



**Rosendael, 3 Victoria Road, Broughty Ferry,
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@scotvetres



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Patron in Chief: His Royal Highness The Duke of Gloucester

We are always looking to receive feedback on our services.

Please scan the QR code to provide us with comments and suggestions regarding our services.



Resident Handbook

Welcome

We welcome you to Rosendael and sincerely hope that you enjoy your time with SVR. This handbook tells you about the important aspects of living with us and can also be a handy reference for any questions you have.

All Veterans are here for their own reasons. Some may be with us for a short time, others longer. Please treat each other with the respect we would expect from others.

Please remember that our staff are here to help you and to assist in the delivery of your support. Staff will always be polite and respectful, and we expect the same from you in return. Our staff also have the right to work in a safe environment so please respect our rules. There is a reason for each, so please ask if you need one explaining to you.

We encourage everyone to play an active part at Rosendael whether that is influencing our services, attending meetings, completing surveys, or in any of the many social activities we provide.

The handbook is sectioned to reflect the different services we provide:

1. Living at Rosendael
2. Scottish Veterans Residences
3. Catering
4. Housing Support
5. Occupancy Agreement
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7. Our facilities and activities
8. Useful numbers

If you need information, or if something is not clear we are happy to help.

Speak to us if you feel the need to complain. You can also complain about various aspects of our services to the appropriate regulator, their details are highlighted in the handbook.

We hope that you find the handbook useful, and we look forward to assisting you to live your life as independently as possible as we have done for more than 90 years!

Rosendael Management Team

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1 Living at Rosendael

1.1 What is Rosendael?

Rosendael is a 44 room, supported, house in multiple occupation providing intensive housing support and housing management to veteran residents, staffed 24hrs a day with lifts accessing most rooms.

1.2 Information screens

We have a number of information screens, updated weekly and a noticeboard outside the Grampian Lounge.

The screens at reception, the notice board and in the games room display all the latest news and important information about our services and what is going on at Rosendael and getting around Dundee.

Dining room information about serving times is displayed on the dining room information screens, along with some simple rules for the dining room and healthy eating information.

1.3 Getting online

We have a guest wi-fi for residents and visitors to use. Please ask at the office for access details. Residents can also arrange their own phone line via BT.

1.4 Information hub

Use our new online home for information and resources. Use this QR code to access the hub for training courses, events, publications, employment opportunities, and much, much more.

The information hub has also been installed on the public computers in the Grampian Lounge.



1.5 Fire Alarm

If the alarm sounds you must leave immediately by the nearest exit. Follow the signs to the assembly point, or otherwise instructed. Report immediately to the fire warden, who will be wearing a Hi-viz jacket.

There is a fire alarm test at 2pm every Monday. The alarm is a loud siren and spoken voice. The alarm test will last for less than a minute. You do not need to evacuate during the test.

If the weekly alarm test carries on for longer than a minute, assume it is the real thing and evacuate.

1.6 Food and Drink

See the catering section and information screens regarding our catering services. Drinking water taps are labelled and we have a water cooler in the laundry.

Residents can have their own kettles and microwaves in their room if they wish. We can't permit toasters, hot plates, etc due to the risk of activating the fire alarm.

Residents should store any food items correctly to avoid the possibility of contamination, vermin or food poisoning. Buying a small fridge may be an option.

1.7 Security

Staff receive all callers at reception and will guide them to residents. Staff also regularly patrol both inside and outside the residence. All must sign in and out unless they are delivering an item.

1.8 Visitors

We encourage residents to maintain good links with family and friends. We can make arrangements for one of the lounges to be set aside for residents to receive visitors. Visitors under the age of 16 must be accompanied by an adult at all times.

1.9 Mail & deliveries

All residents have their own mailbox in the vestibule hall and should check their mail regularly. Parcels are delivered to reception and stored by staff. Residents should collect parcels within 24hrs of delivery.

Residents are responsible for attending reception to collect any food deliveries.

Medication deliveries must be made directly to the resident. Staff are not permitted to handle any medication under any circumstances.

1.10 Welfare checks

As part of ensuring everyone's safety, we need to have physical sights of a resident on a daily basis. If a resident doesn't attend breakfast or is not seen by a member of staff by 11am, we will follow that up with a room welfare check, using our master key.

You need to tell us if you are going away overnight and for how long. You need to know that we will conduct a welfare check even if we know you are away.

If someone is absent, and we don't know why, we will continue to try to contact them throughout the day using all the contact information we have.

As a last resort we will report the person missing to the Police if 24hrs pass (less if we think the person is vulnerable) and we have still not satisfied ourselves they are ok.

1.11 Keeping you safe

We conduct regular room inspections to ensure everyone is safe. We also carry out risk assessments on resident's lifestyles to ensure we help minimise any risks identified.

We carry out regular checks on all our equipment and each room is equipped with a staff call alarm to be activated in an emergency.

We also PAT test all your electrical items annually. Only items that pass the PAT test can be used in the residence.

1.12 Facilities & activities

We have a games room, two lounges with full Sky TV packages, a gaming room, computers, a gym, conservatory and extensive gardens. There is always a lot to do at Rosendael, pay attention to the newsletter, information screens for what is available. A Laundry is available for residents to use.

1.13 Repairs

We carry out what we class as emergency repairs within 4 hours, urgent repairs within 3 days and routine repairs within 20 days. Report repairs to any member of staff.

1.14 Participation

We have a resident champion post and hold six weekly resident meetings. We are always looking for ways for you to tell us how to improve our services and we are always keen to assist residents organise themselves. Residents are encouraged to form a residents' committee.

1.15 TV licence

We are grateful to the *Not Forgotten Association* for arranging our communal licence that allows you to have your own TV in your room where we provide access to all terrestrial digital channels. Residents can subscribe to other services if they wish.

1.16 Alcohol & tobacco (inc. vaping)

Residents can consume alcohol and tobacco in their own rooms but should not do so when a member of staff is visiting.

We are aware of the negative impact alcohol can have therefore we actively promote safe levels of alcohol consumption.

Alcohol consumption is not permitted in the common parts and smoking is only permitted outside. A smoking shelter is provided at the conservatory.

1.17 Making a complaint

There is a formal complaint process, but please speak with a member of staff or management in the first instance. Many complaints can be solved by talking through issues, so we reach a common understanding.

Use this link should anyone want to make an official complaint.

<https://www.svronline.org/resources/Complaints-Leaflet.pdf>

2 Scottish Veterans Residences

2.1 Our history

We were formed in 1978 although our supporting charity Scottish Veterans Residences has its origins in 1910. SVR is a Scottish charity and is registered as a social landlord.

We operate three residences, Whitefoord House in Edinburgh, Rosendael in Broughty Ferry, Dundee and Bellrock Close in Glasgow. SVR also has a portfolio of rental flats in Edinburgh, Glasgow and Dundee.

Anyone who has served in the Armed Forces, Reserve Forces or Merchant Marine, or any close relative is eligible to apply for SVR accommodation. We also accept applications from non-service veterans who can make up to 10% of the residents we house.

Rosendael was gifted to us by the sister of Frank Proctor Kyd who was killed in action in August 1916 at the Battle of the Somme. Indeed, Rosendael is a Flemish name as the family had business interest in Flanders.

We opened as a veterans' residence in 1933 and we celebrated our 90th Anniversary in 2023.

Rosendael has 44 en-suite rooms as well as communal rooms and large gardens for residents to use.

2.2 Our mission, vision & values

Our Mission Statement

Provide quality support and accommodation to as many ex-Service and Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able, to return to independent living.

Our Vision

All Veterans living as independently as they are able, in a place they are proud to call their home.

Our Aims (Charitable Objects)

1. To provide housing, access to housing, or housing services, directly or indirectly, for the benefit of persons who were formally members of either the Armed Forces of the Crown or of the Merchant Marine (and the immediate family members of such persons) as are in necessitous circumstances;
2. To promote and assist the work of any Charitable Housing Association(s) with similar aims to those of the Charity; and
3. To provide care and support for persons who were formerly members of either the Armed Forces of the Crown or of the Merchant Marine (and the immediate family members of such persons) as the Trustees of the Charity may, in their absolute discretion, decide appropriate.

2.3



SVR is a registered charity with **OSCR – Office of the Scottish Charity Regulator**. Contact OSCR on 01382 22 04 46 or email info@oscr.org.uk to make a complaint.

2.4 Our Board of Trustees

Rosendael is governed by our Board of Trustees who are all former members of the UK Armed Forces. The board meet regularly and receive reports on our compliance with our various regulatory bodies requirements, our own key performance indicators and is responsible for the strategic direction of SVR.

2.5 Senior Management Team

The Board of Trustees appoint our Chief Executive, who in turn appoints our senior managers including our Deputy CEO, Head of External Relations & IT manager.

These senior staff, along with the three Residence Managers, and the Catering Manager are our Senior Management Team.

2.6 Rosendael Management

Rosendael is managed by the Residence Manager and Deputy Manager. Both registered with the SSSC (See Housing Support), the manager is also the registered manager of the services provided at Rosendael.

Management is also responsible for ensuring the building is maintained in a safe manner and that suitable staff are on duty when required.

We have an open-door policy unless we are otherwise busy. We will use the door sign to indicate when it is fine for residents to call in.

2.7 Our Staff

Our staffing team provide 24hr onsite services to our residents. Although we have several teams of staff covering all the services, we provide such as catering, domestic, support, etc, we are all one big team and operate as such.

Our staff are all professionals and undertake continuous professional development to keep them up to date with required qualifications, certificates and course; all in order to provide the highest quality of service.

Information regarding the current staff team is a permanent part of our information screen display.

2.8 Consultants & Contractors

We employ a number of consultants and contractors to help us manage our residences, keep everyone safe, and ensure we are compliant with our statutory, regulatory and strategic requirements.

2.9 Equalities

We will act fairly to you in all matters. We will not unfairly or unlawfully discriminate against you in any way on the grounds of your race, colour, ethnic origin, nationality, gender, gender identity, sexuality, disability, age, religion or other belief or other status.

2.10 Information, data protection and GDPR

We hold lots of information about you, including what is called sensitive personal data.

In summary, you have the right to access the information we hold on you, but more information is provided in our privacy statement.

2.11 Communicating with you

As well as routinely speaking with Residents, we can ask individuals to meet with our staff regarding issues affecting their support and occupancy.

We also send personal mail to residents regarding individual issues and general letters when there is something you should all know.

We also have the ability to send SMS text messages to residents, who can opt out of these services if they wish.

We produce a regular newsletter that we encourage all residents to read. It contains information and articles relevant to Rosendael on topics such as planned events, maintenance, etc.

We produce an annual report on SVR activities.

We also have access to an advocacy service if a resident needs the assistance of a professional to ensure their voice is heard.

2.12 Policies and procedures

We have many policies and procedures covering every part of our business that staff use to deliver safe and consistent services to you.

3 Catering

3.1 Overview, healthy eating and dietary requirements

Our Catering service is provided by our team of dedicated professionals. They use quality ingredients to produce the healthy meals that cater for everyone. Catering staff are experienced in offering healthy eating advice and providing advice on safe eating for those with dietary and cultural needs.

3.2



Our Catering service is regulated by the Dundee City Council. food.safety@dundeecity.gov.uk or by telephone at **01382 433 710**, option 6.

3.3 Dining room

All meals must be consumed in the dining room unless otherwise agreed.

3.4 Meals

We provide residents with three meals a day, breakfast, lunch and tea. Meal timings are also on the dining room information screens.

We pride ourselves on the quality of our food and we are always interested in finding out your views.

3.5 Refreshments

Residents can also take part in twice daily refreshment breaks at 10.45am and 7pm.

3.6 Menus

We have a repeating four weekly menu that is updated twice yearly in May and November.

Weekly menus are displayed on the information screens at the dining room.

3.7 Special events

Occasionally we will have special events and meals to mark special occasions and holidays. We will often ask for your collective views on what we are planning and welcome your suggestions.

3.8 Room delivery

We can arrange for meals to be delivered to a resident's room where someone is unable to attend the dining room.

3.9 Guests

We recognise the importance of keeping in contact with friends and family, so we are happy to welcome any guest to attend the dining room, subject to the dining room rules.

4 Housing Support

4.1 Overview

Engagement with Housing Support is mandatory for all Residents whether that is support is to move on into the community or maintain someone here at Rosendael.

Housing Support offers a range of support services designed to give people advice and assistance to help them maintain their occupancy and live independently. It's included in our charges and is confidential.

Housing Support can offer support in a number of ways, such as setting up and managing a home, getting in touch with extra help and making the most of local community.

4.2 Health and Social Care Standards

SVR enshrines the health and social care standards in all aspects of the work we do. Access the standards at: <https://hub.careinspectorate.com/media/2544/sg-health-and-social-care-standards.pdf>

4.3



The Care Inspectorate regulate the Housing Support Services provided by SVR - If you need to talk to someone you can contact the Care Inspectorate on 0345 600 9527 Monday to Friday, between 09:00 - 16:00. You can email too, at enquiries@careinspectorate.gov.scot to make a complaint.

4.4 Housing Support Workers

We employ a team of professional housing support staff to ensure resident receives the individual housing support they need to live independently either at Rosendael or if they are moving on into the community.

4.5



The **Scottish Social Services Council** regulate the staff employed by the Housing Support Service. Contact the SSSC on 0345 60 30 891.

4.6 Housing Support topics

We have identified ten main housing support topics where we can provide support to help a resident to develop skills to manage their lives to either move on and live in the community or be maintained here at Rosendael.

The ten housing support topics are housing, home management, working life, finances, diet & wellbeing, isolation & loneliness, self-esteem, mental health, physical health and addictions.

4.7 Housing Support Plan

Each resident has their own personal housing support plan. Their plan sets out the support they will need to meet the goals they set themselves.

Their goals, plan and outcomes are reviewed every six months, or earlier if there is a significant change in circumstances.

4.8 Recording contact with residents

Staff use confidential recording logs to monitor the wellbeing of residents.

Staff also meet regularly to discuss resident's progress and how they can be supported to achieve their goals.

4.9 3rd party support services

Our housing support staff can refer residents onto specialist 3rd party services to assist them meet their goals. This can include, but is not limited to, services to assist with addiction, mental & physical health issues & PTSD. Look out for our 3rd party factsheet at reception.

5 Occupancy Agreement

5.1 Overview

Each resident has a six-monthly renewable occupancy agreement. The agreement provides for less tenancy rights as a tenant would have in their own home.

There are five main parts to the Occupancy Agreement, the agreement itself (and summary); and four schedules covering services, support, inventory & internet usage.

The Occupancy Agreement sets out your rights and responsibilities and is a legal contract between the resident and SVR and you will be given a copy of it to keep.

Veterans are resident at Rosendael because they require intensive housing management to assist them to meet their terms of occupancy.

Contact staff if an alternative format is required.

5.2 Housing Assistants

We employ a team of professional housing staff to assist residents meet their terms of tenancy. The Housing Assistants are also registered with the SSSC.

5.3



As a registered social landlord, SVR is regulated by the **Scottish Housing Regulator**. Contact the SHR on 0141 242 5642 or email at shr@shr.gov.scot

5.4



As a registered social landlord, residents can also complain to the **Scottish Public Services Ombudsman**. Contact **0800 377 7330** or use the contact form on their website at <https://www.spsso.org.uk>.

5.5 Use of the common parts

The common parts include our lounges, the dining room, the gym, games room, conservatory, etc.

There is also a **laundry** for residents to use.

5.6 Start and end of the occupancy agreement

All our Occupancy Agreements are 6 monthly and are renewable provided the resident is engaging with the housing support provided.

Residents must give one week's notice if they intend to leave and are required to leave the room in good condition.

SVR can provide notice to any resident their occupancy is ending on a specified date or can go to Court to obtain a decree for eviction.

In certain serious circumstances management can end an Occupancy Agreement immediately.

5.7 Charges, payments and arrears

Our rents are high because of the intensive nature of the services we provide. There are many payment options available.

The admin desk is open Monday to Friday 0800-1600 (closed for lunch (1330-1400) for rent payments unless otherwise notified

Support staff can assist residents to maximise their income and claim DWP benefits, including housing benefit, although certain charges are not eligible. We will keep you updated on what you need to pay.

It is vitally important and your responsibility to tell your Support Worker if your income changes, for example if you start working.

If you are in arrears and can't repay the debt immediately you will need to sit down with your Support Worker to calculate an affordable repayment agreement. Arrears will not go away if ignored, they will only increase and could jeopardise your occupancy.

5.8 Basic rent

The basic rent charge covers the cost of the individual room rental, room repairs and some of our staffing costs.

5.9 Services

The services are included in the total rent and pay for all the additional communal items, and those that provide the essential, intensive services that all residents require.

5.10 Behaviour

The resident is responsible for their good conduct and that of their visitors through the residence. All visitors must register at reception to assist us in the event of an emergency. No visitors are permitted overnight and must leave by 11pm due to our registration as an HMO.

Residents should be mindful they are living communally with others, so should always ensure they are not causing unnecessary noise and disturbance.

Residents are encouraged to report any behaviour issues they are experiencing, and appropriate action will be taken.

Any incidents of illegal activities will be investigated, and the police may be called.

5.11 Access

If we need to access your room to carry out repairs, we will tell you, unless the repair is an emergency, and we can't contact you immediately.

Staff will also access rooms to conduct necessary welfare checks.

5.12 Pets

We do allow pets, but residents must receive permission before bringing the pet onto the premises.

5.13 Maintaining the room

Your room is your private space and you are required to keep the room clean and tidy, free from nuisance to others. This includes heating, ventilation and placing rubbish in the correct bin outside on a regular basis.

Staff can provide advice and certain items of equipment are available to help you, for example, most corridors have a vacuum for residents.

Although residents are not allowed to decorate their room, we encourage a degree of personalisation.

5.14 Running a business

Residents need to obtain permission to run any sort of business from Rosendael. Conditions will be applied.

5.15 Common parts

We provide a professional, in-house domestic and maintenance service to maintain standards within the residence, carry out repairs and maintain good levels of infection control.

We aim to provide a welcoming place to relax and enjoy your time with us.

Externally we have a landscaping contractor who maintains the gardens to an agreed standard, although there are areas we encourage residents to tend.

5.16 Parking

Vehicles must be parked in the allocated areas. Parking is first come, first served. Permission is needed to park any trailer or caravan, etc.

All vehicles must be roadworthy, and any repairs must not cause excessive noise or damage. We recommend reverse parking.

5.17 Repairs

Report any repairs to us promptly via the member of staff on duty so they can be fixed in good time, this includes any issues with heating, hot water and drinking water taps.

Repairs are classed as either routine (20 days), urgent (3 days) or emergency (4hrs).

EMERGENCY - repairs that require immediate attention to ensure safety and security of the property. Examples – Total loss of water or electricity, total loss of heating (in cold weather), breaches of security to doors or windows

URGENT - repairs that require attention to prevent further deterioration to the property or undue risk or inconvenience to the resident. Examples – Plumbing leaks, heating faults, blocked drains or minor electrical faults.

ROUTINE - any other day to day repairs. Examples – General joinery repairs toilet fittings, internal doors etc, and minor plumbing repairs

Please note that repairs may take longer to repair if they prove more complicated than first reported. But we will keep you informed if there is to be a delay in completing the job.

SVR will recharge any resident for repairing any damage they cause.

Contact the office if any repair has not been completed as scheduled.

5.18 Alterations

Residents can't make any alterations or improvements without the written permission of management.

6 Health & Safety

6.1 HMO

Rosendael is a registered House in Multiple Occupation with Dundee City Council. This requires us, along with aspects of the Housing Support service we provide, to have a number of health and safety items in place.

6.2



Rosendael is registered with [Dundee City Council](https://www.dundee.gov.uk) as a House in Multiple Occupation. Visit [DundeeCity.gov.uk](https://www.dundee.gov.uk) or call 0800 085 3638 and ask for the HMO unit

6.3 Fire Safety

One of the greatest risks in a grouped housing environment is the risk of fire. We have a specialist fire safety consultant advising us on the best means of minimising the risk to residents. We also have a comprehensive fire safety plan. And we receive an annual visit from the Scottish Fire & Rescue Service Fire Officer.

6.4 Fire Alarm

Rosendael is equipped with a comprehensive fire and smoke detection alarm system that is maintained by a professionally qualified contractor and tested regularly.

6.5 Fire evacuation drills

We perform four scenario-based evacuation drills every year that every resident must participate with.

6.6 Firefighting equipment

All our firefighting equipment is supplied and maintained by a professionally trained contractor. Our staff also perform regular checks of the equipment.

6.7 Water safety

Our HMO licence also requires us to test our water systems regularly for cleanliness to guard against bacteria like Legionella.

6.8 Electrical Safety

We carry out regular testing of all our electrical equipment using a professional contractor.

We also need to PAT test all resident's own electrical items on an annual basis. Any item failing the PAT test cannot be used until it is repaired and retested.

6.9 Gas Safety

We have a gas maintenance contract in place to ensure our boiler and other gas equipment are safe.

6.10 Infection control

Keeping everyone safe from infection is very important. Our domestic and catering staff keep touch surfaces clean and tidy.

We also have a health and safety consultant who advises us on the steps we need to take to keep you safe.

We have a process ready and waiting should there be an outbreak of infectious disease. If this happens, we will work with the local NHS Health Protection Team to manage the situation.

6.11 Decant

We have an agreement in place with two local hotels to move residents temporarily in the unlikely event that Rosendael (or part of the building) is not habitable for any reason.

6.12 Risk Assessment

We use a number of different risk assessments to ensure we identify the issues that pose threats to our residents, staff, the services we provide and Rosendael itself.

7 Our facilities and activities

7.1 Overview

We are very proud of our facilities and activities here at Rosendael. We recognise the importance of keeping active and the positive mental health benefits of participation and exercise.

We try and have an activity every day, whether that is a planned event or a walk around the Ferry. We have professional Activities Officer and our Housing Assistants are always keen to help organise activities.

Have a look at our website page for a visual guide to Rosendael and our aerial drone footage.

7.2 The FPK lounge

Named after Frank Proctor Kyd, the FPK is a comfortable lounge with sofas and armchairs and full Sky TV package. The FPK is a multi-function room that we also use for training and meetings and hosts our book exchange library.

7.3 The Grampian Lounge

The larger of our two lounges, the Grampian has a mix of comfortable and formal seating and a full TV package. The lounge is used for resident activities and for resident meetings.

7.4 The Games Room

Complete with a full-size professional snooker table dating back to before Rosendael was gifted. The room also has a dartboard and information screen.

7.5 The Conservatory

Another multi-function space, the conservatory is where residents enjoy morning coffee and can play table tennis.

7.6 The gym

Residents can access our gym and equipment either with our qualified staff, or on their own after an induction. Gym door access code is available to staff after gym induction, so they are use whenever they want.

7.7 Gaming room & computers

We have a gaming room complete with Xbox and gaming chair, and a selection of games. We also have two desktop computers that residents can use.

7.8 The Interview room

This is where our in-house counsellor holds their surgery every Wednesday morning but are also available for residents to meet privately with staff, 3rd party professionals, or family & friends.

7.9 Entrance Hall

Hosting our reception, we also have an information screen and night desk.

7.10 Offices

We have offices for support, management, housing & admin.

7.11 Smoking shelter

The smoking shelter is located outside the conservatory.

7.12 Greenhouse, poly tunnel and raised beds

These offer a fantastic space for the green fingered to cultivate plants, fruit and veg for our gardens.

7.13 Summer house & pergola

Away from the hustle and bustle of the residence this area offers some peace and tranquillity for residents. It's also quite the suntrap.

7.14 Gardens and grounds

Our extensive green areas are host to a multitude of flora and fauna, including the secret garden, lawn and fruit trees areas.

7.15 Woodlands & Dundee Leisure and Culture Trust passes.

We have memberships with both these organisations allowing residents free access to their sport and leisure facilities including swimming, gym & sauna.

7.16 Cycles

We have four professionally maintained cycles, including an electric bike, that residents can borrow themselves or be used as part of a grouped activity.

7.17 Walks & cycle rides

There are several safe areas in the local area for walks and cycle rides, either individually or with staff. Further afield we can organise longer hikes, cliff walks and mountain biking for the more adventurous.

7.18 Fishing & Golf

We have access to both course and sea fishing and most of the equipment needed for a good day to measure the one that got away. We also have a membership at a local golf club.

7.19 Games & tournaments

We work with residents to organise games nights (bingo, cards, quiz, etc) and tournaments (snooker, darts, dominoes, etc.) along with movie nights.

7.20 Trips out

We use our charitable donations to organise occasional days out to local points of interest.

7.21 And finally, just ask!

If there is anything at all you are concerned about or want to clarify, just ask any member of staff who will be happy to help you.

8 Useful numbers

8.1 Overview

Our staff will be able to provide you with contact details for all the services we work with here in Dundee and across the UK to support you, but here are just a few of the local numbers you may need.

8.2 The numbers...

Broughty Ferry Health Centre 01382 731331
Grove Health Centre 01382 778881,
Forcesline, 0800 260 6767,
SSAFA 0141 488 8552,
Dundee CAB 01382 214633,
Veterans Agency 0808 1914 218
DIAS 01382 205515.

End.