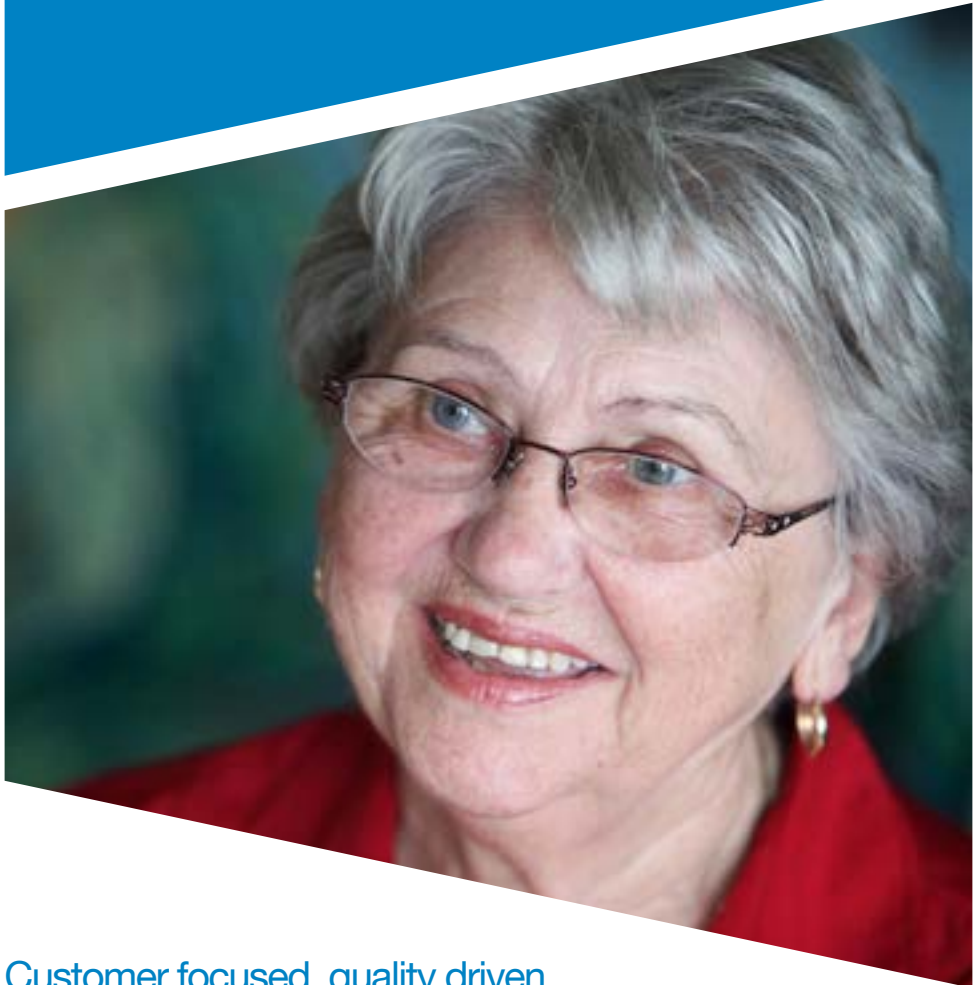


Flexicare housing



Customer focused, quality driven

Flexicare housing

Introduction

Aldwyck understands that as you get older your needs and priorities change and coming to terms with these changes can be difficult. We will take time to get to know you and understand your exact needs. You deserve to be treated with dignity and respect so we have developed a range of services that can be tailored to your personal needs.

Our flexicare housing in Bushey, Hertfordshire provides a flexible level of care and support that can be adapted to suit your changing needs. Ideal if you can no longer manage to live independently in your own home or if you and your partner have different care needs but want to stay together.

Located in a quiet residential area of Bushey the flats at Storey Court, Collins Court and Barley Close all come with adapted bathrooms, communal lounges and a 24 hour tele-care life-line service.

Our service

All three of our flexicare schemes provide you with security, independence and the flexibility to change your care level to suit your needs as they change over time. If you require more specialist services our team will support you or your family in seeking the right level of specialist care.

We provide:

- a 24 hour tele-care life-line service for your personal care and support needs
- assistance in confidence building following falls or hospital admissions
- an active social life within the scheme.

Another benefit of our service is that our staff get to know you and are able to catch problems early reducing the risk of hospital admissions.

Flexicare housing

Your individual support plan

We are committed to providing you with a choice of services that will enable you to live as independently as possible. We will involve you in developing all areas of your support plan.

We ensure:

- you are individually assessed
- you have a personal support plan that incorporates your choice preferences
- we support improvements to your wellbeing and quality of life
- you are treated with dignity and respect
- we respect your privacy.

Practical and emotional support

Knowing you have someone to talk to who will listen and understand your concerns and most importantly provide practical and emotional support is a key part of the service we provide. This may include:

- liaising with external agencies to support access to a full range of services to keep you independent
- tele-care life-line equipment to provide 24 hour emergency support
- help with personal care needs such as bathing, shaving and toileting
- additional help at certain times of the day such as getting up in the morning, at meal times or when getting ready for bed
- help with dressing
- general money-advice including budgeting and welfare benefits
- dealing with emergency situations
- emergency shopping and prescription collection service
- comprehensive medication service
- advice on health and wellbeing
- help with accessing other services such as chiropody and district nurses
- on site support team available 7 days a week between 7.30am and 9pm with night-time staffing added as the need arises
- assistance with form filling and telephone calls
- care team based on site.

Flexicare housing

How much will it cost?

Our charging structure is very competitive. Our fees will depend on the type of care and support provided and are detailed below:

Service provided	Costs start from
Weekly rent	£88
Weekly service charge	£10.50
Care charge low, medium and high	Set by Herts County Council based on their assessment of your care needs

Our flexicare rents are set at the same level as our social rented properties; keeping your rental costs as low as possible.

Help with all these charges may be available depending on your capital and income.

How can I access this service?

This is available to you if:

- you live in Hertfordshire or have a local connection
- have a housing need and support or care needs
- are registered with the local authority housing department.

You are just three steps away from Flexicare Housing

Step 1: Please contact Hertsmere Borough Council

Step 2: Undergo an assessment of your eligibility for housing and care needs

Step 3: Wait for a property to become vacant.

Contact:

Aldwyck Customer Services: **0300 500 6262**

Visiting Support day duty office: **0300 500 1213**

Hertsmere Borough Council Housing Options: **0208 207 7420**

Hertfordshire Health and Community Service: **0300 123 4042**

Email: info@aldwyck.co.uk



This service is delivered in partnership with Hertfordshire County Council.

You can request a translated copy of this document by contacting Customer Services on 0300 500 6262.

W celu uzyskania tłumaczenia niniejszego dokumentu, należy skontaktować się z Zespołem ds. obsługi klienta pod numerem 0300 500 6262.

Polish

کسٹمر سروسز سے نمبر
0300 500 6262 پر رابطہ کر کے
آپ اس دستاویز کا ترجمہ
حاصل کر سکتے ہیں۔

Urdu

আপনি কাস্টমার সার্ভিসেসের
সাথে 0300 500 6262 নম্বরে
যোগাযোগ করে, এই নথিটির
একটি অনুবাদকৃত কপির্ন জন্য
অনুরোধ করতে পারেন।

Bengali

ગ્રાહક સેવાનો 0300 500 6262
પર સંપર્ક કરી આ
દસ્તાવેજની અનુવાદિત નકલની
વિનંતી કરી શકો છો.

Gujarati

您可致电客户服务部
(电话：0300 500 6262)
获取本文档的已翻译版本。

Mandarin



Aldwyck Housing Group
6 Houghton Hall Business Park
Porz Avenue, Houghton Regis
Bedfordshire. LU5 5UZ
T: 01582 869100
E: info@aldwyck.co.uk

Follow us on:

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