

## Esther Randall Court FAQs 2020 - 2021

### What is Assisted Living?

Assisted Living offers the opportunity for independent living with flexible services available to help support residents in their daily lives. If you are over the age of 55 and in need of care, this scheme would be suitable for you. With your agreement, a flexible care package will be tailored to your requirements, which can be adjusted as and when your circumstances change. This may mean an increase or reduction if required.

Our Assisted Living schemes have a close community feel, where residents can get involved with events and daily activities, or just enjoy a quick natter with a friendly neighbour. For your peace of mind, care staff are on hand 24 hours a day, should you need their assistance.

### What are the benefits of Assisted Living housing?

- 24-hour on-site care team
- helps maintain an independent lifestyle, and reduces anxiety
- independence, but with the option to socialise and be part of a wider community
- access to landscaped communal gardens, comfortable communal lounge, large dining room and beauty salon
- tailored events and activities programme available to help keep your mind and body healthy and active.

### What support is there?

Our Assisted Living housing can help people with support needs as well as those who have mobility or health problems that mean they need regular and/or long-term care. Care staff are on duty 24 hours a day, 7 days a week.

### How will it work for me?

The main aim of Assisted Living is to enable people to live successfully in their own home. Ensuring support and care needs are met within independent, fully supported flats.

We will be able to help with a number of tasks including:

- personal care
- getting up, washing and dressing
- preparing meals, snacks and drinks
- cleaning and domestic work
- shopping and meal planning
- maintaining your home
- care coordination and liaison
- supporting you to engage and enjoy activities onsite and locally
- help with finance, bills and budgeting, welfare benefit applications
- care tailored to your needs.

### My wife/husband/partner/sibling has care needs but I don't – can we still apply?

Yes. Only one of the residents needs to have a care requirement. The tenancy will be in the name of the person requiring care. If the named tenant's care needs change and can no longer be accommodated, the person not requiring care would need to find alternative housing.

### What are the flats like?

- one bedroom
- spacious lounge area
- modern kitchen with fridge freezer, oven and hob

- walk-in wet room with shower which can be adapted if required
- central heating
- emergency call alarms
- wheelchair accessibility to all rooms
- security entrance phone
- can be adapted with aids such as grab rails and shower seats, should you require them
- covered by NHBC guarantee,

### **What are the charges?**

Rent – a weekly charge for your flat occupancy

Service charge - building maintenance, building insurance, communal cleaning such as hallways, dining room and toilet

Care hours – based on your tailored care package.

Potential additional charges include council tax, electricity, telephone/TV packages, contents insurance and shopping.

### **Who is eligible?**

Applicants must be:

- aged at least 55
- assessed as having care needs under the Care Act criteria
- have a local connection in Camden.

See more at [camden.gov.uk](http://camden.gov.uk) or contact Esther Randall Court on 020 8821 4478.

### **How do I pay for care?**

You'll be assessed by Camden council and they will agree a care plan to meet your needs. Depending upon your circumstances and your savings, you may find that your care can be funded by the council. If not, you will be responsible for your costs.

### **Do I need to get advice?**

We would encourage you to discuss your housing options with friends and family, and to seek independent advice, support and representation as appropriate, from bodies such as the Elderly Accommodation Counsel (EAC, visit their website at [www.eac.org.uk](http://www.eac.org.uk)) and Age UK ([www.ageuk.org.uk](http://www.ageuk.org.uk)). Information and advice may be available free of charge.

### **Are pets allowed?**

This depends on the property you are moving in to and what pet you own. If you would like to discuss this, call Esther Randall Court on 020 7388 8257

### **Can my family and friends stay with me?**

Yes, it is your home to do with as you wish. If you do not have the space in your own flat, we do have a guest suite available, providing extra room for your loved ones on their visits. Bookings are based on first-come, first-served basis.

### **How do I apply?**

If you think you are eligible and would like to apply, you can do one of the following:

- speak with your social worker
- contact Camden's Access and Support team on 020 7974 4000
- contact Esther Randall court on 020 8821 4525 or email [info@seasonhomes.co.uk](mailto:info@seasonhomes.co.uk)