



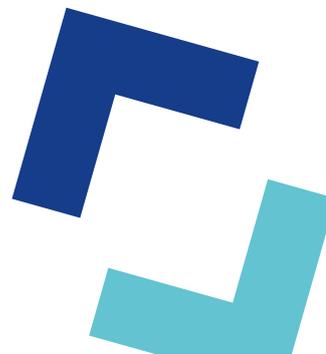
Your guide

John Woolman House

Independent living for older people

How do I contact John Woolman House?

-  0116 406 2290
-  johnwoolmanhouse@ncha.org.uk
-  20 Rawson Street, Leicester LE1 6UN



What is the aim of the scheme?

John Woolman House provides independent accommodation for people aged 55 years and over in a safe, friendly environment where customers can live happy and healthy independent lives.

If you need any help to understand any part of this customer guide please ask your scheme manager.



Where is John Woolman House?

John Woolman House is situated at 20 Rawson Street, Leicester. LE1 6UN, which is close to the city centre and alongside New Walk. All amenities including shops, supermarkets, doctors, dentists, bus station, mainline train station and local hospital are within walking distance.

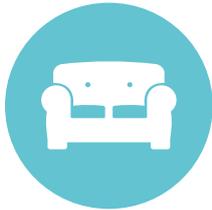


What facilities are there at the scheme?

John Woolman House has total of 49 flats which are a mixture of bedsits, one bed and two bed. Each property is self-contained with its own kitchen and bathroom/shower room. The flats are spread over three floors with a lift and stairs to all parts of the scheme. In each flat, there is electric heating.

The following communal facilities are available:

- Communal lounge with tea and coffee making facilities
- Communal laundry facilities
- Communal dining room with occasional meals
- Residents association / social events
- Communal gardens / patio
- Secure door entry system
- Emergency alarm system
- CCTV
- Scooter store rooms
- Full-time scheme manager
- 24/7 telephone support from our Customer Wellbeing team.



Are homes furnished or unfurnished?

All homes are let unfurnished. Accommodation is maintained to a high standard. NCHA is responsible for the maintenance both internally and externally. Internal decoration is the customer's responsibility.



Are my belongings insured whilst I am living at the scheme?

You will have to arrange for your own contents insurance to cover your personal belongings. The scheme manager can support you with this. NCHA takes no responsibility for your personal belongings.



Can I have friends or relatives visit me at the scheme?

Friends and family can visit you at any time but you are responsible for their behaviour whilst in the scheme. Any overnight guests must be agreed with staff before they stay.



What support is available to me?

There is a scheme manager to enable customers to maintain full and independent lives in their own homes. They are primarily responsible for the building and the wellbeing of all customers.



What can I expect from staff?

The scheme manager invites customers to complete a contact plan, which records the customers' preferred frequency and method of regular contact (at least once-a-week), and records contact details of next of kin or friends to notify should an emergency arise.

The contact plan is shared with our Customer Wellbeing team, which will follow this request when the scheme manager is not on site.

The scheme manager can help to signpost customers and their relatives to find the care and assistance if needed, from a range of options.



When do we all meet together?

We believe in open communication and value customer feedback, which is why we host customer meetings. These meetings provide an opportunity to stay informed about important updates, upcoming events and any changes that may affect our community.

They also give you the chance to ask questions, raise concerns, and share suggestions directly with your scheme manager and neighbours. Your input is essential in helping us create a safe, enjoyable, and well-maintained environment for everyone.

Meetings will be advertised with prior notice. We encourage all customers to attend these meetings whenever possible to stay connected and part of the community's ongoing development. We may also invite external people to these meetings, so you get to learn more about your community.



Social activities

Our community values inclusivity and connection, and we're proud to support customer-led social activities. These activities are advertised within the scheme and provide wonderful opportunities to socialise, make friends and engage in shared interest within a supportive environment.

From coffee mornings and game nights to book clubs and group outings, there's something for everyone to enjoy. We encourage customers to join in and host activities to enrich your experience and foster connections with your neighbours.



Keys, security and safety

For your security and peace of mind, we have established guidelines to ensure that keys are handled safely. Upon move-in, each customer receives a set of keys for their home. Please keep your keys secure at all times and avoid sharing them with anyone outside your household.

If you lose your keys, report it to your scheme manager immediately so we can assist with replacements and ensure building security. We also recommend not labelling keys with personal information, as this could compromise your safety if they are lost.

For added security, our staff will only access your property with prior notice or in the case of an emergency. By following these guidelines, we can all help maintain a safe and secure environment.



What do people living at John Woolman House think about the scheme?

"I like living here the staff are great and have helped me a lot".

"I'm glad I moved here it's terrific and I feel safe".



Fire safety at John Woolman House

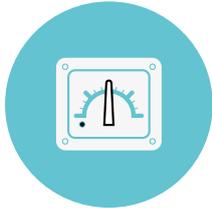
Your safety is our top priority, and understanding fire safety procedures is essential for protecting yourself and others in the building.

Please familiarise yourself with the location of fire alarms, extinguishers, and emergency exits on your floor and throughout the building. In case of a fire, do not use the lifts; always take the stairs, and follow the posted exit routes to evacuate quickly and calmly.

We recommend testing smoke alarms within your home monthly to ensure they are working properly and reporting any issues to your scheme manager immediately. Avoid blocking hallways or exit doors with personal items, as these must remain clear for safe evacuation. Additionally, please refrain from using open flames, such as candles, and use electrical appliances responsibly.

Please inform your scheme manager at the earliest convenience if your health changes and you no longer feel you would be safe escaping the building and a separate plan will be created.

- Close doors and windows behind you if it is safe to do so.
- Go to the car park
- Ring 999 and ask for the Fire Brigade
- Tell them where you live.



What should I do if there is an emergency, flood or the electricity cuts out?

Tell a member of staff straight away. Contact the Customer Wellbeing team if staff are not available, using your Tunstall system or telephone.

If you know how to turn off what is leaking/flooding and if it is safe to do so, turn it off.

If there is a stopcock behind your toilet or a sure safe button next to it, if it is safe to do so, turn it off.



Who to contact in an emergency

Police-Fire-Ambulance	999
Customer Wellbeing team	0345 650 5599
National Grid – For Gas leaks	0800 111 999
Severn Trent – Water	0800 783 4444