

2017

South Gloucestershire

# ExtraCare

## Housing



The **ExtraCare** magazine that aims to give you all the information you need to help you consider if **ExtraCare** living is for you.

[www.southglos.gov.uk](http://www.southglos.gov.uk)

# Welcome to **ExtraCare** in South Gloucestershire



**Well Aware is a signposting service for health and wellbeing services in South Gloucestershire and Bristol.**

Please ring Well Aware's telephone number **0808 808 5252** for people who do not use the internet.

## Your Health and Wellbeing

**Staying healthy and active is important for everyone. In this latest edition of South Gloucestershire's ExtraCare Housing magazine we have included a range of health information that you may find useful.**

A fuller range of services are available on the South Gloucestershire website **[www.southglos.gov.uk](http://www.southglos.gov.uk)** - all you need do is type in Health and Wellbeing into the search box and you will go straight there.



**Welcome to the latest edition of the ExtraCare magazine that aims to give you all the information you need to help you consider if ExtraCare living is for you.**

If you want to stay in control of your life, keep your independence and privacy but you need some help with day to day living, ExtraCare housing could be what you are looking for.

This issue includes the latest details on the five schemes to choose from in South Gloucestershire.

Each scheme has one or two bedroom flats to rent. The accommodation is attractive and accessible and designed to make you feel safe and secure. All the schemes offer a range of communal facilities and activities and 24 house care and support (see pages 4 & 5).

ExtraCare living combines independence and privacy whilst providing security and on site care presence. ExtraCare is designed to make life easier for older people who can no longer cope with entirely independent living.



# Frequently asked questions



## Applying for ExtraCare housing

### Eligibility For rented:

- You must be aged over 55
- Have a local connection to South Glos
- Have an assessed care and support need.

### How do I apply?

By telephoning the Housing Contact Centre on **01454 868005** or go to the South Glos website under Housing then HomeChoice. There you will find the procedure that will take you through what you need to do.

## ExtraCare flats for sale

Arrangements for ExtraCare flats for sale will differ, further details are available on the ExtraCare Charitable Trust page.



## ExtraCare living

ExtraCare living aims to maximise your health and wellbeing so that you retain or improve your independence for as long as possible.

### Who will provide the care?

Care will be provided by an on-site ExtraCare team. They will work in partnership with South Gloucestershire Council to provide high quality care and support.

### Will there be staff on duty 24 hours?

Staff are on duty around the clock.

### Are cookers, washing machines and fridges provided in the kitchens?

All new build ExtraCare schemes have cookers as standard in the flats. Washing machines are provided in the communal laundry. Residents will have to provide their own fridges.

### Communal Laundry

Available to residents - laundry is washed by care workers only if stated in your care plan.

### Bookable guest room

Visitors will be welcome at schemes at any reasonable time. There will be a guest room available to book.

# Current **ExtraCare** Schemes

## Badminton Gardens

### Downend

Badminton Gardens is ideally located in the village of Downend, in South Gloucestershire. It is a development of 63 flats (42 one bedroom and 21 two bedroom flats) predominantly designed for older people who might need a bit of help and support but want to carry on living independent lives. It combines spacious, modern accommodation with a comprehensive range of communal facilities including a restaurant, hairdressing salon, beauty therapist and an information room with access to free broadband, two lounges and extensive gardens. There is a comprehensive programme of activities, organised by both staff and residents, available to you as well. Support is provided by a team of dedicated carers, 7 days a week, 24 hours a day.

If you'd like to discuss the possibility of a move to Badminton Gardens, for yourself or a loved one, please call the manager, on 0117 956 0568 to answer any questions or to view the flats.



Hanover Housing is one of the UK's largest providers of retirement properties nationwide and manages more than 19,000 properties across the country. At Badminton Gardens, you're never far from what you need.

**No. of apartments:** 63 (42 x 1 bed, 21 x 2 bed)  
**Centre Manager:** Chris Webley  
**Tel:** 0117 956 0568  
**Email:** [chris.webley@hanover.org.uk](mailto:chris.webley@hanover.org.uk)

**Care & support provider:** Housing & Care 21  
**Tel:** 03031 231124



### Weekly Cost 2017/2018

	Rent	Other Charges	Basic Service Charge
 1 Bed	£100.50	£2.76	£29.36
 2 Bed	£110.78	£2.78	£29.36



# Nutfield House

## Filton

Nutfield House offers you a real home of your own. Each flat comes with a wet room and newly refurbished kitchen. You have your own front door which opens onto a wide, well-lighted corridor, easily accessible by scooter if required. There are grab rails along the hallways and a lift to help you get around. We also have beautiful court yard gardens with raised beds for our green fingered residents.

Extra care schemes like Nutfield House are for people who need a little bit more support, but who don't need constant care. Even if it's a relatively small need, such as needing a reminder to take your medicine, or help with the laundry. As time goes by, low level care needs often develop into a need for higher level care that we can also cater for.

Located in a quiet area of Filton, Nutfield House is an extra care scheme of 37 flats with support available to you whenever you need it. Our flats are close to local shops and Abbey Wood Shopping Park and Sainsburys supermarket just a short distance away.

At the heart of the scheme is the communal lounge and restaurant with a four week menu changing with the seasons and providing fresh home cooking for all dietary needs.

There's a full programme of activities available, giving you the chance to do as much or as little as you want to. Many of the activities take place in the communal lounge and staff and residents look for any excuse to get together and hold events to celebrate Valentine's Day, Easter, Christmas and much, much more.

### Weekly Cost 2017/2018

	<b>Rent</b>
	£221.57



### Join us for lunch or join in one of our weekly activities!

- Quizzes
- Walking to Health
- Arts & Crafts
- Friendship Exercise Classes
- Games
- Zumba
- Bingo

Onsite support is provided by Agincare, who will assess your care needs and tailor a care package for you. Personal pendant alarms are included in the package.

And with 24-hour support available on site, it means that if something does happen and you use the alarm, someone will be with you within minutes. With a secure entrance on site, it all means that you have peace of mind that you're safe and secure in your home. It's designed to allow you to continue living an independent life for as long as possible.

The weekly charge for living at Nutfield House is £221.57, which includes the rent, all the service charges and meals. If you're eligible for Housing Benefit, then this will cover the rent, most of the service charges and the cost of the food.

**Centre Manager:** Kate Lockier  
**Tel:** 0145 821088  
**Email:** kate.lockier@merlinhs.co.uk

**Care Provider:** Agincare  
**Tel:** 0117 963 6597  
**Email:** nutfieldsup@agincare.com

# Current **ExtraCare** Schemes

## Springfields

### Filton


The flats in Springfields offer generous living accommodation with their own kitchen, lounge, bedroom and modern wet room. We have a lovely lounge and restaurant giving people the opportunity to meet up for a cup of tea and a chat. Springfields is surrounded by lovely landscaped gardens with lots of seating areas and is very close to a large shopping and eating area. There's a post office, green grocers, bakers plus many other shops within walking distance.

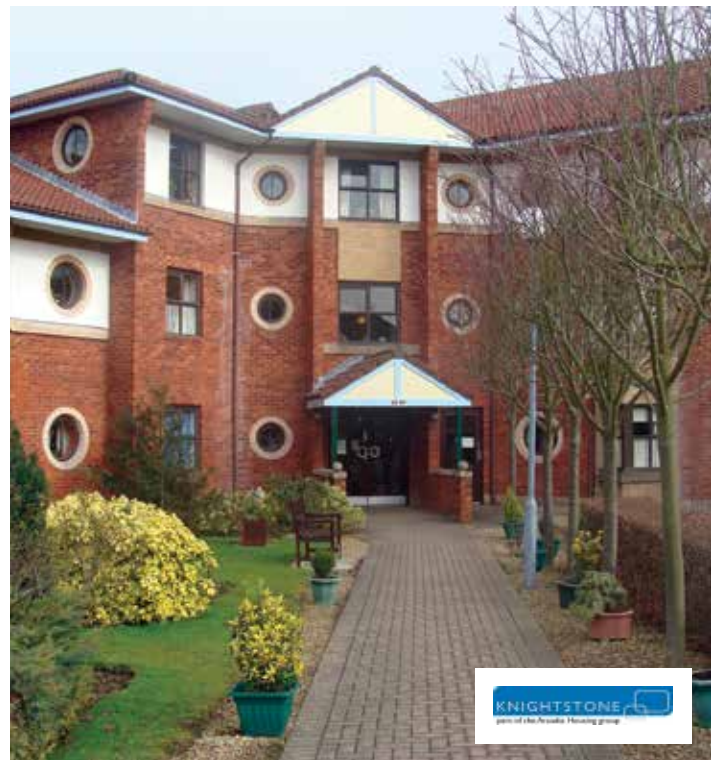
Outside of Springfields there are bus stops with regular routes to Bristol including Bedminster and the Shopping Mall at Cribbs Causeway, there's also a bus to Southmead hospital. In the local area there are lots of different activities to take part in including IT lessons, choirs and dance clubs. There's also a library within walking distance so lots of opportunities for everyone whatever they fancy doing.

At the moment we have two coffee afternoons and Zumba Gold classes this is fun and gentle exercise to music. The Social Committee put on fish and chip suppers, day trips and organise a yearly trip to Torquay which is always very popular. We also hold regular activities throughout the year including quizzes and special lunches.

Our Chef Angela provides a fantastic home cooked lunch. There are also lots of freshly baked cakes, snacks and beverages available daily as well. The restaurant is also open for guests of the residents so a lovely place to enjoy a meal with your friends and family. All available 7 days a week every day of the year.

#### Weekly Cost 2017/2018

	Rent	Eligible	Ineligible	Total
 <b>1 Bed</b>	£108.96	£52.06	£23.90	£184.92
<b>2 Bed</b>	£123.04	£52.06	£25.46	£200.56



**Services include:** Restaurant, assisted bathroom, guest room, laundry, buggy store.

**Centre Manager:** Jacquie McQuaid  
**Email:** jacquie.mcquaid@knightstone.co.uk  
**Tel:** 0117 923 6152

**Care & support provider:** Agincare  
**Tel:** 0117 963 6597



# Cambrian Green Court

## Yate

Cambrian Green Court is light and welcoming with lovely gardens, in the town of Yate, on the outskirts of Bristol, easily accessible by bus to Bristol city centre. There are sixty flats, mainly two beds, with eight one beds and the majority of ground floor flats have a small patio area.

Communal gardens blossom all year round which is down to the gardening group. There is a pub, doctors and dentist along the same road and a local shop right next door. The local shopping centre is within walking distance or just a short car ride. Buses run on the main road and from the shopping centre, in addition to community transport links from the building.

24 hour on-site care and support is available, with allocated calls depending on assessed needs and an emergency call system available for every resident.

Cambrian Court also benefits from a health and wellbeing suite, two lounges, mobility scooter storage room, on site restaurant, CCTV on site, a communal laundry service, a hair salon onsite with discounted prices for residents, on site post box collected daily, two car parks and a small library.

Cambrian Green has an active residents association (RA) as well as weekly and monthly activities' including: knitting, sporting memories, coffee morning, quiz, film afternoon, friendship club are currently weekly and birthday tea, fish and chips supper are monthly activities.



**Court Manager:** Charlotte Rule

**Tel:** 0370 192 4690

**Email:** charlotte.rule@housingandcare21.co.uk


**Care & Support provider:** Housing and Care 21

**Housing Manager:** Kyra Hopkins

**Tel:** 0370 192 4690

**Email:** kyra.hopkins@housingandcare21.co.uk

### Weekly Cost 2017/2018

	Rent	Service Charge	Utility Charge	Support Charge	Total
 <b>1 Bed</b>	£137.41	£52.08	£7.54	£1.98	£199.01
<b>2 Bed</b>	£166.07	£52.08	£10.05	£1.98	£230.18

# Current **ExtraCare** Schemes

## Falcon Court

### Kingswood

Falcon Court is an Independent Living Extra Care Scheme Court which has now been open for four years.

Housing and Care 21 are the housing and Mears Care is the care provider.

The court is located in Kingswood, just off the A4174 ring road outside of the city centre of Bristol. There is a bus stop directly in front of the Court which allows residents to access local shops and other areas. Local amenities include Kingswood High Street which is 5 minute drive and also the leisure centre. Distances: bus stop 10 yards; shop 500 yards; post office 500 yards; town centre 1 mile.

Falcon Court has a light and airy feel to it with an open reception area leading into the communal areas of the Court with the flats on the higher grounds. The Court is very modern throughout.

The site has four floors, starting with Lower Ground up to Second floor. The Court has five one bedroom flats and thirty-five two bedroom flats. The whole site is accessible by wheelchair.

There is 24 hour care and support available on site depending on assessed needs with an Emergency call system.

Falcon Court benefits from having a communal laundry room, communal lounge, health/wellbeing suite, mobility scooter storage room, guest room, restaurant, hair salon, assisted bathing facility and communal gardens on site.



The residents also benefit from having CCTV at the front of the building to which they can check in their own flats.

#### There are regular social activities including:

- Entertainment
- Regular activities programme
- Daily activities
- Weekly activities
- Monthly activities
- Facilities for residents to garden or assist with gardening

#### Manager details

**Housing Manager:** Lisa Vyner

**Tel:** 0370 192 4106

**Email:** [lisa.vyner@housingandcare21.co.uk](mailto:lisa.vyner@housingandcare21.co.uk)

**Court Manager:** Angie Grigg

**Tel:** 0333 321 8297


**Email:** [angie.grigg@mearsgroup.co.uk](mailto:angie.grigg@mearsgroup.co.uk)

**Care Coordinator:** Annette Pickford

**Tel:** 0117 947 7939

**Email:** [annette.pickford@mearsgroup.co.uk](mailto:annette.pickford@mearsgroup.co.uk)

#### Weekly Cost 2017/2018

	Rent	Service Charge	Utility Charge	Support Charge
 <b>1 Bed</b>	£109.73	£46.36	£8.87	£0.41
<b>2 Bed</b>	£140.36	£46.36	£11.83	£0.41



# Retirement Village

## Stoke Gifford

Stoke Gifford Retirement Village, developed by Coventry-based charity The ExtraCare Charitable Trust, will offer an exciting new opportunity for older people in South Gloucestershire and Bristol when it opens in late 2018.

The Village is located to the east of Coldharbour Lane in Stoke Gifford, near to the University of West England Frenchay campus. It will offer a range of communal facilities that will be accessible to residents, their families and the local community. Up to 50 activities each week will be on offer, including choir singing, IT sessions, wheelchair aerobics and gardening.

Our aim is to make living at Stoke Gifford Retirement Village affordable for all. We'll offer a range of rental, purchase and shared ownership homes to suit most financial circumstances.

Each apartment will have its own front door, generous-sized hallway, fitted kitchen, living room, shower room and one or two bedrooms. Many apartments also have their own balconies or shared patio area. All homes within the Village are designed to make life easier for residents, even if your mobility is limited.

Applications will open later this year. Local residents of South Gloucestershire and Bristol who are over 55 will be given priority, and people who have a strong connection with the area (for example, through a close family member) are also eligible to apply. We also have a limited number of homes available for people over the age of 55 living outside the South Gloucestershire/Bristol area and without a local connection.

Stoke Gifford Retirement Village is a partnership between South Gloucestershire Council, Bristol City Council, the Homes and Communities Agency and The ExtraCare Charitable Trust.



Thousands of older people have already benefitted from living in an ExtraCare Village. A research project undertaken by the Charity with Aston University found that ExtraCare residents experienced a significant reduction in the length of unplanned hospital stays and routine GP appointments fell by 46 per cent after a year.

Nearly 100 people a month are already attending meetings to find out more about the Village before applications open next summer. If you'd like to join them, come along to the

**British Aerospace Welfare Association  
Room 1  
589 Southmead Road  
Filton  
BS34 7RG**

**at 11am to 1pm:  
Tuesday 17 October  
Tuesday 21 November  
Tuesday 19 December**

ExtraCare is a registered charity and kindly asks for a £2 contribution per person to go towards room hire and refreshments

We look forward to meeting you in the near future!

If you would like to register your interest in the Village, please contact **0870 777 4800** or email **[new.villages@extracare.org.uk](mailto:new.villages@extracare.org.uk)**

# Charges for care and support in ExtraCare housing

## Care band charges 2017

BAND	HOURS	CHARGE
Entry	1.00 - 3.50	£31.50
Low 1	3.75 - 7.00	£99.10
Low 2	7.25 - 11.00	£162.30
Medium 1	11.25 - 14.00	£225.40
Medium 2	14.25 - 17.50	£284.00
High 1	17.75 - 25.00	£383.10
High 2	25.25 - 30.00	£500.00

### Collection of charges:

Your charges for your care and support, flat rate health and wellbeing will be collected on a four weekly basis by direct debit and payable to South Gloucestershire Council.

Your rent and service charges will be payable to your landlord – either Housing & Care 21 (Cambrian Green Court and Falcon Court), Hanover (Badminton Gardens), Merlin Housing Society (Nutfield House), or Knightstone (Springfields).

For more information call South Gloucestershire Contact centre on **01454 868005**.

## Frequently asked questions

### Please remember:

Charges for care & support are separate from your rent, service and heating charges. If you have any questions, please contact South Gloucestershire finance & benefits team on **01454 864269**.

### How much will ExtraCare housing cost?

- The cost of buying or renting.
- Council tax.
- The Service charges associated with your home - for maintenance and any communal facilities as well as utilities and water.
- Care and support costs.

Please note the amount you pay will vary depending on your income.

### Are my benefits likely to change when I move in?

There may be some changes to your income. Contact the South Gloucestershire benefits and finance team on **01454 864269**.

### What happens if I become ill or my care needs change?

If you become ill or you have to go into hospital, and find that you need more care to support your recovery, you can have up to six weeks in a higher care charge band without extra charge. For example if you are in the medium band before you are ill and your needs increase up to the high band, we will still charge you for the medium band for up to 6 weeks. If you need more care and support

in the long term you may go up a band and may have to pay more. However you will only ever pay what we assess you can afford and we use the Government's Fairer Charging Policy to do this assessment.

### Will I be charged if I go away?

If you are away from home for a while, you will still be charged for your care as if you were at home. Benefits are reduced if you are in hospital for more than 4 weeks. You will need to let the Financial Assessment & Benefit (FAB) team know if this happens.

### What if my financial circumstances change?

It is your responsibility to tell the council if your personal finances change so that we can come and reassess you. This could change how much of the charges you pay for your care and support.

### What if I need a lot of care but my partner does not?

ExtraCare schemes will have some flats with two bedrooms. This is ideal for couples who wish to stay living together and have different levels of care need.

### Will ExtraCare always be able to meet my care needs?

There may be times when your needs may be too high to be provided for. If this scenario does occur, our on site care team and social workers will work with you and your family to find the best solution.

# ExtraCare Facilities and Activities

## A day in the life

*I get up at around 8.30am when my carer calls. The girls are all so nice at Badminton Gardens and they help me to get up and get started. I can wash and shower myself so I only need a little help, but it's nice to know the girls are here to support me if I need them.*

*I watch a bit of TV for a while and then go down to the lounge just before 11am as its quiz morning. One of the residents is the quiz master and the questions are set each week by Vicky in the office. We have quite a laugh but it can get a bit competitive!*

*After the quiz it's time for lunch – always lovely food, cooked by our chef, Helen. There's time for a cup of coffee and a chat with some of my friends afterwards, then I usually go back to my flat for a little while, then I come back down for the afternoon tea club which we run ourselves. Back upstairs for a bit of tea and watch TV for a while and then its back down for just after 7pm, as there's musical entertainment on tonight.*

*Have a laugh and a sing-song, then it's back to my flat to watch TV or read a book until about 10.30pm, when I'm just about ready for bed. Got the hairdressers tomorrow morning and my daughter's taking me out to lunch and a bit of shopping. **It's all go!***



**ExtraCare gives you the opportunity to enjoy the company of others and develop new friendships whether it's having a meal in the restaurant, a natter in the hairdresser or enjoying entertainment in the communal lounge.**

To enhance the sense of community older people in the wider community are encouraged to join in and play their part in making ExtraCare an interesting and exciting place to live.

Older people living in the area can make arrangements with management teams to use the assisted bathroom or pop in for a meal at lunch time and perhaps a social event afterwards.

If you have any questions or would like to suggest an event please contact the scheme in the first instance and they will be able to help.

It's not just the facilities that make ExtraCare a great choice it's your involvement that really brings the place to life and an enjoyable environment to live. Of course you have the option to join in or not, but don't forget the staff and fellow residents are there to offer all the help they can to bring new ideas for a healthier and active life style.



## South Gloucestershire Walking for Health

**It's important to be active every day**

We have 13 regular walking groups across South Gloucestershire.

To find out more visit our programme which can be found in local libraries, or on our website: [www.southglos.gov.uk/walking](http://www.southglos.gov.uk/walking)

Email: [Healthylifestyles@southglos.gov.uk](mailto:Healthylifestyles@southglos.gov.uk) Tel: **01454 868006**



# Application route for rented **ExtraCare** housing

For more information please see or contact us on:

SGC HomeChoice webpage: <https://homechoice.southglos.gov.uk>

SGC Housing Contact Centre: **01454 868005**

SGC Adult Care Duty Desk: **01454 868007**

SGC Finance & Benefits Team: **01454 864269**

You can also talk to a social worker, GP or your Home Care Worker

You must be:

- Over 55 years of age
- Have a local connection
- Have assessed care & support needs that meet SGC's current criteria which is in line with National current eligibility criteria.

To be considered for vacancies, you must complete a HomeChoice housing registration form at:

<https://homechoice.southglos.gov.uk>

or contact: **01454 868005**.

You must have a Care and Support Assessment carried out by a member of the Adult Care Team. Contact: Adult Care Duty Team: **01454 868007**.

If you have never been assessed for care & support you will be sent a self-assessment form to fill in. This will help in understanding your care & support needs.

If you are shortlisted for a property, your application will be passed to the scheme. If you are unsuccessful you will need to bid again for the next vacancy.

The Scheme Provider will visit you to talk about your needs. This is also the time to understand what the charges will apply to you.

There are three elements that make up everyone's charge:

- The cost of buying or renting your home
- Care & support charges.

You will have the opportunity to view the property as soon as it becomes available.