

# Supported Housing Queen Mother Gardens

Sheltered, purpose-built housing In Harborne designed for people aged 55 and over who have a sight loss or visual impairment



# About New Outlook

New Outlook has been providing services to visually impaired people for over 170 years. Starting out in 1846 as part of the Birmingham Royal Institute for the Blind (BRIB), we became a standalone housing association in 1997.

Since then, we have gone through several changes to become what we are today – a professional, reliable and committed provider that strives to promote personalised services to support independent living for people with sensory or specialist needs.

## What is Supported Housing?

Supported Housing offers self-contained, safe accommodation with on-site support to help you remain independent.

Queen Mother Gardens has 25 apartments, communal space and attractive accessible gardens.

Each apartment is unfurnished and offers well insulated, thoughtfully designed accommodation with electric heating and double glazing.

### Facilities include:

- Fitted kitchen
- Spacious lounge
- Double bedroom
- Large bathrooms with walk-in showers

There are also storage facilities, TV and telephone sockets and a 24-hour emergency call system. All areas are fully accessible for individuals with a visual impairment or physical disability. A variety of route recognition aids are situated around the scheme; with wide hallways and doorways contrasting décor and flooring, a hearing loop system, and guide rails.

### The communal area and spacious grounds offer:

- Communal lounge
- Dining area
- Laundry room
- Accessible lift
- Secure door entry system
- Well maintained gardens



During my career at a Housing Association I was based near Queen Mother Gardens and watched it being built. I was lucky enough to get a flat here in 2002. People have come and gone over the years but the atmosphere remains warm and friendly. I love my home and enjoy living here.

*Pat, longest standing tenant at Queen Mother Gardens*

# Our services

## Tenancy support workers

Our tenancy support team work in partnership with individuals to identify positive outcomes and explore any current and future support needs. Each tenant is allocated a team member who

works alongside them to develop a personalised tenancy and support plan. This ensures they have access to services, advice and support, both internally and externally (by referral) if and when required.

## Social and community

Harborne is a thriving bustling suburb in the south of Birmingham. The scheme is close to shops, a post office, doctors surgery and social centres. There are excellent public transport networks to the local area and Birmingham City Centre.

Queen Mother Gardens is very much part of the local community, having developed a strong relationship with local associations, clubs, services and social groups.

In addition to access to local facilities tenants can participate in a range of in-house activities and programmes organised by staff which include coffee mornings, social events/parties, games, exercise sessions and workshops.



## Home support from 'Home Heroes'

Tenants also have the option of purchasing New Outlook's in-house home care and support service. Our Home Heroes team are professionally trained and committed to providing high standards of care. The support they offer includes assistance with everyday tasks, social activities and personal care.

Registered with The Care Quality Commission (CQC), and achieving a 'Good' rating in 2018, New Outlook's 'Home Heroes' can provide support in your home to simply maintain your independence, whether it's an hour a week, several visits a day or a 24 hour care package.

My children are pleasantly surprised at how much I have achieved with my independence since moving to New Outlook. I feel relaxed and confident at home and the help I receive from staff is excellent

*Yvonne, tenant at Queen Mother Gardens*

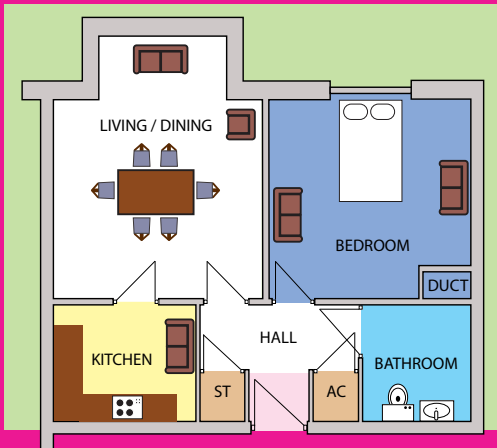


# What you pay

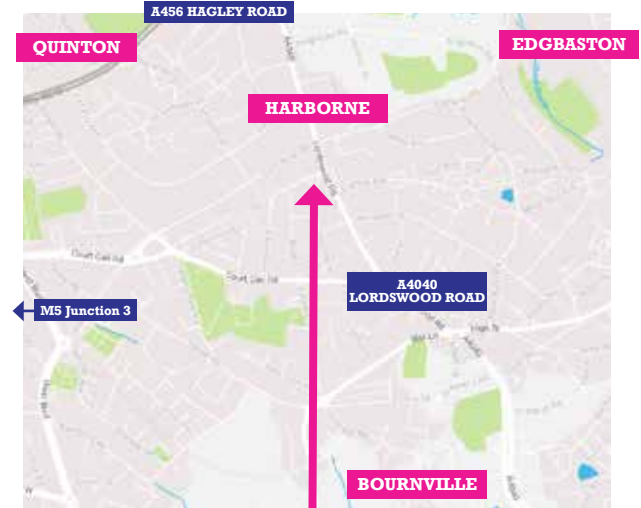
- Rent and electricity, telephone bills and council tax
- A service charge which covers the cost of support staff and communal facilities such as the use of the laundry, lounge, dining room and gardens
- Home care and support costs if you choose this additional service provided by our Home Heroes team

People with a low income may be eligible for help with some of these costs from their local Council, for instance through the receipt of housing benefit or other financial assistance for care and support packages.

Contact us and we can talk to you and your family about the options available.



Thoughtfully designed accommodation



## Where are we?

Queen Mother Gardens  
6 Elm Tree Road  
Birmingham B17 9AP

## Find out more

0121 602 6511  
services@newoutlook.org.uk  
newoutlook.org.uk

If you are looking for quality services that you can rely on then please contact us today.

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