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Arabic

إذا كنت في حاجة إلى هذه الوثيقة في لغتك أو شكل آخر، أي البرaille، الحروف الكبيرة أو على شريط الخ، الرجاء الاتصال بفيرست تيم أو First Team على الرقم 670 221 01744.

Bengali

আপনার যদি এই দলিলটি অন্য ভাষায় বা ফন্টম্যাটে প্রয়োজন হয়, যেমন ব্রেইল, বড় অক্ষরে, অডিও সিডিতে, তাহলে দয়া করে আমাদের কাস্টমার ফার্স্ট টিমের সাথে যোগাযোগ করুন 01744 670 221 এই নম্বরে।

Chinese

如果你需要這文件用另一種語言或格式編制的版本，如盲人用點字、大字印刷、錄音帶等等，請致電 01744 670221 聯絡我們的客戶部門 (Customer First Team)。

Czech

"Když potřebujete tento dokument v jiném jazyce, nebo formátu např. v Braillovém písmu, v zvětšeném písmu, v audio nahrávkách atd., kontaktujte náš Customer First tým na čísle 01744 670 221."

Farsi

"اگر می خواهید این مطالب را به یک زبان دیگر و یا در یک فرمت دیگر، یعنی با خط بریل، چاپ درشت، شنیداری و غیره دریافت کنید لطفاً با تیم کاستمر فرست (Customer First) با شماره 01744 670 221 تماس بگیرید"

French

"Si vous souhaitez obtenir ce document dans une autre langue ou format: braille, gros caractères, audio, etc., veuillez contacter notre assistance clientèle dévouée au 01744 670 221"

Gujrati

"આપ આ દસ્તાવેજ અન્ય ભાષા કે રૂપમાં મેળવવા માંગતાં હોય તો, ઇ.ત.ત., અંધલિપિ, મોટી છપાઈ કે ઓડિયોમાં તો, કૃપા કરી, અમારી કસ્ટમર ફર્સ્ટ ટીમનો, 01744 670 221 નંબર પર સંપર્ક સાધો."

Hindi

यदि आपको यह दस्तावेज किसी दूसरी भाषा या रूप में चाहिए, जैसे कि ब्रेल, बड़े प्रिन्ट और टेप इत्यादि के रूप में, तो कृपया हमारे कस्टमर फस्ट टीम से 01744 670 221 नम्बर पर सम्पर्क कीजिए।

Polish

"Jeżeli chcesz otrzymać kopię tego dokumentu w innym języku lub formacie, na przykład w języku Braille, dużym drukiem, w wersji dźwiękowej itp., proszę o kontakt z Customer First Team pod 01744 670 221"

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ ਜਾਂ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ (ਨੇੜ੍ਹੀਆਂ ਦੀ ਜ਼ਬਾਨ), ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ ਵਿਚ, ਆਡੀਓ ਟੇਪ ਵਗੈਰਾ ਤੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ "ਕਸਟਮਰ ਫਰਸਟ ਟੀਮ" ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ 01744 670 221 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Russian

Если Вы нуждаетесь в данном документе на другом языке или в другом формате, как, например, в шрифте Брайля, в крупном шрифте, в аудио записи, и.т.д., просим обращаться в наш сервис Customer First по телефону 01744 670 221

Somali

Haddii aad dukumentigaani ku dooneeyso luqad kale ama qaab kale, sida farta Indhohayaasha, daabacaad balaaran, ama maqal iwm, fadlan kala xariir kooxda Macmiilka telefoonka 01744670221

Spanish

Si necesitara este documento en otra lengua o formato, por ejemplo braille, en una fuente más grande, en audio, etc, por favor póngase en contacto con nuestro equipo del "Primero es el Cliente" llamando al 01744 670 221

Urdu

اگر آپ کو یہ دستاویز کسی دوسری زبان یا شکل جیسے بریل، موٹی لکھائی یا ٹیپ وغیرہ پر چاہئے تو براہ کرم ہماری کسٹمر فرسٹ ٹیم کو 01744 670 221 پر فون کریں۔

BROOKSIDE

Retirement Living in Ormskirk



Frequently Asked Questions and Answers

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The details in this booklet are for guidance only and represent the latest available information on the proposed arrangements for Brookside. Readers should note that the details are subject to change and should not be relied upon.

This booklet does not constitute part of an offer of contract or agreement.

June 2011

8. Further Information

If you would like an application form or more information, the West Lancashire Borough Council Housing Options team can help. Call **01695 58 5210** or you can email **housingoptions@westlancs.gov.uk**

Download an application form at **www.westlancs.gov.uk/homefinder**

Please return completed applications to
**Housing Options, West Lancashire, Borough Council,
PO Box 16, 52 Derby Street, Ormskirk, L39 2DF.**

Internet

For more information on Brookside, please visit
**[http://arena-options.arena-housing.com/
content/1126/brookside.aspx](http://arena-options.arena-housing.com/content/1126/brookside.aspx)**

Visit the Brookside sales website
www.brooksideliving.co.uk

Sales Information

If you have a specific sales query please call 0151 726 8808 option 2, extension 1470.
You can also email
Homeownershipteam@arena-housing.com

Help Direct

For more information and signposting to welfare benefits or financial advice please call Help Direct on **0303 333 1111** or visit their website **www.helpdirect.org.uk**

7. Governance

Who will own and manage Brookside?

Arena Housing Group will own Brookside and the management of Brookside will be the responsibility of Arena Options, a member of the Arena Housing Group.

Will residents be able to have a say in how Brookside is run?

Yes, Arena Options has a vibrant resident involvement strategy, with residents involved in interest groups, resident associations, service panels, conferences and consultations.

How will residents' complaints be handled?

Whilst we hope that any complaints will be resolved quickly and as informally as possible, Arena has a formal complaints policy. Also, residents may approach Commission for Social Care Inspection (CQC) for any care complaints arising, and since Arena is a registered Housing Association, they may also contact the Independent Housing Ombudsman, if the association's complaints procedure has been exhausted.

What are the legal arrangements at Brookside?

All residents will have a Tenancy Agreement. These will set out the terms and conditions of occupancy.

Could residents be forced to leave Brookside?

A resident may be required to leave Brookside if they fail to meet the obligations of the tenancy. A resident might also be asked to consider alternative provision if his/her care needs became greater than can be provided at Brookside. However, this would only arise after detailed discussion with the resident and their family or formal representative and consultation with their GP. Arena Option's staff would assist in finding suitable alternative accommodation.

1. Background

What is Brookside?

- Brookside is an £18 million extra care housing scheme with communal facilities, a health and wellbeing centre and a resource centre for people with dementia.
- There are 111 high quality self contained one and two bedroom apartments.
- Brookside is being developed and delivered through a partnership, bringing together the expertise of:



Central Lancashire



Where is Brookside?

Brookside is in a great location in Ormskirk town centre, next to Morrison's supermarket. Brookside is close to main services, including:

- a health centre;
- dental practices;
- local general hospital; and
- three GP surgeries within Ormskirk.

What is extra care?

Extra care housing is designed to create a community where people can live an independent life in a socially supportive environment. It is suitable for people who want to live in their own home, but have access to care and support services if required. The scheme consists of a variety of self contained accommodation with communal facilities designed to enable people to engage in a full and active social life at a pace they are comfortable with.

You will have your own apartment and should you need care and support it will be individual to you. The apartments are specifically designed to offer security, easy accessibility and there is a warden call system in every apartment in case of an emergency or fall, monitored 24/7.

Who can live in extra care?



Brookside extra care housing is aimed at older people over 55, with a clear need for the care and support services that will be provided. Some people move in with higher levels of care and support (including dementia). You can still be considered if you don't have any care needs but require some support.

Sometimes people who are under the age of 55 but require extra support can also be considered for extra care housing.

Priority is given to people who already live in West Lancashire, although people who have an existing or former association with the borough (perhaps they need to move here to be near to close relatives) can also be considered.

What happens next?

If you are registering for the first time the Housing Options team will carry out an initial assessment of your needs.

If you are already registered with West Lancashire Borough Council and your needs have already been assessed then your current circumstances may still need to be updated

If it is identified that you have additional care needs, you will require a Fair Access to Care (FAC) assessment through Lancashire County Council (LCC). Once the assessment has been carried out, LCC will let you know the outcome.

When a vacancy occurs, a panel will allocate the property, depending on care and housing needs. You will be contacted if a property is allocated to you and you can decide if you would like to accept the offer of accommodation.

Is there any eligibility criteria?

Yes. For further details, please ask for the Brookside Sales and Lettings Policy.

If somebody submits an application, how long will it take before they know whether or not their application has been successful?

Processing applications will be carried out in various stages and this may take several months. However, Arena will endeavour to keep applicants updated on how their application is processing.

6. Applications and Allocations

How do I apply?

If you would like an application form or more information, call the West Lancashire Borough Council Housing Options team on **01695 58 5210** or you can email **housingoptions@westlancs.gov.uk**

Download an application form at: **www.westlancs.gov.uk/homefinder**

Please return completed applications to:
**Housing Options, West Lancashire, Borough Council,
PO Box 16, 52 Derby Street, Ormskirk, L39 2DF.**

If you are already registered with West Lancashire Council housing options team you will still need to get in touch to express your interest in Brookside.

Help with your application



If you feel that you need help with your application or understanding the lettings and sales process, let the West Lancashire Borough Council Housing options team know. The team can provide advice and support.

If you would like someone to represent you on your behalf (for example your son or daughter) please let the team know and this can be arranged.

What are the security arrangements for the site?

Brookside will not be a gated community. But the building is designed to offer a secure environment, including:

- a key fob/swipe card for each resident to access to the private accommodation areas;
- CCTV around the site;
- Staff on site 24-hours per day;
- video linked security; and
- each apartment will have an emergency call system. This allows you to call for assistance in an emergency situation. Pendants will also be available to residents. The call system can also be adapted should you require special care.

What are the parking arrangements?

There will be 50 car parking spaces for use by residents, visitors and staff which includes limited disabled spaces. Car parking spaces will not be allocated to specific households.

What are the local transport arrangements?

There are regular bus services operating locally.

What will the staffing levels be at Brookside?

The staffing levels at Brookside will be determined by the needs of the residents and will be regularly reviewed. There will always be a staff presence on the site, 24 hours a day.

Will there be a handyman on site?

There are plans to have a site supervisor at Brookside. The site supervisor manages the maintenance of the communal areas. Unfortunately this is not a handy man service for apartments.

2. Accommodation

What will the accommodation at Brookside be?

There will be 111 self-contained apartments:

- 86 x two bedroom apartments;
- 25 x one bedroom apartments.

What are the sizes/layouts of the apartments?

A one bedroom apartment is around 55m² and a two bedroom apartment is around 65m². This may be slightly different, depending where the apartment is in the building. Please find below a some layout examples for Brookside apartments.

A. Living Room	5.1m x 3.5m	A. Living Room	5.2m x 3.5m	A. Living Room	4.4m x 4.4m
B. Kitchen	2.2m x 3.6m	B. Kitchen	2.2m x 3.6m	B. Kitchen	2.9m x 2.3m
C. Bedroom	4.4m x 3.4m	C. Bedroom	4.4m x 3.5m	C. Bedroom	4.4m x 3.5m
D. Bedroom	3.6m x 2.3m	D. Bedroom	3.7m x 2.3m		



(please note the dimensions displayed are estimates only)

Will there be a show apartment?

A one bed and two bed show apartment will be ready to view from October 2011.

How often will charges be reviewed?

There will be an annual increase on 1st April. Rents will be increased in line with Arena's Rent Policy. Other fees will be based on an estimate of the running costs of Brookside and reviewed annually.

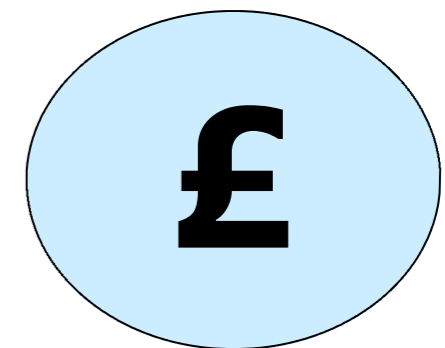
How much notice of changes in fees will be given?

Residents will receive at least 28 days' notice of the annual increase on 1st April. However, fee changes which are the result of changes in individual personal care needs will be effected immediately when a new care plan is introduced.

What other costs will be payable?

Residents will need to pay their own:

- contents insurance
- Council tax
- telephone bills
- Broadband bills; and
- TV license.



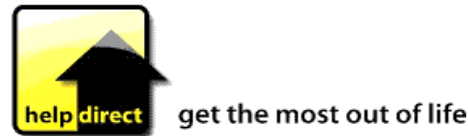
5. Finance

What will it cost to live there?

People with limited income or who receive some existing benefits should be eligible for financial assistance to cover many of the charges, but if you currently pay in full for your housing, care and support then you should be aware of the cost of living in Brookside.

The actual cost will include:

- the cost of renting/buying your home;
- a service charge associated with the running costs of the scheme; and
- the cost of support/care.



For more information and signposting to welfare benefits or financial advice please call **Help Direct** on **0303 333 1111** or visit their website www.helpdirect.org.uk

For information on prices of properties, rent, and associated charges, please refer to the Brookside information sheet on prices.

What is included in each apartment?

- open plan living room;
- easy-to-maintain fitted kitchen, including hob and oven and fridge freezer (fridge freezer will be for initial sale/let, which will be gifted);
- wet room with walk-in shower;
- French doors opening on to small 'Juliet' balcony;
- entry phone communication;
- emergency call system; and
- flooring throughout (for initial sale/let, which will be gifted).

Can residents make changes to the apartments once they have moved in?

Alterations to the property cannot be made without a request in writing to the Extra Care Housing Manager and consent would have to be given for any work to proceed. This is part of the tenancy agreement and the Lease and it is important that the agreements are not breached. There may also be a requirement for the resident to meet any costs involved in converting the alteration back to 'standard' on leaving the property.

Can a bath be installed?

No. But there will be an assisted bathing room on site.

Can adaptations, aids or telecare equipment be fitted to the apartments?

Yes, after assessment.

What are the arrangements for TV aerials and satellite dishes?

There will be a communal TV aerial system which will be able to receive satellite and terrestrial signals. Residents who wish to view 'Pay TV' will need to subscribe to a 'Pay TV' provider. For 'Freeview' television, residents will have to purchase the necessary 'set top' box equipment, or a TV with freeview integrated.

What about telephones and the internet?

All apartments will have a telephone point. Residents will be responsible for making their own arrangements for connection through a telephone service provider (e.g. BT). Residents will also be able to subscribe to an internet provider.

Are pets allowed?

Pets are allowed subject to approval by Arena. And the resident complies with the Arena pet policy.

Are residents allowed to let friends or family to stay at their apartment?

Yes as long as the maximum capacity is not breached. There will be restrictions in terms of visitors residing long term and their occupancy rights. Residents are responsible for their visitors at all times.

What are the arrangements for storing of mobility scooters?

You will need to insure your vehicle to be able to store and use it on site. Subject to Fire Officer permission scooters can be stored within your apartment and can be parked in the communal scooter area when using communal facilities.

Who will deliver the care and support?

There will be a core dedicated and appropriately trained domiciliary care team and a support team commissioned by Lancashire County Council. This will cover emergency responses, care and support. The care service will be regulated and inspected by the Commission for Social Care Inspection (CQC). However, if you wish to receive care through another provider, this may be arranged.

How much will it cost?

This will depend on individual circumstances.

Will residents be able to access nursing care?

Nursing care will not be available at Brookside, although district nurses will be able to visit.

How will residents access chiropody and dental care?

Residents will be able to access through the NHS.

Will Brookside be able to provide residents with care for life?

Whilst Arena Options will make every effort to provide residents with 'care for life', this unfortunately cannot be guaranteed. In some cases a resident may need to move to an environment more suitable to their specific needs (e.g. Hospital or Specialist Care Home). However, Arena Options would only conclude that a resident's care needs could not be met by the Brookside care team after consultation with the resident, the resident's GP, family and formal representative as appropriate. In such circumstances, help to find suitable alternative accommodation would be given.

4. Care and Support

Will there be care and support provided for residents living in Brookside?

Extra care housing offers an alternative to residential and nursing homes care for older people who wish to retain control over their own lives, whilst receiving the support they need in a safe, secure environment.

General support will be available to all residents at Brookside and includes the presence of staff on site 24 hours per day, management advice, general counselling and support.

Enhanced support and care will be available subject to need, assessment and payment for the service. Individuals needing or requesting care need to be assessed by Lancashire County Council.

It is anticipated that a third of people living at Brookside will have low care needs, a third medium care needs and a third high care needs.

Brookside will also include specialised care for residents who develop dementia. The layout of the scheme includes design features which can support independent living.

Will residents be involved in their assessment and care plan?

Yes. Residents will be fully involved in their own assessment and Care Plan. No two people are the same and individual wishes will be respected.

3. Communal Facilities

What communal facilities will be available on site?

The extensive range of communal facilities will include:

- a bistro;
- local information resource service;
- hairdressing salon;
- library;
- music room;
- lounge areas (throughout the residential areas);
- flexible use rooms including facilities for fitness craft/studio work, hobbies, training and education, horticulture, relaxation and recreation;
- meeting rooms (available for booking by resident groups and outside groups); and
- landscaped gardens.

Will residents' have to pay an additional charge for using the communal facilities?

Generally no. The communal facilities are partly funded through the service charges and are available to all residents. At the point of delivery, there may be a charge for using a specific facility (e.g. meals in the bistro, or taking part in organised activities e.g. painting group).

Who else will be able to use the communal facilities?

We want you, your family, visitors and friends to be able to enjoy using the facilities at Brookside. Older people living in the community and voluntary groups, such as Age UK, may also be able to access some of the facilities (e.g. activities). Visitors can pay for any use of facilities, contributing to running costs, and promoting an active community life. From time to time the Arena may use the facilities for meetings.

Will residents' guests be able to use the communal facilities?

Yes (subject to paying the appropriate charges).

Will there be a guest room available for overnight stays?

Yes (subject to pre-booking and payment).

Will all the communal areas be no smoking?

Yes. However, residents may smoke in their own apartment.

Will the scheme have activities?

It is hoped to build an activities programme with the help of people who have registered an interest in Brookside to develop activity and interest groups.



Health and wellbeing centre

The services at the health and wellbeing centre are accessible to Brookside residents and people living in the community (subject to assessment) including a resource centre for people with dementia.

Local GPs are working with us on the development of health services and we may have other health services developed on the site.

