



Ty George Lansbury Welcome Pack

The following information sheets provide you with useful information about Ty George Lansbury.

Additional information will also be included in your pack.

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Welcome to Ty George Lansbury

Ty George Lansbury is the first extra care scheme in Torfaen and caters for older people who need care and support but who want to retain their independence in a home of their own. It is a new building that incorporates the latest design standards, as well as meeting current energy saving requirements.

This pack contains lots of useful information about your new home and the facilities and services on offer and we hope it will help you settle in quickly.

Ty George Lansbury is managed by Melin Homes. The care provider is Hafod Care Association and Torfaen Council's Social Care Team are responsible for allocating homes at the scheme.

History

The building replaces a residential care home of the same name that stood on the site. The name itself comes from the prominent MP and personality, George Lansbury, who was the leader of the Labour Party between 1932 and 1935. He was born in 1869 and died in 1940, and was well known a campaigner for social justice and improved living and employment conditions for the working class, especially in the East End of London.

The information in this pack is also available as large print, Braille, on CD or in your own language, please contact Melin Homes on 08453 101102 for further details.

Scheme Manager

Your scheme manager is Mrs Balvinder Sira-Parfitt

She is employed by Hafod Care and is your first point of contact for **all enquiries** during office hours.



Hafod Care

Hafod Care provide care packages and can help with any questions you may have about these, you can contact the Care Team on 01633 867907.

Melin Homes

Melin Homes manages Ty George Lansbury and can help with any questions you may have about your tenancy, rent payments or repairs to your home.

Your Melin housing officers can be contacted on 08453 101102. They are Andrea Miller, Principal Housing Officer
Caroline White, Housing Officer
Rachel Price, Housing Team Assistant



Repairs

To request or report a **repair** please speak to your Scheme Manager during office hours.

Emergency repairs

If you need an emergency repair outside office hours, please call 01495 325333. This number is for emergency repairs only such as those likely to cause a danger to health or serious damage to the property such as flooding.

Torfaen Council

Torfaen Council's Social Care team allocate homes at Ty George Lansbury and can also help with any questions you may have about your care package. They will also help to monitor the quality of the services you receive. You can contact the Care Team on 01495 762200.

Care and support team (Hafod Care Association)

Hafod Care Association are contracted by Torfaen Council to provide a Domiciliary Care Service and a Tenant Support Service at Ty George Lansbury.

What care will I receive?

Your care package will be designed to meet your individual needs. A Care Manager from Torfaen Council will visit you and together you can agree the level of care you will need to support you in your life at Ty George Lansbury. The care you receive may include help with getting in and out of bed, washing and dressing, using the toilet, getting around and assistance with eating or drinking.

Who will support me to maintain my tenancy?

You will be eligible for tenancy-related support at Ty George Lansbury through Hafod Care's Tenant Support Staff. This service will be available based on an assessment of your needs. The Scheme Manager will be able to provide information about this service. Tenancy related support can help to keep you informed about rent, repairs etc, and maximise your independence.

Care Manager Contact

If you are currently receiving a care package you will have contact details for your care manager. If you feel you need help with personal care tasks then you can make a referral to Torfaen Council's Social Care and Housing Department. Please contact the Customer Services Department on 01633 647248.

Individual Care and Support Plans

If you are in receipt of a care or tenancy related support service at Ty George Lansbury you will have an individual plan of care and/or support that you have agreed to. This plan will identify the tasks and assistance you can expect from your care or support provider.

Reviews

Your care and support plan will be reviewed at stated intervals. Your care plan will be reviewed at least annually or sooner if your needs change. If you have a support plan, it will be reviewed quarterly and tailored to your needs.

Care and support team (Hafod Care Association)

Housing Related Support

Housing Related Support focuses on helping you to set up, manage and sustain your home. Support activities vary according to your needs may include the following:

- Help to set up and maintain your home,
- Help to develop domestic, practical and social skills,
- Help with living skills e.g. budgeting, cooking and paying bills,
- Help to manage finances and claim benefits,
- Emotional Support,
- Help to access services e.g. health, social care, legal and housing advice.

Personal Care

This is based on individual care needs and covers things such as help with eating a meal, going to the toilet, bathing, washing and dressing, getting in and out of bed, and help with domiciliary services such as cleaning. A personal care plan is agreed with you and details the type of support and when it is needed.

Rent and Service Charges are payable to Hafod Care Association Ltd and are collected on behalf of Melin Homes.

Your rent and service charge are paid every four weeks.

The service charge goes towards paying for shared services such as gardening, cleaning, lift maintenance etc. It is normally shown separately from your rent on your statements, but is collected as part of the total weekly amount.

The Scheme Manager and Administrative Assistant will discuss with you the best methods of payment to ensure that you can manage this element of your tenancy free from concern. They will also discuss any payment issues with you to ensure any problems are resolved quickly.

Council Tax

Tenants will be responsible for the payment of Council Tax. This will be payable to Torfaen Council in the normal way.

Utility bills

Each apartment has its own electricity meter and you will be responsible for payment of the electricity you use.

Lighting and electricity used in communal areas will be paid for within the service charge.

The heating of each apartment is paid for within the weekly charge as there is one central plant for heating within the scheme.

Water rates

These will be paid as an element of the weekly charge for the accommodation every four weeks.

Telephone

You will be responsible for arranging line installation and paying your own telephone bills.

Television Services / Licence

xxxxx

Meals

Payment for meals is required 4 weeks in advance, and can be made by standing order, cash, or cheque made payable to Hafod Care Association Ltd.

Cleaning

The cleaning of communal areas is covered by the service charge for the accommodation. You can arrange to have your own cleaner and must pay the provider of the service directly.

Hafod Care Association will provide a catering service at Ty George Lansbury which you can subscribe to within your tenancy agreement with Melin Homes.

Meal Times

The lunchtime meal provided as part of the tenancy agreement will be served in the dining room between 12pm and 1pm. There is no provision for meals to be taken to individual accommodation. If you are unable to come to the dining room due to illness your care provider will be able to assist.

Choices

The choice of food will reflect the broad preferences of all tenants and will take into account special or cultural diets. The service aims to provide a choice of two main lunchtime meals, plus specific daily alternatives to meet special or culture specific diets.

Guests

Friends or relatives visiting tenants at Ty George Lansbury are welcome to book a meal in advance. This can be done by contacting the schemes Administrator.

Costs

The cost of lunchtime meals is £4.50 per meal for tenants and £5.50 for visitors.

Charging Arrangement / Bills

You will receive an invoice for meals from Hafod Care Association four weeks in advance. Alternatively you can arrange with the Administrative Assistant at Ty George Lansbury to set up a standing order for this payment. This charge is made outside of your rent and service charge and is due according to your Tenancy Agreement.

Comments/Feedback

You can discuss and comment on the menu provided at the scheme. The scheme manager along with the catering staff will work to deliver a menu that supports your choices, cultural preference and special diets within a budgetary framework.

The following communal facilities are available for you to enjoy:

- dining room
- lounge area
- hairdresser
- physio room
- balcony area
- indoor bowls area
- laundry
- Guest room - This is available for a small charge per night if you would like guests to stay. The room can accommodate two people.

Frequently asked questions

Q1: Is there car parking available on site?

Yes, there are 14 parking spaces in the front of the building for residents and 8 to the rear for staff.

Q2: Are there washing lines available?

Yes, there will be drying lines in the grounds adjacent to ground floor flats. There are also drying facilities in the laundry room on site.

Q3: Are kitchen units set for gas or electric cookers?

Kitchens in flats have space and sockets for electric cookers, there is no gas supply to individual units.

Q4: Is there space for visitors to stay?

Yes, there is a guest bedroom and en-suite bathroom available at a reasonable rate.

Q5: Is there somewhere for me to charge up a scooter/buggy?

Yes, there is a ground floor buggy store with 9 double outlet points. There are also power points between every second flat on every floor.

Q6: Underfloor heating is in place, so will there be advice on the type of carpets that we should have?

Yes, brochures on the recommended types of carpeting will be available prior to move in.

Frequently asked questions

Q7: Will BT phone sockets be available in every flat?

Yes, but you will be responsible for making your own arrangements for line installation and payment of telephone bills.

Q8: I am already receiving care at home and would like to keep my current carers – is this possible?

Yes, while there is a care and support team on site as an integral part of extra care provision, it is recognised that you may wish to continue with your existing care providers. There is no obligation to change to receive care from those based at the scheme, and arrangements can be made for outside carers to access to provide care to you in your home.

Q9: Will it be possible to visit the scheme ahead of moving in so as to plan furniture needs?

Yes, certainly. There will be a first opportunity for prospective tenants to visit the building, but there will be other opportunities as well. Please contact the Lead Assessor/Scheme Manager/Project Manager on _____ if you wish to discuss this further.

Q11: What are the Refuse /Recycling arrangements?

Ty George Lansbury, Pettingale Road, Croesyceiliog, Cwmbran, NP44 2PH
Map to follow

Doctors

Llanyravon Surgery,
Llanyravon Way,
Llanyravon,
Torfaen.
NP44 8HW

Tel: 01633 483255

Dr Graham & Partners,
24 North Road,
Croesyceiliog,
Cwmbran,
Torfaen.
NP44 2EN

Tel: 01633 483226

Health Clinic,
Brynhyfryd,
Croesyceiliog,
Cwmbran,
Torfaen.
NP44 2EU.

Tel: 01633 482375

Dentists

Oaklea Dental Practice,
2 Ashford Close,
Croesyceiliog,
Cwmbran,
Torfaen.
NP44 2AZ

Tel: 01633 483029

Llanyravon Dental Surgery
4 Llanyravon Square,
Llanyravon,
Cwmbran,
Torfaen.
NP44 8HS

Tel: 01633 870889

Wysome & Parry,
36 The Parade,
Cwmbran,
Torfaen.
NP44 1PT

Tel: 01633 483040

Library

Cwmbran Library,
Gwent Square,
Cwmbran Town Centre,
Torfaen
NP44 1XQ
Tel: 01633 647676.

Highway Adult Education centre
Croesyceiliog Community Education Centre,
The Highway,
Croesyceiliog,
Cwmbran,
Torfaen.
NP44 2HF
Tel: 01633 647700.

Local Shops

The Corner Shop,
109 The Highway,
Croesyceiliog,
Cwmbran,
Torfaen.
NP44 2HE
Tel: 01633 873308.

All Day's Stores,
30 North Road,
Croesyceiliog,
Cwmbran,
Torfaen.
NP44 2EN
Tel: 0133 483021

Spar,
15 Edlogan Way,
Croesyceiliog,
Cwmbran,
Torfaen.
NP44 2NR
Tel: 01633 480395

Chemists

Lloyds Pharmacy,
13 Edlogan Square,
Croesyceliog,
Cwmbran,
Torfaen
NP44 2NR
Tel: 01633 482897

Lloyds Pharmacy,
8 Llanyravon Square,
Llanyravon,
Cwmbran,
Torfaen.
NP44 8HS
Tel: 01633 483446

Boots the Chemist,
10 – 14 The Mall,
Cwmbran Town Centre,
Cwmbran,
Torfaen.
NP44 1PX.
Tel: 01633 483281

Opticians

Specsavers Opticians,
9 Llewellyn Walk,
Cwmbran town centre,
Cwmbran,
Torfaen.
NP44 1YN
Tel: 01633 877006

Stewart Greenberg Opticians,
17 The Mall,
Cwmbran town centre,
Cwmbran,
Torfaen.
NP44 1PX
Tel: 01633 866399

Vision centre,
Asda Stores Ltd,
Llewellyn Road,
Cwmbran,
Torfaen.
NP44 1UL
Tel: 01633 645412

Bus service and stops

Ashford Hall (NW) Number 13 + 14 - Forgeside 16 minutes past every hour.

Number 30 - Brynmawr via Pontypool and Blaenavon 1 minute to the hour.

Ashford Hall (SW) Number 13 + 14 - Cwmbran 5 minutes past every hour.

Number 30 - Newport 25 minutes past the hour.

Transport

Torfaen Community Transport Dial-A-Ride Scheme
32 Gwent Square, Town Centre, Cwmbran, NP44 1PL.
Tel: 01633 874686.

Taxi services

Delta Cars 01633 838383
Chauffer 01633 877877

Wheelchair accessible taxis

A2B	01633 866668
Phoenix	01633 864000
Steve's Taxis	07743 728350
Tiger Taxis	01633 869869

Shop Mobility

This is a service which allows you to borrow a powered scooter, electric or manual wheelchair to get round the shops more easily.

Torfaen Community Enterprise Association.
32 Gwent Square, Cwmbran, NP44 1PL.
Tel: 01633 874686