



NORTH STAR

Creating homes, building futures

Directory of Supported and Sheltered Housing Services for Older People

May 2016

North Star Older Person Services

Extra Care – Aspen Gardens & Ruskin Court, Stockton

Service Description

50 apartments and 20 bungalows for older people who have support needs. We deliver support, offer signposting, and provide housing management and maintenance services; we also have a Handyperson based onsite. We supply carpets and white goods (Aspen only). In addition there is an onsite care team based at Aspen Gardens who provide domiciliary care, this service is provided by Comfort Call.

There is a small guest room at Aspen Gardens to allow family members to stay on an ad hoc basis as necessary.

Length of Stay

The service offers permanent accommodation.

Referrals & Allocations

Referrals via Health and Social Care. Allocations decisions are made by a multi-agency panel.

Type of Service Delivered

- Daily meal provision (Aspen Gardens)
- Bistro, Hairdressers, Complimentary therapies (payable)
- Social and leisure activities
- Support to enable people to live as independently as possible
- Full Domiciliary Care Service delivered by Comfort Call
- Handyperson Service

Staffing

Staff are based at Aspen Gardens but work across Aspen Gardens and Ruskin Court.

We employ a Team Manager, support workers and a handyperson. Our team are available 9:00am – 5:00pm Monday to Friday. The service also has an emergency call out system linked to HomeCall Independent Living Services.

Comfort Call Care Team are present at the service 24 hours a day, 7 days a week, 365 days a year.

Telephone: 03000 11 00 11

Email: Customer.Services@northstarhg.co.uk

Website: www.northstarhg.co.uk

St Cuthbert's Court, Thornaby

Service Description

Sheltered housing scheme providing 32, one and two bedroom flats for people age 60 years and over.

We deliver support, offer signposting, and provide housing management and maintenance services. The scheme has a small communal room that clients can use for social activities, plus a communal laundry and guest room. Properties overlook a well maintained courtyard garden.

Length of Stay

The service offers permanent accommodation with 24hr emergency alarm call.

Referrals & Allocations

Allocations are made using the Choice Based Lettings process. Direct referrals will also be considered.

Type of Service Delivered

- Guest room to enable family members to stay on an ad-hoc basis
- Support to enable people to live as independently as possible
- 24hr Emergency response & monitoring service
- Handyperson Service
- Floating support staff
- Communal lounge
- Laundry room

Staffing

Staff are based at Aspen Gardens, Stockton and are part of our wider Older Persons Team. Our team are available 9:00am – 5:00pm Monday to Friday. The service also has an emergency call out system linked to HomeCall Independent Living Services.

Telephone: 03000 11 00 11

Email: Customer.Services@northstarhg.co.uk

Website: www.northstarhg.co.uk

Levick Court, Middlesbrough

Service Description

Sheltered Housing scheme consisting of 20 two bedroom apartments. The service is managed by North Star on behalf of the Levick Trust and Middlesbrough Council. We deliver all housing management and maintenance services. The scheme has a large communal room which is used for social activities.

Length of Stay

Permanent.

Referrals & Allocations

Allocations are made via Choice Based Lettings, although referrals from social services, health services and direct applications are also considered. Allocations decided via multi agency panel.

Type of Service Delivered

- Housing management
- Support with social activities

Staffing

There is a part time support worker based at the service. Emergency response service provided 24/7 by Connect Call, Middlesbrough at an additional cost.

Telephone: 03000 11 00 11 Email: Customer.Services@northstarhg.co.uk

Website: www.northstarhg.co.uk

Rosedale Court, Middlesbrough

Service Description

Sheltered Housing scheme consisting of 40 one and two bedroom flats for people over the age of 55. We deliver support, offer signposting, and provide housing management and maintenance services. The scheme has a small communal room tenants can use for social activities plus a communal laundry and guest room.

Length of Stay

Permanent.

Referrals & Allocations

Allocations are made via Choice Based Lettings, although referrals from social services are also considered.

Type of Service Delivered

- Support to enable people to live as independently as possible
- Laundry Room

Staffing

A member of Staff is based at the service –Mon – Fri. Out of hours cover is available at an extra cost through Connect Call, Middlesbrough

Telephone: 03000 11 00 11

Email: Customer.Services@northstarhg.co.uk

Website: www.northstarhg.co.uk

Worsley Park, Darlington

Service Description

Sheltered Housing scheme consisting of one and two bedroom flats. The scheme belongs to Darlington Housing Association but is managed by North Star on their behalf. We deliver support, offer signposting, and provide housing management and maintenance services.

The scheme has a large communal room which is used for social activities plus a communal laundry and guest room.

The scheme is set within large well maintained gardens.

Length of Stay

Permanent.

Referrals & Allocations

Allocations are made via Choice Based Lettings, although referrals from social services, health services and direct applications are also considered

Type of Service Delivered

- Support to enable people to live as independently as possible
- Laundry Room
- Guest room

Staffing

The scheme manager is based at the service Monday – Friday.
Emergency response service provided 24/7 by Darlington Borough Council's
Care Link Service.

Telephone: 03000 11 00 11 Email: Customer.Services@northstarhg.co.uk

Website: www.northstarhg.co.uk

Easington Road - Stockton

Service Description

Six bungalows for people with physical and learning disabilities. We provide housing management and liaise with external care and support providers.

Length of Stay

Permanent.

Referrals & Allocations

Referrals via Social Services and allocations are made through a panel.

Staffing

Managed by Richard Craft, Housing Officer based at Aspen

Telephone: 03000 11 00 11 Email: Customer.Services@northstarhg.co.uk

Website: www.northstarhg.co.uk