

There are some things which for reasons of the Health and Safety of both tenants and staff, or constraints of the service, we are unable to undertake.

**These include:**

Administering or applying any kind of medication.

Lifting from floor level anyone who has fallen.

Carrying out personal care other than in an emergency situation.

Carrying out laundry services other than in an emergency situation or during a short period of illness.

Being responsible for tenants money, valuables or personal belongings.

However, we are able to contact the relevant service to assist with any of the above.

**We are able to:**

Carry out First Aid treatment in an emergency.

In the event of an emergency, handle money, valuables or personal belongings.

With your permission, request a GP, Nurse or Adult Social Care to visit you at home.

**Our objectives:**

Within a caring and supportive environment, Gatesbiel aims to promote independence by encouraging and assisting each tenant to reach their individual potential, while maintaining their dignity.

To be sensitive to the needs of individual tenants within our diverse community.  
To treat each person fairly, with respect and consideration and in a professional manner.

To be aware of the need for security, and the health and safety of our tenants, staff and visitors to the site, and at all times to be pro-active in maintaining a safe living and working environment.

To provide a high standard of service to all tenants and visitors to the site.

We hope this leaflet has been helpful in informing you about the level and quality of care you can expect at Gatesbiel.

Please note that this information is a guide, which allows for flexibility and spontaneous acts of care or kindness.

**Gatesbiel Quaker  
Housing Association  
Information for Tenants  
and their Sponsors**



*Stanley and Emily Davies gave the things they loved the most, their house and garden, on which they had lavished so many years of skill and care, to provide security and pleasure to those in need of sheltered housing.*

*This gift was offered to the community from their Quaker belief in the stewardship of possessions, and in service to others. We have been entrusted to continue this spirit of service and loving concern for those in Gatesbiel and beyond.*

*This keynote needs to be preserved, not only by the staff and management, but by the tenants also; all of us are part of Gatesbiel's caring community.*

*Growing older can threaten one's self-image, but a good self-image is best discovered in the mirror of another's respect. This is an invaluable service which we can render to one another.*

## How we can help you—A guide for tenants and their sponsors

Gatesbielld Staff are normally on duty from 9am to 5pm each day including Bank Holidays.

### **During these hours staff will:**

Make daily contact with each tenant either via the warden call system, or by means of a visit

(frailer tenants can be visited daily if required).

Respond to and deal with emergencies.

Respond to, report and monitor requests for repairs and maintenance work.

As required, staff will assess individual needs and in consultation with the tenant, liaise with family, statutory, voluntary and private agencies to ensure these needs are met.

Help where necessary with neighbour disputes.

Co-ordinate or offer advice on how to access services which can help with shopping, laundry, cleaning, cooking or personal care.

Consider your health and wellbeing.

Assist in maintaining the safety and security of your home, by regular testing of your smoke alarms, fire alarms and warden call system.

Facilitate and encourage social activities.

Offer a listening and supportive ear.

Carry out small repairs such as changing a light bulb or resetting a trip switch.

Assist with reading and/or completing forms.

Tenant Support Service

A bit of extra help when you need it.

Housework, paperwork etc.

(Chargeable)

Should you be unwell for short period, staff are happy to assist with everyday tasks which normally you would be able to carry out yourself.

### **These may include:**

Collecting a prescription.

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Making a telephone call.

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Helping with difficult stockings or shoes etc.

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Changing your bed.

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Dealing with laundry.

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Making a cup of tea and/or bringing your lunch to your flat.

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Please let us know if there is any way you think we can be of help while you are feeling under the weather.