently, with the reassurance that a member of staff is on-site 24-hours a day. Staff rotas are based on tenants' needs, with shifts starting as early as 7am and finishing at 10pm. Waking night shifts are covered from 10pm to 7am.

The Your Choice managers office and a reception area are located by the main entrance. The manager is registered with the Care Quality Commission (CQC).

YOUR HOME

There are sixty-three one-bed flats at Hester Court and 12 two-bed flats. There is also one guest bedroom. Most of the flats have balconies or direct access on the ground floors into the garden.

Each flat has a fully fitted kitchen, including an electric oven, hob, cooker hood, fridge freezer and washing machine.

Power to the kitchen appliances can be turned off at the multi panel switch above the worktop.

You will need to register the warranties for these appliances with the manufacturer. This can be done online or by phone. You will need the model and serial numbers. Barnet Homes staff can assist if required.



BEKO

Tel: 0800 597 8646

Web: beko.co.uk/register

Electrolux

Web: electrolux.co.uk/mypages/register-a-product/

Bosch

Web: bosch-home.co.uk

There is one lockable kitchen cupboard that could be used for storing medication or valuables if required.

The spacious living areas have balconies or direct access to the shared gardens, there is a TV point and plenty of electrical sockets.

Each of the double bedrooms has direct access into the bathroom, a TV point and has carpet fitted.

There is access into the bathroom from the bedroom and the hallway. The bathroom has a walk-in shower and a mirrored cabinet fitted. Grab rails are available and will be fitted as required.

There is underfloor heating throughout the flat and there are temperature controls in the hall, the lounge and the bedroom.

Ventilation is provided to the kitchen and bathroom by an automatic system. There is a boost switch in the kitchen which should be used to increase the rate of ventilation when cooking.

The buildings and contents insurance does not cover the contents of individual flats, and tenants will need to purchase this type of insurance themselves. Barnet Homes can provide details of an insurance company that does not charge an excess for this type of insurance and leaflets are available when you move in.

Safety features in each flat include:

- Safety features in each flat include:
- A smoke detector which will alert on-site staff if activated
- A sprinkler system
- A fire rated front door with a door closer which is linked to the fire alarm
- Evacuation alarm for full fire evacuation assistance
- A door entry handset
- A door view (spyhole)
- Warden Call system
- Window restrictors

Important notice regarding fire safety features

Please note it is important that nobody interferes with any fire safety features. Any issues should be reported immediately and attended to by a competent professional, instructed by Barnet.

A utility cupboard is in the hall which is where your services are located:

- Hot and cold-water meters
- Hot and cold-water isolation valves
- Electricity meter
- Electricity consumer unit
- Master telephone socket
- Openreach network box
- Underfloor heating manifold

HOW DO I REPORT A DEFECT INSIDE MY FLAT?

A defect is classed as any fixtures or fittings that fail during the first 24 months, such as wrongly installed sockets or doors that do not open or close correctly. Defects do not include any damage caused by neglect or misuse or deliberate damage. Hill Partnership Limited are responsible during this 24-month period for repairing any defects. Defects should be reported to the Barnet Homes Customer Contact Centre:

Email: talktous@barnethomes.org

Telephone (8:00 – 17:00): 020 8080 6587

Emergency Out of Hours Repairs: 020 8080 6587

In the event of a fault occurring within your flat in relation to heating, hot water, electric etc please follow one of the options below:

- A – inform the scheme manager of the fault who will then report to the call centre who would then report the fault to the contractor
- B – report the fault direct to the call centre on telephone number 020 8080 6587

The Customer Contact Team are available from 8am – 5pm Monday to Friday

Please note in the event of an out of hours emergency repair within your flat, please contact the Customer Contact Centre on 020 8080 6587. Either Hill or Barnet Homes will attend. If the fault is deemed as a defect and Barnet Homes attend, then they are to make safe and then the contractor, Hill Partnership Limited, will deal with any rectification during working hours if it is indeed after inspection, confirmed as a defect. If the fault is not a defect Barnet Homes should carry out the repair.

- C – email the fault to talktous@barnethomes.org
- D – report the fault to the caretaker who would report the fault to the call centre who would report the fault to the contractor



COUNCIL TAX

All tenants will need to register for Council Tax, those in receipt of certain benefits can apply for Council Tax discount or exemption the contact details for the London Borough of Barnet are:

Tel: 020 8359 2000

Email: Local.Taxation@Barnet.gov.uk

Online: barnet.gov.uk/council-tax

REFUSE

The following items can be recycled and should be placed in the black recycling bin in the bin store, located in the basement level of the tall block.

- Mixed paper (including shredded paper which must be inside a paper envelope)
- Cardboard
- Food tins and drinks cans
- Cartons and Tetra Pak
- Mixed glass bottles and jars
- Plastic bottles (including toiletry containers)
- Plastic tubs, pots and trays
- Aerosol cans

These items must be put into the recycling bin loose and not in carrier bags or rubbish sacks.

All items of household waste which are not recyclable are to be placed in the red waste bin in the bin store.



LOCATION PLAN



Vehicle access at Hester Court is to the front of the building.

There is no dedicated resident parking, however there are some disabled bays located on the Upper and Lower Fosters Estate. Please refer to Section 8 for local parking and travel information.

The main entrance to Hester Court is situated on Foster Street, Hendon. There is an E-Reception system at reception for residents, staff and visitors to sign in and out.

There is buggy store on the ground floor located to the left of the main entrance and can be accessed from the corridor.

There is a further buggy store in the basement level of block A2 – Accessed from the corridor.

There will be activities arranged for each day and people will be supported to attend as they wish, the activities that are organised will be based on the tenant's hobbies and interests.

VIEWS, COMPLIMENTS, CONCERNS OR COMPLAINTS

YOUR VIEWS

Your feedback is important to us, and we value your opinion. We will contact you regularly for your opinion about the service we deliver and your family if it is your wish for them to be involved in the service we deliver to you.

COMPLAINTS OR CONCERNS

Please see cards/ slips that will be displayed in the reception area guiding you in how you would raise a complaint or compliment, who you can complain to will also be displayed in the reception area. Feedback can also be provided on the E-Reception system when you sign out of the building.

You can make your complaint directly to the manager of the service if you wish, this will be logged and responded to within the timescale and process as described in the YCB complaints policy and procedure.

If you do not wish to complain directly you can contact our Customer Contact Team:

Email: talktous@barnethomes.org

Tel: 020 8080 6587

Alternatively you can also contact;

London Borough of Barnet Social Care Direct

London Borough of Barnet

2 Bristol Avenue

Colindale

NW9 4EW

Concerns can be raised with the Care Quality Commission

Care Quality Commission

CQC National Service Centre,

Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 03000 616161

Local Government and Social Care Ombudsman

Tel: 03000 610614

SAFETY AND EMERGENCY INFORMATION

FIRE SAFETY

The emergency plan has been developed to ensure the safety of the tenants, visitors and staff whilst they are in Hester Court premises. This document aligns with the Barnet Homes and Your Choice (Barnet) Fire Safety Policy.

Barnet Homes will be responsible for the day-to-day management of the building and Your Choice (Barnet) will be responsible for the service provision.

Barnet Homes will complete a Fire Risk Assessment for the building and will be responsible for ensuring the maintenance works are completed as described in the policy. **Tenants will be required to give access to their flat when required for sprinkler head testing, fire alarm testing and fire door inspection - These are all annual inspections.**

Your Choice (Barnet) (YCB) will ensure that the service provision meets the regulatory standards required by the Care Quality Commission. YCB will write a Personal Emergency Evacuation Plan (PEEP) for all tenants who need support to evacuate the building in an emergency. As a minimum, and where the tenant can evacuate the building unaided, fire safety will be discussed with them as part of their general risk assessment.

Staff assigned to work with tenants who have a PEEP will be expected to familiarise themselves with the content so that they can support the individual in an emergency. There may be a temporary PEEP put place for individuals who may have a short-term need for one.

The building operates a Stay-put fire strategy with enhanced management assistance. This means if you are in your home and a fire starts in another part of the building, you should stay where you are as this is the safest place. You should only leave your home if you are directly affected by smoke, heat or flame or instructed to do so by the Fire Brigade or a member of staff.

Residents with a PEEP will be supported by trained members of staff if evacuation is required.

If you are within the communal parts of the building and the communal fire alarm sounds, you should leave immediately using the closest emergency exit and make your way to the evacuation point outside Hester Court. You should not re-entre the building until the Fire Brigade or a senior member of staff confirm it is safe to do so.

FIRST AID AND ACCIDENT & EMERGENCY

The names of nominated First Aiders will be displayed in the reception area.

The locations of first aid boxes are in the manager's office, care team office, café kitchen, laundry room, spa bathroom and care team rest room.

The local emergency services are located as follows:

Accident & Emergency and Urgent Treatment Centre	Local Police Station	Local Fire Station
Royal Free Hospital, Pond Street, NW3 2QG 0207 794 0500	Colindale Police Station 999	Hendon Fire Station 999
In an emergency always call 999		

Edgware Community Hospital is located at Burnt Oak Broadway, Edgware, HA8 0AD, and has a walk-in clinic but does not have an accident and emergency facility.

Local GP Surgeries	Local Dentists
The Phoenix Practice Hendon NW4 4AE	Leo Dental Hendon NW4 2BP
St Georges Medical Centre Hendon NW4 4QR	The Approach Dental Practice Hendon NW4 2HS
Dr Azim & Partners Hendon NW4 3EB	Dental Arts Studio Hendon NW4 3UX

TRANSPORT FACILITIES

BUSES

There are a number of buses serving the area. The following routes stop along Burnt Oak Broadway and on Watling Avenue.

Route number	Route
183/240	Towards Mill Hill or West Hendon
83/N5/N83	Towards Kingsbury Green
83/N5/N83	Towards Golders Green
183/240	Towards Mill Hill or West Hendon

RAIL SERVICES

Station	Travel zone	Services
Hendon Central	Zone 3&4	Underground
Hendon National Rail	Zone 3&4	Overground

Routes are shown on the attached maps. For further information and timetables contact:

National Rail Enquiries

Tel: 03457 484 950

Web: nationalrail.co.uk

Transport for London

Tel: 0343 222 1234

Web: tfl.gov.uk

ROAD AND PARKING

Street parking is limited, but there is paid short-term parking available on Brent Street.

Tel: 020 7979 7133

Web: paybyphone.co.uk

It may be possible to obtain a resident's parking permit from the London Borough of Barnet. Details are available online: barnet.gov.uk/parking/parking-permits-and-vouchers

PEDESTRIAN ACCESS

Pedestrian access to Hester Court for non-residents is via reception on Foster Street.

CYCLING

There is cycle storage in the buggy storeroom located to the left of the main entrance, the internal entrance is to the side of the reception area.

Further information on cycling is available from:

Sustrans (a Sustainable Transport Charity) 2 Cathedral Square College Green Bristol BS1 5DD Tel: 0117 926 8893 sustrans.org.uk	Cycling UK (formerly CTC) Parklands Railton Road Guildford Surrey GU2 9JX Tel: 01483 238 300 cyclinguk.org
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LOCAL FACILITIES

Type	Details
Cafes	La Brioche – Brent Street
Chemists	Sabel Pharmacy -Brent Street
Shops	Tesco Express – Brent Street
Supermarkets	Tesco Superstore Tiling Road
Post Office	Hendon Post Office – Church Road

In addition to the above, there is a large selection of independent shops on Brent Street.



STAFF

Hester Court has an on-site care team who are available 'just in case' 24-hours a day.

- The care and support service is regulated by the Care Quality Commission (CQC) and there is a Registered Service Manager who manages the care team.
- The rest of the team includes care staff, senior staff, other office staff that may include a receptionist/ business support officer as part of the core support.
- The housing management is the responsibility of Barnet Homes and there is a caretaker in post who carries out the day-to-day housing support.

STAFF TRAINING

Staff will undertake the following training as part of their induction:

- Building use and orientation
- Corporate induction
- Basic first aid
- Basic health and safety
- Moving and positioning
- Administration of medication
- Introduction to all policies and procedures
- Dementia awareness
- Dysphagia
- MCA & DoLS
- Safeguarding
- Equality & Diversity
- Fire safety Training
- Dedicated Fire Wardens
- Oliver McGowan

Further training will be provided to staff as required and dependent upon the needs of the tenants living at Hester Court.



CARE AND SUPPORT

Your Choice Barnet is registered to deliver personal care with the Care Quality Commission. Our services include, personal care, medication, a domestic service, shopping etc.

ACCESS TO YOUR FLAT

You will be required to sign to give consent for staff to access your flat using a master key in case of emergencies. The form will explain circumstances in which we may have to access your flat. All care and support activities will take place in your flat to preserve your dignity. It is also for your peace of mind to ensure staff cannot access your flat without your permission unless it was an emergency and you were suspected to be at risk.

HEALTH AND SAFETY

We have a duty to ensure your safety and that of our staff is not at risk. We have a dedicated health and safety team, staff attend training in health and safety as one of the mandatory training. You are kindly reminded not to put yourself or others at risk.

FIRE SAFETY

We have a duty to ensure the fire safety of the building to protect residents, staff and visitors from fire risks. We have a dedicated fire safety team and staff attend mandatory fire safety awareness training. Residents are responsible for fire safety within their homes. We ask that you review the fire safety leaflet included with the home user guide and kindly remind you not to put yourself and others at risk.

DIVERSITY AND EQUALITY

We treat everyone equally irrespective of their background, religion culture, language, sex etc. Our client group includes people with various needs. We equally employ a very diverse team. See our Equality and Diversity statement at yourchoicebarnet.org.

SAFEGUARDING

This commonly means protecting vulnerable adults and children from abuse.

Common types of abuse include, physical, psychological, financial, institutional abuse etc. If you observe or feel you are being abused, please report this to a senior staff member who will report this to the manager to ensure an investigation is carried out as needed. This may include getting a statement from you to clarify what you may have reported.

CONFIDENTIALITY AND DATA PROTECTION

All your personal information will be kept and stored in confidence. We will ask you to sign the third-party consent form explaining who we may need to share your information with. This is on a need to know basis and in line with the General Data Protection Regulation (GDPR)

ADVOCACY

If you or a loved one would like to use this service, please contact them on, 020 8205 3618 or 020 8201 3148.

QUALITY ASSURANCE

We have a team of family members that will visit quarterly from other services such as supported living. They will pick an area such as safe and assess how the service meets this aspect. They produce a report following their visit and this is fed-back to the board. All lessons and areas to improve on will be put into an action plan.



APPENDICES

- Electrical Installation Certificate
- Fire Safety Leaflet
- Travel guide
- Appliance instructions
- Alarm call user guide