

# Extra Care Housing



Housing for over 55s with optional care

Wiltshire Council  
Where everybody matters

## Extra Care Housing

Given the choice, most older people would like to remain living in their own home for the rest of their retirement years. We understand that everyone wants to live safely, comfortably and independently. Where this is no longer possible, we want to make sure older people have a range of choices available to enable them to lead as independent a life as possible.

Until recently, the only alternatives open to most people no longer able to live at home have been moving into a residential scheme or a nursing home. Extra care housing is a new, alternative option, which is successfully helping to bridge that gap.

Extra care housing provides older people with their own home, either rented or part owned, in addition to care and support when its needed. The amount of care and support provided at any time can be flexible, this can be increased or reduced as needs change, reducing the likelihood of having to move again.

We are committed to providing suitable accommodation across Wiltshire to support older people living independently. Working with registered providers we aim to make extra care accommodation available across

Wiltshire. We are building a scheme in Devizes with another planned for Amesbury.

This leaflet seeks to explain how extra care housing works in Wiltshire. For anyone looking to move in the future, this leaflet should provide the information needed to make an informed decision.



Extra care housing aims to help people maintain their independence, building on the following principles:

### Independence

By providing self-contained accommodation but with access to onsite care services. This enables people to continue to live in the community and prevents them becoming isolated or lonely.

### Empowerment

By making health, care and support services available to individuals where they live rather than having to move into a residential care home.

Extra care housing empowers residents to define their own social calendar. Residents are encouraged to organise events and activities to meet a range of interests within the scheme.

### Accessibility

By providing specially designed or adapted accommodation. Suitable for wheelchair users, built with future hoist needs in mind and an assisted bathroom in most schemes.

### Flexibility

By allowing an adaptable approach to the care of older people, the package of care can increase or reduce based on the current care need. Personal care and housing support is available 24 hours a day.

## How can you access Extra Care Housing

Extra care housing is allocated to applicants on our housing register. Care and support staff can provide assistance in joining the housing register or you can contact the Homes4Wiltshire team for advice.

When applying for housing through Homes4Wiltshire the following information is required:

- Proof of eligibility for housing in the UK
- Proof of address
- Proof of connection to Wiltshire

This is to verify that you are eligible for housing in Wiltshire.

Every week vacant properties are advertised on the Homes4Wiltshire website, [www.homes4wiltshire.co.uk](http://www.homes4wiltshire.co.uk).



The Homes4Wiltshire website lists all available properties, including extra care housing. Once you are registered you can then “bid” for properties. There is no financial commitment involved in this.

## How much will it cost to live in Extra Care Housing?

There are four cost elements that relate to extra care:

- Rent
- Service charge
- Core care cost
- Individual care needs

The rent is of an affordable nature and is unlikely to exceed the Local Housing Allowance (LHA) for the local area. For example in Devizes the rent is likely to be around £120 per week for a two bed, and slightly less for a one bed.

The service charge covers the cost of the cleaning and heating of the communal areas, the scheme manager, where relevant, fire safety, grounds maintenance etc. The cost of the service charge, in Devizes it is likely to be around £45 per week and will be housing benefit eligible. However, extra

care schemes vary in relation to service charge and not all schemes can be entirely covered by housing benefit.

The core care charge pays for the 24/7 security of care and support. The cost of this can range, depending on the size of the scheme but an approximate cost would be £25 per week.

The individual care need element relates to any planned care being provided within the home. This might involve personal care, such as assistance with washing, lunch or medication.

A financial assessment will be carried out to establish if the cost, of both rent and care, can be covered by the resident or may be subsidised by us.





## Extra Care Accommodation

Extra care housing is the ideal solution for older people, or disabled people, who have a range of care needs. It offers the freedom to continue living independently within a self-contained property, as a tenant with tenant's rights or on a shared ownership basis.



## Apartments

Apartments are allocated according to need and availability and are designed to make the most of the space.

Below is an example of what is available at most extra care housing schemes.

- Modern fitted kitchen
- Ceramic hob and built-in oven
- Kitchen pre-plumbed for washing machine or dishwasher
- Tiled bathroom with walk in shower
- Vinyl flooring to kitchen and bathroom



Our schemes in Devizes and Amesbury, come with a balcony or terraced area.



Photographs of the recently completed development at Dairy View, Royal Wootton Bassett by Housing and Care 21.





Photographs of the recently completed development at Dairy View, Royal Wootton Bassett by Housing and Care 21.

## Communal facilities

The aim of extra care is to continue to promote independence and wellbeing. There are a variety of facilities and activities to suit all residents who want to take advantage of the communal facilities and meet new people. These may include:

- Lounge
- Cafe
- Hair and beauty salon
- Activity room
- Guest room
- Mobility scooter store
- Laundry room
- Assisted bathroom and treatment room
- Pet friendly

Social events and activities are provided in the communal areas and many schemes offer a cafe or restaurant as an alternative to cooking in the apartment.

All extra care schemes are different, where some may have a quest room, hairdresser and allow pets, others may not. The services on offer vary depending on the location of the scheme. If services, such as a hairdressers are available in the local area then there may not be a demand to have this on-site.

## The Housing Provider Manager

Most schemes offer the benefit of a scheme manager who provides a point of contact during office hours and oversees the running of the scheme as well as some of these tasks:

- Advice on local services
- Maintenance of the scheme
- Organising cleaning and the upkeep of shared areas, including the grounds
- Managing the day to day running of the scheme
- Offering support with everyday activities
- Arranging or helping to arrange communal activities
- Liaising with the care and onsite care team to ensure high standards are met

Not all schemes will have a scheme manager on site everyday and the services they provide will vary on a scheme by scheme basis.

## The Care Provider

If we have assessed that an individual has a need for care and support, care staff will provide care in a way which helps the resident to stay as independent as possible. This might include helping with things such as:

- Washing and dressing
- Keeping the bathroom and kitchen clean
- Providing equipment that will help residents be more independent

The care provided can be flexible. If your assessed needs change, the support can be changed too.

If you would like more support than we can provide, or you have been assessed as not eligible for support from us, you can arrange your own support from a care provider or someone else.

In an emergency, such as a fall or feeling unwell, someone will be able to respond quickly and get the help that is needed.

## Getting Information

There are currently five extra care schemes in Wiltshire:

Florence Court, Trowbridge.

Managed by the Order of St John Trust

Tel: **01225 764400**

Email: [ech@osjct.co.uk](mailto:ech@osjct.co.uk)

Crammer Court, Devizes

Managed by Aster Group

Tel: **0333 400 8299**

Email: [info@astercommunities.co.uk](mailto:info@astercommunities.co.uk)

Meadow Court, Pewsey

Managed by Aster Group

Tel: **0333 400 8299**

Email: [info@astercommunities.co.uk](mailto:info@astercommunities.co.uk)

Dairy View, Royal Wootton Bassett

Managed by Housing and Care 21

Tel: **0370 192 4000** or Email:

[lettings@housingandcare21.co.uk](mailto:lettings@housingandcare21.co.uk)

Bell Orchard, Westbury

Managed by Selwood Housing

Tel: **01225 715715**

Email: [info@selwoodhousing.com](mailto:info@selwoodhousing.com)

Wiltshire Council Schemes, in development:

- Victoria Road, Devizes
- Kings Gate, Amesbury

Other schemes in development:

- Burnham House Extra Care Malmesbury
- Managed by Abbeyfield – due April 2017

For all of these schemes listed above you will need to be registered on Homes4Wiltshire, [www.homes4wiltshire.co.uk](http://www.homes4wiltshire.co.uk) to be considered.

To speak to someone about registering for extra care please call: **0300 456 0104**

To find out about how to get more support in your home if you would like an assessment of your care needs please call: **0300 456 0111**

To find out more about the future Wiltshire Council Extra Care programme please email [extracarehousing@wiltshire.gov.uk](mailto:extracarehousing@wiltshire.gov.uk) or call **0300 4560104**