



Harrogate Neighbours

Outstanding Care & Support



Greenfield Court Brochure

Greenfield Court is an Extra Care Scheme where you have the support of our Scheme Manager Monday to Friday from 9:00am to 5:00pm and the Extra Care Staff from 5:00pm to 8:00am for emergencies and weekends. There is also a 24 hour Emergency Call System giving you piece of mind day and night.

STATEMENT OF SUPPORT

- We will provide a service that respects privacy and dignity and maintains appropriate levels of confidentiality about any personal details.
- We recognise that our tenants are individuals and that they are able to make choices about how they live their lives and what services they require.
- We will ensure that the views of tenants are heard and acted upon where appropriate and able.
- We will maintain an ethos that encompasses all tenants spiritual and religious needs. There is access to regular services and communal clergy if required.

COMMITMENT TO QUALITY

Harrogate Neighbours Housing Association Management and staff aim to achieve continual quality improvement through a performance management framework.

Quality is continuous, is an attitude, a desire and firm belief, and therefore affects every facet of service delivery within the organisation on a daily basis.

Aims

- To provide a high quality service to all customers.
- To ensure that internal quality standards compare to the best in this area of health care.
- To ensure poor quality practices are eliminated.
- To establish the tenants perception of a quality service and incorporate that ethos into our evaluation.
- To ensure safe working practices are established and implemented.
- To ensure business objectives acknowledge and incorporate quality issues.

The Association believes that its tenants have the right to:

- Live in an environment where provision is made to recognise and respect individual physical, mental, spiritual and social needs. Live in an atmosphere that promotes personal freedom and self-determination.
- Retain their dignity and independence irrespective of any disability.
- Have their personal privacy respected.

- Live in a safe environment that does not remove their independence.
- Be addressed in a preferred manner.

SCHEME MANAGER SERVICES

The Scheme Manager is employed to ensure the smooth running of Greenfield Court on a day-to-day basis and is ultimately responsible for the implementation of Health & Safety, Basic Food Hygiene and Fire regulations. The Scheme Manager is responsible for the staff at Greenfield Court and any domestic concerns regarding cleaning or maintenance should be reported to her.

DAILY LIFE AT GREEFIELD COURT

EXTRA CARE

The Extra Care Manager and her team are here to help you 24/7 with on-site care and we can provide all your personal care needs such as washing, bathing, administration of medicines, shopping and much more. Our Extra Care Team is always just a moment away. We are registered with the regulation bodies that inspect us on a regular basis.

CATERING

There is a dedicated kitchen on site providing a varied choice menu on a daily basis. Lunch and Supper are served each day in the dining room.

Court Café, our in-house coffee shop, is open every morning and every afternoon for tea, coffee and

homemade cakes, etc. The catering department is directed by the Catering Manager and is supported by the Chef and Catering Assistants.

LAUNDRY

There is a laundry in the main building for your convenience, which tenants use on a rota basis.

MAINTENANCE

The maintenance team manages the general maintenance of the home.

HOUSEKEEPING

The Senior Housekeeper and her team maintain general housekeeping and your room will be cleaned every 3 weeks, should you require further housekeeping this can be arranged through the Extra Care Office.

SECURITY

The Scheme Manager and the Extra Care Team are responsible for the security of the building. Nightly checks are carried out on all windows and doors in the Scheme's communal areas. There is an electronic door entry system for tenants and visitors.

ACTIVITIES

There is a varied programme, which changes every Monday. Please see the notice board for the weekly activities.

VOLUNTEER SERVICES

There is a dedicated team of volunteers from the local community who assist the tenants and staff.

ROOM TARIFFS

Tenancy

	Daily	Weekly	Monthly
1 – 36 single en suite	37.34	261.37	1132.60
37 – double en suite	44.78	313.44	1358.24
38 & 39 large single en suites	40.65	284.52	1232.92
Bungalows (rates for those currently in bungalow)	15.30	107.07	463.97
Bungalows (rates for those taking up new tenancy)	15.37	107.62	466.35
Apartment – 1 Occupant no catering	34.01	238.09	1031.72

Respite

1-36 single en suite	42.94	300.58	1302.51
37 double en suite	51.49	360.46	1561.99
38 & 39 large single en suites	46.74	327.20	1417.87

The above prices are applicable from 1st April 2018.

Tariffs are reviewed annually and any changes implemented will be effective from 1st April 2019.

GREENFIELD COURT EXTRA CARE TARIFFS

LENGTH OF CALL	RATE	
	Mon - Friday	Sat - Sunday
1 hour	18.55	20.60
45 minutes	15.45	16.50
30 minutes	10.30	11.35
15 minutes	7.20	8.25
Medication call (in GFC only)	2.95	3.10
Mileage	45p per mile	This will be agreed as part of the initial contract

Bank Holidays will be charged at time and a half.
Christmas Eve and New Year's Eve calls after 4:00pm
will be charged at double time.

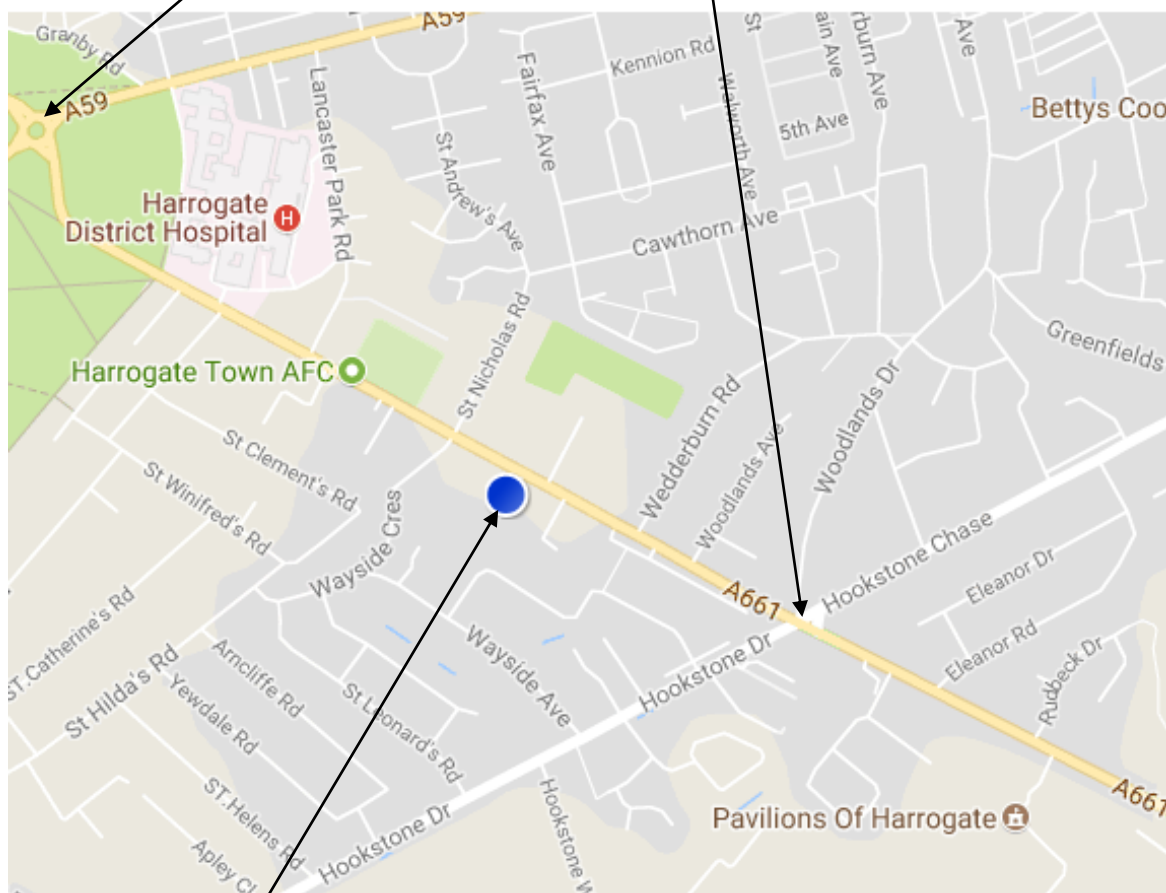
Christmas Day, Boxing Day and New Year's Day will be
charged at double time

RETAINER

In the event of care being suspended for the holidays
and respite, etc. a retainer of 25% of the average
monthly bill will be charged in order to secure time slots.

Empress roundabout

Woodlands Corner



Greenfield Court

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