

Rose Villa
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Rose Villa Out of Hours Review

Hello,

I am writing to you because I have recently reviewed the out of hours procedure for Rose Villa and have made the following changes to clarify and improve what support is available for residents.

I would like to thank all of those who gave feedback. We welcome all feedback as this supports our services continuous improvement.

Rose Villa is staffed by a team of two Monday to Friday 9am until 5pm. The team support five people in the hostel and they also support twelve people in the community. This means they will be in the community as well as the hostel during those working hours. Rose Villa is a bridge between a hostel and someone's independent tenancy in the community. The service promotes developing independent skills to move out into the community including managing a tenancy and how to manage personal mental health.

All tenants at Rose Villa have an assured shorthold tenancy and this means that there are responsibilities that we have as a managing agent of the property. This also means that all tenants hold responsibility for their tenancy. One of the differences between Rose Villa and other hostels is that residents have assured shorthold tenancies and not a licence agreement. This means that tenants have more security and rights, and we are not allowed to enter a tenant's room without their permission.

In case of an out of hours emergency the police and ambulance services should be called if there is a threat to life. The police will enter the premises if there is a threat to life or they have a warrant.



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What changes are we making?

- There will be a revised list of out of hours crisis numbers given to tenants including a contact numbers for one of our hostels that is staffed 24/7.
- This hostel will also be a key holder for the Rose Villa Hostel. When someone signs a tenancy agreement, we will ask them if in case of emergency if blue light services or a nominated person can have access to the keys.
- We will update and clearly display emergency contact numbers in hostel, and client handbooks.
- Any out of hours plans will be captured within safety plans and shared with clients and care team.
- We will update our webpage to reflect this review and the feedback we have received.

Should you have any questions or further feedback please contact me:

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Eli Huntsley

Service Manager



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