



## Extra Care Housing

### What is Extra Care Housing?

The provision of Extra Care Housing in Dorset is a partnership arrangement between the County Council, District/Borough Councils and Housing Associations.

Extra Care Housing is usually a group of flats built on the same site, providing specialised accommodation with support services on hand 24 hours a day. It enables you to continue living independently for as long as possible. It is part of the provision of support which is available to older and disabled people.

The flats are suitable for individuals or couples. Older or disabled people living in them enjoy the freedom of having their own front door and the peace of mind from knowing that staff are available if they are needed.

The benefits include:

- An alternative to residential care for older and disabled people who need a great deal of physical help.
- A mixed community of active and frailer people with a range of care needs.
- The provision of meals, support and care as required.

### Who is eligible?

To be eligible for a tenancy you should be renting or owning your home at present. You must also:

- Be over 60 or suffer from a long term condition
- Have needs that can be appropriately and effectively met within an extra care scheme
- Be in need of supported or more appropriate housing
- Meet the criteria for the relevant Housing Authority, District or Borough Council.

Everyone applying for a tenancy will have an assessment of their needs.



## **Accommodation**

As a general guide each flat will usually comprise a kitchen, bathroom, bedroom and living room. All rooms have emergency contact systems which connect usually to a care line scheme. The flat is very likely to have been built with older or disabled people in mind, so it will be user friendly and easy to navigate. Equipment such as walk in showers are generally fitted as standard, so that people with mobility problems or wheelchairs can have easy access. Many flats also have kitchen units designed with lower units to enable wheelchair users' easy access.

The accommodation will usually consist of:

- Your own home with your own front door.
- Wheelchair access everywhere in the building.
- Smoke detectors fitted in every flat and communal areas.
- Double glazing.
- Walk-in showers.
- Full central heating.
- Modern fitted kitchens.
- Secure door-entry system with CCTV and an intercom to every flat.
- Emergency contact system in all rooms.
- Communal lounge and dining room.
- Well-equipped laundry room.
- Good insulation for all-round warmth and comfort.
- Landscaped gardens and seating areas.
- Assistive Technology – Telecare (see paragraph on next page).

## **Community activities**

All extra care schemes have a communal area where activities can be arranged, and in some extra care housing schemes meals are provided. Schemes also have bathrooms with hoists and other aids. In many schemes there are gardens that can be enjoyed. These facilities mean that you have an opportunity to meet with other people each day.

Some extra care housing schemes also have hairdressers, hobbies room, laundry room and guest rooms that your friends and family can book.



## **Assistive Technology in Extra Care Housing**

Some extra care housing schemes have been fitted with Telecare technology which can help tenants, including those with dementia to remain independent. For example, equipment can enable tenants to let visitors in, and depending on their individual needs can include fall detectors and movement sensors which alert the care staff. There is also a range of equipment which can assist tenants to manage controls within their home.

If you would like further information on Extra Care Housing, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk)

## **Personalisation**

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

## **Compliments and complaints**

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

## **Diversity statement**

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively



supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at [www.dorsetforyou.com](http://www.dorsetforyou.com)

