

# housing&care21

## A guide to **Extra Care**



## What is **Extra Care**?

Extra Care offers independent living in affordable, well-designed apartments, with access to on-site flexible care and support services and a range of attractive communal facilities that help create supportive and sociable communities.

## Extra Care **properties**

Our Extra Care courts offer modern one and two bedroom apartments and bungalows. The properties are spacious and well-appointed, with level-access bathrooms and kitchens. The bathrooms have two access doors for flexibility and convenience, and the kitchens come fitted with in-built hobs and ovens. All the properties are fitted with emergency alarms, for additional reassurance and peace of mind.





## Care and **support**

Extra Care courts have flexible care and support services based on site and available 24-7. Care is provided by well-trained and friendly staff, and is tailored to meet the needs of the individual residents. Our care services are regulated by the Care Quality Commission (CQC).

### **The care services can support with:**

- Personal Care
- Social activities
- Domestic tasks
- Shopping and paying bills
- Food preparation
- Fitness and wellbeing



## Life at an **Extra Care court**

Extra Care courts are designed to support older people to maintain their independence. Residents have their own private properties and can access the communal areas to socialise with their friends and neighbours as they choose. Most courts organise regular social activities that people can take part in if they wish.

We like to help create friendly and supportive communities on our courts, where the residents know each other and socialise freely, and there is always someone around for a chat.

Housing & Care 21 supports responsible pet ownership and more information can be obtained from each individual court.





## Communal facilities

Each court has a range of warm and friendly communal spaces, with facilities varying from site to site. Typically, there is a spacious residents' lounge, a restaurant or café, a hair salon and a small shop. These are open to the public as we like the courts to be an important part of their local community. There is also usually a laundry room, buggy store and a guest room for visiting family and friends.

## Outside space

The gardens are landscaped and well-tended. Residents are welcome to help out with the gardening if they wish, or simply sit back and enjoy the pleasant surroundings.



# The Housing and **Care Manager**

Our Housing and Care Managers liaise with our residents to ensure the smooth management of their court. They support residents by organising any necessary repair work, liaising with external contractors and signposting them to other services that can help them. They will also be able to help with organising care if required.

## Extra Care – **the benefits**

- Independent living
- Housing and care manager to provide help and support
- Residents' lounges for socialising
- Restaurants and/or cafés
- Hair salons and/or well-being suites
- Well equipped laundry rooms
- Guest rooms for friends and family
- Landscaped gardens with seating areas
- Assisted bathing suites
- Dementia friendly
- Pet friendly policy
- Experienced and dedicated Care staff on site 24/7
- Care and support services tailored to individual needs
- Spacious self-contained apartments
- Fully fitted kitchens
- Well appointed bathrooms
- Lift access to each floor
- Private car park
- Buggy store



## Availability and **eligibility**

Extra Care properties are available to rent or to purchase under a shared ownership or outright sale arrangement. Tenure mixes vary dependent on the circumstances at the individual court.

The developments are age-exclusive, and you must be aged 55 or over to live in one of the courts. Each court has its own eligibility criteria dependent upon the local authority.

We have more than 120 Extra Care schemes around the country. Please visit our website [www.housingandcare21.co.uk](http://www.housingandcare21.co.uk) to see where they are and what is available.



## Service **charges**

There is a service charge included to support the costs of maintaining communal areas and grounds. Other charges may also apply. All charges will be discussed during the application process.

If you are interested in letting a property, contact our **Lettings Team** on **0345 606 6363** or [lettings@housingandcare21.co.uk](mailto:lettings@housingandcare21.co.uk)

If you are interested in purchasing a property, contact our **Sales Team** on **0345 608 4021** or [sales@housingandcare21.co.uk](mailto:sales@housingandcare21.co.uk)



## Extra Care – **in their own words**

### Keith **Skinner** - Resident

“It’s the life of Riley! In our bungalow we were completely isolated and we never used to see anybody. Here we have company and we get to socialise with other people.

“The care staff here are absolutely fantastic. It is just so nice to have the support there so you don’t have to worry about anything.

“Our apartment is great, the staff are brilliant and the residents are so friendly. It is a wonderfully caring community here. What more could we ask for?”

*“Here we have company and we get to socialise with other people”*

Keith Skinner





*"Having the facilities at hand is great"*

John and Pauline Wilson

## John and Pauline **Wilson** - Residents

"Though we intended on staying in the bungalow, our health had deteriorated and once we had seen the Extra Care court, it just felt like the right move for us.

"Having the facilities at hand is great. I still cook but it is nice to have the option of going to the restaurant and we love the activities and groups.

"Everyone is so friendly and having that company is fantastic.

"It's not an easy thing to have to admit and I think if you were at home you would just struggle on with it. But the fact that the care is here means that there's no hassle at all, you just speak to the team and then the support is added to your package."

## Hazel **Nicholson** - Resident

"I'm extremely happy here, I have my independence and my own front door but I also feel secure and safe and have others around me.

"I've made so many friends here and there is always something going on, some kind of social activity or entertainment; it's fantastic. My family visit regularly and there is a really nice guest suite on the site which is so convenient.

"I'm lucky because I don't need any help at the moment. But the carers are wonderful and so friendly and it's great to know there is always someone there, it gives you real peace of mind."

*"From the first day I moved in here I have loved it"*

Hazel Nicholson







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