

# Service summary

## Ardrossan Court

Ardrossan Court is sheltered accommodation for customers over 60 years with a support need or with a medical need.

We are opposite Rossmere Park and close to local shops and bus route.

There are 35 properties on the site, with a mixture of 1 and 2 bed roomed apartments and each consist of living room, kitchen, bedroom/s, bathroom and passage.

The site manager is available every day for assistance or advice

Sheltered housing focuses on freedom and flexibility, offering a home of your own and support facilities if and when you need them.

On-site support officers are available to assist with housing management, co-ordinating repairs, allocating apartments, responding to general queries and maintaining the health and safety of the building.

We try to create sociable and friendly community.

## Service provider

Thirteen Group

## Client Groups Served

Older Person

## Costs

- Rent and service charges can be discussed on an individual basis.

## Accessibility

### Physical Environment Accessibility

#### Are your premises accessible?

Yes

#### Further details about your premises' accessibility

There are stair lifts to the upper floors within each block, also wheelchair accessible in the communal building. All flats have Tunstall alarm system. There is a door entry system to each flat at the entrance of the building. We can provide support, advice and access to adaptations for each tenants individual needs communal areas are also accessible for our Tenants diverse needs.

#### Is there accessible parking on site?

Outside parking for tenants and visitors.

#### Do you have accessible/disabled toilets?

Toilet facilities within communal lounge.

### Other Accessibility

#### Could you provide a BSL interpreter?

Yes

#### Please enter any further notes about your ability to offer a BSL interpreter

There are staff within the organisation who can sign and also interpret and all information is provided in many languages Braille and also audio.

#### Do you cater for religious/cultural needs?

Yes

#### Please give further details

We have and can refer into services when requested by our residents to arrange for them at their request to access holy communion in their own homes.

#### Is a referral required to access your service?

No



☎ 0300 1111 000 ✉ [customerservices@thirteengroup.co.uk](mailto:customerservices@thirteengroup.co.uk)  
Visit service website

## Address

Ardrossan Court  
Rossmere Way  
Hartlepool  
TS25 5HN

## Opening times

If you would like to look around, please use the contact number to make an appointment.

## Plan your journey

Get here with [Traveline Google Maps](#)

## Similar services

Burbank Court  
Newholme Court  
Priory Court  
Richard Court  
Bramley Court