



 **Assisted
LIVING**
from McCarthy & Stone



Welcome to Assisted Living

Assisted Living provides a beautiful new apartment you own, together with care and support tailored to your needs, provided by our on-site care team.

Designed around you, our award winning Assisted Living developments are specially created for the over 70s and include facilities and features that enable you to continue to live independently in your own home. Every development has a table service restaurant where you can enjoy freshly prepared meals and a function room for those special occasions. There's a guest suite for your friends and family, a laundry room and a secure mobility scooter room to park your vehicle. You can also socialise in the lounge and relax in the landscaped gardens.

It really is life made easier.



"I can live my life my way, here in my own home – and the help and care I receive enables me to do that."

Homeowner, Lymington, CQC Report, February 2013.



A beautiful new home

We are an award winning company because of the attention to detail we give to the design and construction process. We believe you'll be thrilled by the quality of our new spacious Assisted Living apartments. Wheelchair friendly and built to the Lifetime Homes standard,* they come with design features such as waist height ovens and plug sockets. There's slip resistant bathroom flooring, lever taps for ease of use throughout and some of our new apartments have balconies for your own private outside space, so you can enjoy the gardens without having to think about cutting the lawn.

In the development, there's a lift to every floor and handrails along every corridor, so you can confidently move around the developments. In the laundry, the washing machines and tumble dryers are raised, so there's no need to bend and lift. It's all designed to make your life easier.

Your 10 year guarantee

Your apartment comes with a 10 year NHBC warranty. We take pride in our customer satisfaction and have been awarded a five star rating in customer satisfaction for eight consecutive years by our homeowners via the Housebuilders Federation (HBF) survey.



Security comes as standard

Your safety and security is paramount. There are call points in your apartment and around the development and a camera entry system on the development front door linked to your TV, so you can see who's calling before you let them in. You also have the added security of an emergency pendant alarm.



*Lifetime Homes Standard is a set of 16 design criteria that provide a model for building accessible and adaptable homes.



10 Year Warranty

Your apartment comes with a 10 year NHBC warranty.

Freshly prepared meals every day in the restaurant

Every day of the year you can enjoy a lunch, which includes locally sourced fresh ingredients, at a modest cost* in the on-site table service restaurant. Special dietary requirements can be catered for and friends and family are welcome to join you for lunch. For those special occasions, a function room is available and you can work with the chef to select the menu for your guests.**

* Average charge £4 per meal at time of going to press. Meals for guests are priced at £6.10 and meals for special events can cost more.
** Catering for personal special events is charged separately.



Living in a supportive environment

24 hour management presence and day to day support

Having the presence of management on site 24 hours a day, 365 days a year can be very reassuring. Our staff are there to provide you with the day-to-day support that makes life that bit easier. They can take in prescriptions and parcels and if you're feeling poorly, they can deliver your pre-booked lunch. It's your life, but with a helping hand as and when you need it.

Domestic assistance is included

One hour's domestic assistance per week is included in your weekly apartment service charge. So for many of our homeowners, they use this hour to have their apartment cleaned.

Socialising with new friends

We find that our homeowners in each location create a great atmosphere in our developments – but your Estates Management team is on hand to facilitate social events and activities that you can choose to be part of. You'll find there are book clubs, film nights and day trips, which can be booked. You can invite your friends and family to dine with you at the development, participate in the events and celebrate all the major occasions throughout the year.

Each development is individual, but there's always something going on that you can choose to be part of.





Flexible personal care and support

At Assisted Living developments you have the reassurance of management on site 24 hours-a-day, 365 days-a-year and a qualified team to provide flexible personal care and support packages, tailored to suit your needs. So, you only pay for the care you need when you need it.

YourLife is our care and management company, created in 2010 as a joint venture with highly regarded long established care provider, Somerset Care. YourLife is regulated by the Care Quality Commission in England.*

To get an independent view of the standard care we offer, visit: <http://www.cqc.org.uk/search/all/YourLife>.**

Arranging personal care and support services

The support and care service our team provides is tailored to suit you. The sessions start from as little as 15 minutes per day and can be increased and decreased to suit your needs. Our rates are competitive. A personalised care plan will be put in place for you so you only pay for the care you need.

Domestic assistance

One hour's domestic assistance is included in your weekly service charge and you can purchase extra time to help with tasks such as changing the beds, shopping for groceries and posting letters.

Personal care

We can arrange a private, confidential Wellbeing Assessment with the Estates Manager, so you can be sure you'll have all the care and support you need from the moment you move in.

Laundry service

The team can take care of all your laundry requirements, returning your clothes and other items washed, dried and ironed in 24 hours.

Total peace of mind

We recognise that people's needs change so all support packages are constantly monitored and updated. For example, following a hospital stay, a homeowner may need a little extra help for a short while to get them back to full health – providing reassurance and peace of mind. Importantly, our staff will know you and you will know them.

Financial advice

We can also help with advice on ways to fund your care needs, by providing a free Financial Health Check. This will ensure you are receiving your entitlements, particularly Attendance Allowance which is not means-tested. You can call 0800 027 2445.

* In Scotland, the care regulator is the Care Inspectorate and in Wales the care regulator is the Care and Social Services Inspectorate.
 ** If you don't have internet access, we can print the Care Quality Commission reports for you on request.



YourLife

A care and management team you can trust

To provide excellent customer service we need outstanding people. YourLife ensures that their staff have the skills to do a first rate job and invest in training, as well as encouraging and supporting skills and career development.

All staff are subject to an enhanced certificate from the DBS (The Disclosure and Barring Service) before they commence work alone at the development.

The Assisted Living Team

Our developments have an average of 17 members of staff, all playing an important part in the day-to-day running of the site.



Estates Manager

The Estates Manager is in charge of the development. All of our Estates Managers are independently registered with the applicable care regulator, for example the Care Quality Commission in England.

Duty Manager

The Estates Manager is supported by a team of Duty Managers. Together they manage the development and arrange your personal care and support services.

Support Staff

Our Support Staff play a vital role in helping you to maintain your independence by assisting you with domestic chores in your apartment, serving you in the restaurant and ensuring communal areas are sparkling clean at all times.

Chef

The experienced chefs are happy to meet any dietary requirements you may have and can cater for special events for your family and friends in the function room.

Gardener

All of our developments have a property maintenance worker to look after the maintenance of the development and garden, so you can sit back and relax.



"A benefit to our customers is that these services are delivered by staff they know and trust, whilst at the same time they have the satisfaction of retaining home ownership.

This is very important to many people who believe moving to a residential care setting is their only alternative."

Ruth Turner, Estates Manager, Sheffield.

"We use fresh, often locally sourced ingredients. My apple crumble cake always goes down a treat."

Richard Lennon, Chef, Burgess Hill.

"I really enjoy the fresh air and seeing the changing seasons whilst working on the garden. It's a great job."

Serge Barker, Gardener, Littlehampton.

Features and facilities in an Assisted Living development

General

Smoke detector and intruder alarm	✓
Emergency call system	✓
Secure, lockable doors and windows	✓
Switches and sockets are at a convenient height	✓
Mobility scooter storage space**	✓

Kitchen

Modern fitted kitchens with tiled splashbacks and colour co-ordinated worktops	✓
Fridge and freezer	✓
Oven, separate hob and extractor hood	✓
Lever taps for ease of use	✓
Electrically operated kitchen window	✓

Bathroom

Helpfully positioned grab rails	✓
Lever taps for ease of use	✓
Bathroom with bath and/or shower available	✓
Slip resistant flooring	✓

Development specification

Lounge	✓
Guest suite	✓
Laundry	✓
Lift	✓
Secure, lockable doors and windows	✓
Door entry system linked to your TV	✓
Estates Manager and team	✓
Management on site 24 hours a day	✓
Administrator	✓
Table service restaurant	✓
Wheelchair accessibility to apartments and shared areas	✓
Function room	✓
Wi Fi available†	✓
NHBC 10 year guarantee	✓

Support packages

Domestic assistance (one hour a week included in apartment service charge)	✓
Personal care packages tailored to your needs	✓

* Selected developments only. ** Subject to availability. † Recent developments only.





The management of the development

YourLife works with you to provide an efficient and cost effective service.

The service charge

Homeowners pay a weekly service charge to meet the costs of running the Assisted Living development. You'll be given a full breakdown of the charges when you visit a development. All items covered by the Service Charge are provided at cost. YourLife does not profit from any of their services.

The service charge covers...

The YourLife team

To ensure your wellbeing and to deal with the day-to-day running of the development, there's an Estates Manager and a team of dedicated staff, one of whom is always on site, in case of emergency, 24 hours a day.

24 hour emergency call service

A round-the-clock emergency call response and monitoring service provides reassurance and supports the role of the Estates Management Team.

Water and sewerage

The costs for the communal areas, guest suite and individual apartments that are collectively metered and apportioned in accordance with the terms of the lease.

Electricity, heating, lighting and power

These costs cover the shared areas. Individual apartments are generally metered separately.

Management and maintenance of the building

This budget is carefully prepared to provide for the cleaning of shared areas, as well as the management and maintenance of buildings and gardens for the entire development.

The Restaurant

The provision of a catering service for homeowners and guests every day of the year. Meals have a modest charge.

One hour of domestic assistance

Each apartment is allocated one hour of domestic assistance per week as part of the service charge. Additional personal care and support services are charged extra (see page 8). You can choose what assistance you require from 15 minutes per session.

The redecoration fund

An allowance is taken from the monthly service charge to cover the redecoration of shared areas in the development.

A contingency fund

A fund is set up to meet future maintenance and refurbishment costs. This is financed by a 1% charge on the gross sale price or open market value of an apartment when it is resold or let so when there is a major repair or replacement, as a homeowner you should not be faced with the additional and unexpected financial cost.

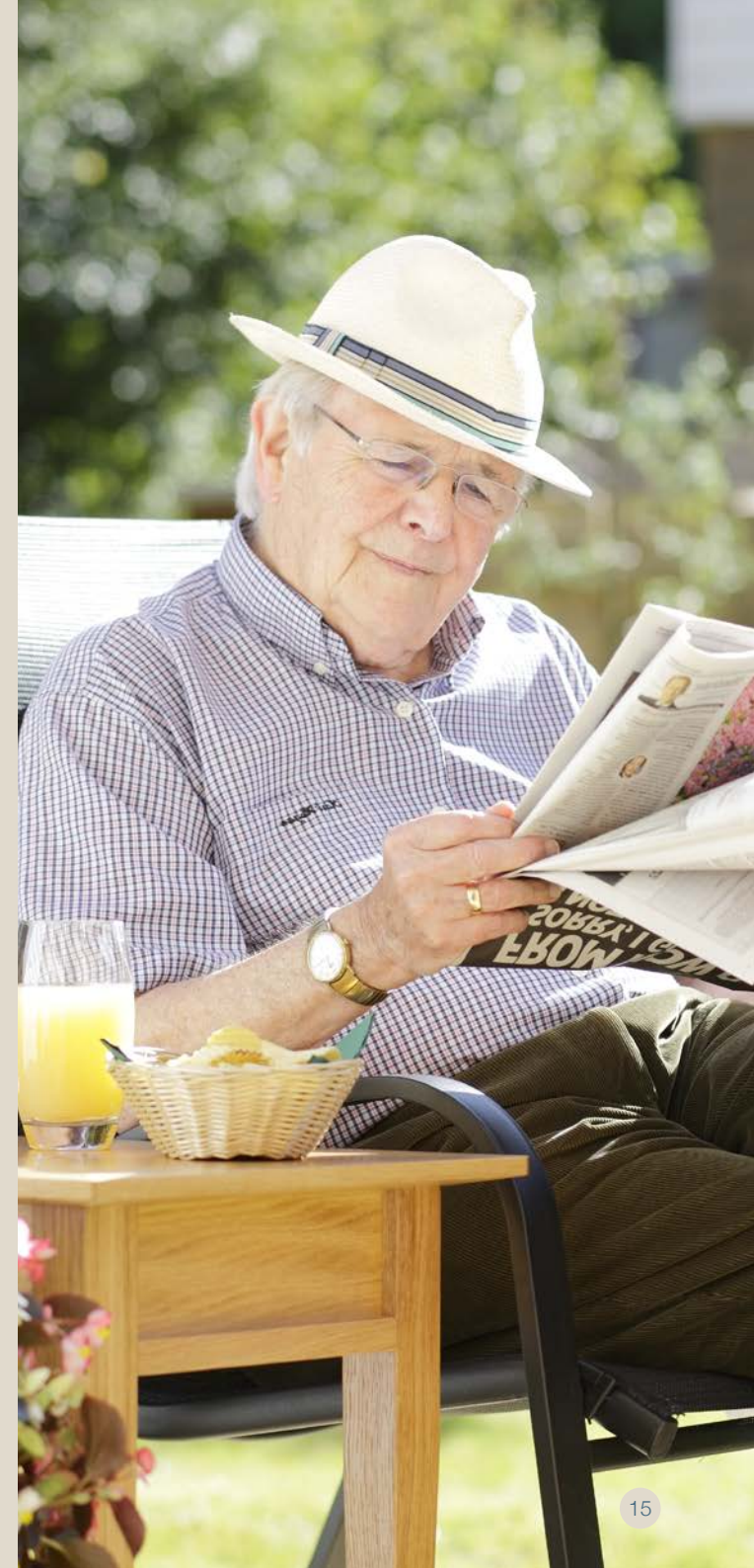
Changes to the service charge

Although we cannot guarantee that the service charge will remain the same from year to year, you have many statutory safeguards in place to ensure that your opinions are heard when setting budgets and controlling costs.

Your opinion counts

Homeowners are invited to meet with us each year to discuss the Service Charge Budget for the development. This includes the costs that we propose to charge and the budget for the year ahead. At the end of the year, the accounts are independently audited and presented to you. So, every step of the way you know you're getting the best value for money.

With prudent management, our team negotiates for the supply of services and works hard to ensure that costs are kept to a minimum, while maintaining a high standard of service. Of course, some costs such as water, sewerage and electricity are out of our control – but once you've moved in you'll soon find that living in an apartment built to high standards, with energy efficient heating and modern fixtures and fittings, will help you keep costs to a minimum.



Questions and answers

Is there private car parking available?

Yes, there are car parking spaces available.*
To ensure that the spaces are utilised as efficiently as possible, we operate a car parking permit scheme whereby homeowners can purchase a permit at a fee of £250 per annum renewable on an annual basis. Permits are available on a first come, first served basis. The monies raised by the Car Parking Permit Scheme go directly into the development fund for the maintenance of the buildings and grounds, (subject to a small administration fee), therefore, all homeowners benefit from the scheme, whether they are car owners or not.



Can I bring my motorised scooter to the development?

Yes. The use of lightweight motorised scooters (maximum speed 4 mph) is permitted within the development.* This type of scooter must be stored in your apartment. You can also store Class 3 (maximum speed 8 mph) scooters in the store room, which often contains a charging facility. Conditions apply and your Professional Advisor or Sales Consultant can explain these in detail with you.

Can I bring my pet?†

We understand how important the companionship of a pet can be, so we welcome a well behaved pet to live with you in your apartment. Please contact your Professional Advisor or Sales Consultant for further details.

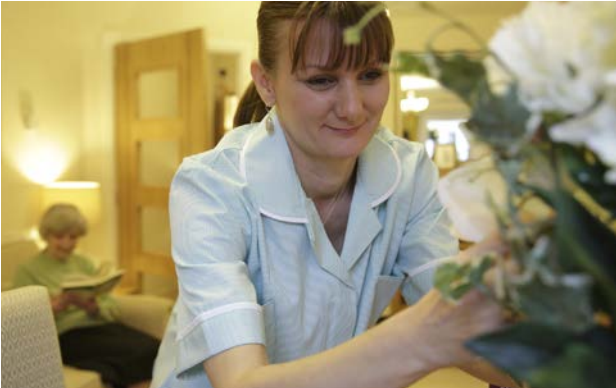


Can my family buy the apartment for me or does the owner have to be aged over 70?

Yes. Family and friends may own the apartment but only people at the age of 70 or above can live in the apartment.

Can you help me with the organisation of the move?

We've helped more people move in later life than any other developer – so we've all the skills and time to help take the pressure off your move. Whether it's dealing with intermediaries or providing a packing and removals service – we can arrange it on your behalf.



Can my friends and family stay at the development?

Yes. There is a guest suite in every development with ensuite facilities, a TV and tea and coffee making facilities. Your guests are welcome to stay, at a small nightly charge of £25.†

Can you explain the terms of the lease?

When you buy a new apartment in England and Wales the property will have a long lease of 125 years.

Can I make alterations to my home?

Yes, provided you obtain the landlord's permission and use properly qualified and insured contractors. Your Estates Manager will be able to assist you in finding the right company.



Do McCarthy & Stone provide a guarantee on the apartments they build?

Yes. As a registered builder with the NHBC, all new McCarthy & Stone apartments come with a 10 year NHBC Warranty.

What happens if either myself or my partner require additional care once we have moved in?

We don't believe in a 'one size fits all' approach. The Estates Manager can provide a flexible care and support package tailored to your individual needs. So you only pay for the care you need at the time you need it. The care packages can be increased or decreased as your needs change. The Estates Manager can provide you with more detail of the services available. Whilst Assisted Living provides a wide range of personal care and support services, it is not suitable for people who require residential nursing care.



Do you provide a support service that will ensure that I take my medication regularly?

Yes. Provision can be made to ensure that you are prompted to take prescribed medicine at the appropriate time as part of a care package that will have an additional charge.

What happens if I am ill and can't get to the restaurant?

Arrangements can be made to bring your meal to your apartment in the event of illness.

Can I rent out the apartment if it becomes necessary for me to move to residential or nursing care?

Yes you can, provided the occupant(s) meets the minimum age criteria contained in the lease, has signed a residency agreement and is capable of living independently in an Assisted Living development.



* Subject to availability. † Terms and conditions apply. ‡ Price correct at the time of going to press.

Moving forward

Once you've found your perfect apartment, we have a number of moving solutions available designed to make your move as seamless and cost efficient as possible.

Benefit from buying off plan

Reserving an apartment off plan gives you many 'early bird' advantages – including having the pick of the best properties available.

If you're interested in buying an apartment on sale at a development that's not yet open for visits then you can arrange a meeting with one of our Professional Advisors. They can meet you at a location of your choice – saving you a journey. The Professional Advisor will help you through the process from start to finish, co-ordinating all aspects of your move.

*Terms and conditions apply.



Making that move

We can create a tailor made moving package that will enable you to move into your apartment quicker and easier than ever.

The Professional Advisor or Sales Consultant at your preferred development will explain all the moving services we offer.



Next steps...

To register your interest or to find out more about a McCarthy & Stone retirement apartment call us on **0800 919 132.**



We're online, why not join us at www.mccarthyandstone.co.uk



facebook.com/mccarthystone



youtube.com/user/mccarthyandstone



twitter.com/mccarthystone



linkedin.com/company/mccarthy-&-stone

We welcome your comments

If you have a comment about any aspect of McCarthy & Stone's products or services, we'd love to hear from you. Please write to us at: Customer Communications, McCarthy & Stone, Homelife House, 26-32 Oxford Road, Bournemouth, Dorset BH8 8EZ or email us at: comments@mccarthyandstone.co.uk

Please include as many details as possible. Please be assured that, in the event your correspondence necessitates a response by us, we promise to be in touch within 5 working days.

Computer generated images - developments may be subject to variations in appearance, gardens indicate several years growth. All internal images show typical interiors and purchasers are advised that the furniture, fixtures and fittings are for visual representation only and do not depict the actual finish of any individual apartment. No responsibility can be accepted for any mis-statement in this leaflet, which is not a contract nor forms any part of any contract. The company also reserves the right to alter specification without notice. Age restrictions apply on all retirement developments. If there are any important matters which are likely to affect your decision to buy, please contact the Sales Consultant before travelling to view. Details correct at time of print.

McCarthy & Stone, Homelife House, 26-32 Oxford Road, Bournemouth, Dorset BH8 8EZ.

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The McCarthy & Stone logo features a stylized blue butterfly icon to the left of the text. 'McCarthy' and 'Stone' are in a dark blue serif font, and the ampersand is in a bold, dark blue sans-serif font.

McCarthy & Stone