



# ROYAL HASLAR

Care Package



# Living at Royal Haslar: A proud tradition of care

Royal Haslar is an exclusive development of retirement and Assisted Living apartments where residents can live independently and safely within a thriving community.

Situated within a beautiful and historic setting with stunning views, Royal Haslar offers a selection of elegant one and two bedroom apartments. All of our apartments have their own front door and are self-contained.

Residents will have access to a wide range of activities and essential services, ranging from an on-site communal centre that features a hair salon, a restaurant, a library, hobby rooms, and proposed gym, pool & spa. Meanwhile, on-site health and security staff and Telecare technology support means they can access the best care the moment they need it.



If you're considering downsizing to a smaller property or like the idea of joining a community with an extensive range of luxurious amenities and services, then look no further than Royal Haslar.

## Estate Management & Services\*

- Lounge & library
- Treatment room (hairdressing, chiropody)
- Medical examination room
- Proposed gym, pool & spa
- Lifts to all floors
- Camera and fob entry system
- Intruder, smoke and fire alarms
- 24-hour on-site team & CCTV security
- Mobile scooter store
- Beautifully-landscaped gardens overlooking the Solent
- Development Manager
- 24/7 care support, emergency call and monitoring
- Housekeeping and cleaning
- Access to domiciliary care on site
- Buildzone building warranty

\*Residents of Canada House will commence on a base Independent Living package. The communal facilities above will be provided on a phased basis soon thereafter and residents will have an option to upgrade to Assisted Living upon completion thereof.





## About FirstPort

As the UK's largest residential Property Manager, FirstPort understands that residential properties are more than just bricks and mortar to the people who live in them. These properties are your home, and you expect the highest possible standards of property service, at the most cost effective price. With over 40 years' experience and 196,000 homes under our management, we've learnt what makes a first class property management service. With our significant scale, we deliver national coverage backed by a local, personal service.



## Estate Management & Services

Privately-managed estates are run by a Managing Agent. This means that all property owners (houses, apartments and commercial) on the estate share the costs for maintaining the common areas. For example, landscaped areas, maintenance and the upkeep of the roads, or the common parts of the building, if you're living in a block of apartments.

As a Managing Agent, our role is to make sure your building's safe, well maintained and serviced. However, we do so much more; whether it's the upkeep of the communal areas or staying on top of the running repairs, we're here to manage them for you.

We want to be the company that you turn to first to look after your home and community. We work every day to provide excellent levels of property management and customer service for the retirement owner. Our experienced employees use robust systems to keep

your property secure and in the best condition. While our skilled Development Managers are on site and at hand for our retirement customers, they are supported by a dedicated Property Manager who will regularly visit and inspect the communal areas and our dedicated Customer Services team is on hand to answer any accounts queries or general issues you may have about your development.

We have the breadth and depth of knowledge and commitment to keep improving our service and to exceed what's expected, rather than simply follow a standard. If you've decided Royal Haslar is for you, our Development Manager will organise a tour of the development, providing you with a 'red carpet welcome,' and introducing you to Royal Haslar's vibrant community, extensive facilities and amenities and wide range of activities where retirement living has been re-imagined.









## Service Options

Royal Haslar will offer a wide range of options from Independent to Assisted Living. All parties within our senior living development sign up to a base Independent Living Package. This is for people who require minimal assistance but will at the same time have access to various communal facilities, social events and activities, in addition to emergency support should the unexpected occur.

As your needs and/or desires change over time, services at Royal Haslar can be increased or decreased to suit individual requirements.

With multiple optional extras to choose from, residents can find the service offering to suit their desires and their budget. This may range from assistance with housekeeping and full restaurant service to various medical and physical assistance options.



## Independent Luxury Living

Our Independent Living residents own their apartments without having to worry about routine property maintenance tasks, such as gardening and window cleaning. Additional support will also be provided by our Development Manager and 24/7 emergency call response system.

Here at Royal Haslar, we also like to encourage residents to interact with each other by taking part in our activities and events.



### Our Independent Living residents benefit from:

- Young and active semi/retirement facilities right on your doorstep
  - Thriving communal community environment
  - Frequent social events and activities that benefit residents wellbeing and health
  - Coffee mornings/residents' discussions
  - High-quality restaurant facilities as an elective service at a subsidised rate
  - Proposed gym, pool & spa access
  - Regular communication with your Development Manager
  - On-site staff 24 hour a day, 7 days a week
  - Telecare emergency system connected to remote monitoring service 24/7
  - Elective concierge services such as:
    - Key holding service – lock up and leave maintenance service
    - Small parcel storage
    - Dry cleaning service
    - Booking cars/transport
  - High-quality building maintenance for all communal areas and systems
  - Well-maintained grounds
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# Assisted Living

Assisted Living bridges the gap between Independent Living and Residential Care. This type of retirement living is ideal if you'd like to remain independent, but would also appreciate some additional day-to-day support.

Assisted Living provides 24 hours, 7 days a week support including being catered for by our chef and kitchen staff. For instance, our Assisted Living residents will enjoy home-baked cakes and biscuits served with tea and coffee every day in the residents' lounge.

Meanwhile, our Head Housekeeper and team will plan and deliver a weekly one-hour cleaning service, although many of our residents will purchase additional hours of domestic services, including laundry and ironing.

No matter if it's day or night, there will always be a member of the team available for our Assisted Living residents.



## Our Assisted Living residents benefit from:

- All of our Independent Luxury Living services plus
- Support arranging additional care services
- Pre-paid dining in our restaurant facilities that is nutritionally well-balanced for a healthy lifestyle
- Home-baked cakes and biscuits served with tea and coffee every day in the residents' lounge
- Housekeeping services, including laundry and ironing

## Additional Care Services

Options may include but are not limited to the following:

### Personal Care Services

- Bathing
- Dressing
- Assistance with getting up
- Assistance with going to bed
- Medication Support
- Assist with active range of motion activities

### Enablement Services:

- Companion Care Services
- Conversation
- Reading
- Companionship
- Transport to appointments
- Sitting Service
- Social support and recreation

### Home Care Services

- Meal Planning / preparation
- Cooking
- Housework
- Shopping
- Dog Walking
- Respite / relief
- Live in care
- Accompaniment to appointments







## 21st Century Technology

We've installed smart technology through a digital Smart Living emergency call system that enables connectivity with the outside world and connection to app enabled services such as smart speakers and video calling. We have systems in place that help residents to easily share their feedback with us so we can adapt our services and check in with customers as to how we're doing.

## Interconnected Living

Our telehealth services are made possible by a secure, development-wide Wi-Fi service, which also provides residents with access to FirstPort's online customer account portal, Your Property Online.

All of our communal lounges will have an Alexa-style device that's been fully programmed to carry out a range of useful tasks for our residents. These devices have been linked to the Smart TVs within our communal lounges, which will also be used as a digital noticeboard to share information about our exercise, well-being programmes and other events.

We've invested in the latest technology so that our residents can benefit from a range choices of Telecare and telehealth support - from reassurance calls and fall detectors, to well-being monitoring devices. We also offer Wi-Fi within our apartments too, so our residents can live more independently.

## Workspace Zone

We will have a dedicated Workspace area for our residents who are still professionally active. With access to technology and equipment to support a business centre environment, we ensure that a quiet space is available to book.

## Car Share Scheme

We will also run shared electric car schemes to reduce the need for multiple cars on-site. A facility to book environmentally friendly travel options will be available and our on-site team can then assist in enabling access.

## Smart Living Systems

All of our apartments are fitted with a Smart Living System that can connect to optional support solutions, such as an alert watch. These GPS-enabled watches allow the emergency services to identify exactly where our residents are, so that they can locate and assist them sooner.

Meanwhile, the video calling functionality can make family and friends more accessible and means consultations with GPs, specialists and other professionals can be carried out remotely rather than face-to-face. The main door access can also be monitored and controlled from this device, providing our residents with an extra level of reassurance and security. There's also an option for a tablet and mirror app to be activated, so that information that's available within apartments can be viewed by friends/relatives effortlessly, quickly and securely.

► For more information visit  
[RoyalHaslar.com](https://www.RoyalHaslar.com)







## Detecting Fires

We have electronic fire detection equipment that identifies where an incident is and alerts the appropriate services immediately, including the team on-site who will support all of our customers in the event of an emergency.

## Site Safety

This ranges from making sure that the boundary fencing and gates are well maintained and installing CCTV in external communal areas to ensure safety and security is maintained in an unobtrusive way, to making sure our rigorous recruitment systems help appoint staff, who've been thoroughly vetted and can offer the best possible support to our residents.

## Community and Social Inclusion

Customer engagement is incredibly important to us and is central to the real sense of community we're creating here at Royal Haslar.

We believe the key to achieving a trusted, open and honest relationship with our residents is great customer communication. The more we know the rhymes and rhythms of our residents, the better we're able to serve and nurture that sense of belonging. We're always exploring new ways of engaging with our residents and looking at how we can support them to develop a sense of community. This, in turn, can have a positive impact on people's health, happiness and wellbeing.

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## Communicating with Residents

We communicate with our residents in all sort of ways, through digital and personal connections, it really depends on their individual preferences. FirstPort's magazine is distributed to residents twice-yearly and is packed full of stories, advice and activities. While our on-site team creates bespoke communications plans that are based on people's requirements. For example, some residents may want us to check in on them every day, while others are happier for us to monitor their wellbeing digitally.

When we first meet our residents, one of the first things we ask them is how much they would like family members to be involved in their affairs. If they'd like us to, we're more than happy to integrate their relatives into the FirstPort community on-site. Or, if they prefer, we can provide less obtrusive reassurance via our digital platforms. The choice is theirs.



## Healthcare Needs

FirstPort has embedded itself within the local communities where our developments are based. Many residents may not need additional health support when they move in, but health care needs can change over time. We have close working relationships with a range of local health professionals, such as the GP surgeries and dental surgeries, as well as other supplementary health professionals, such as occupational therapists and physiotherapists.

## Crisis Situations

While we hope a serious incident will never take place at Royal Haslar, we are primed and ready to respond should this ever be the case. Our experienced team of customer service advisors have been trained on how to operate a crisis management facility and arrange and manage all aspects of a major incident.

This team also has direct access to the senior managers at FirstPort and, if we need to, we can activate our crisis management team, providing the best level of support, peace of mind and crisis management.

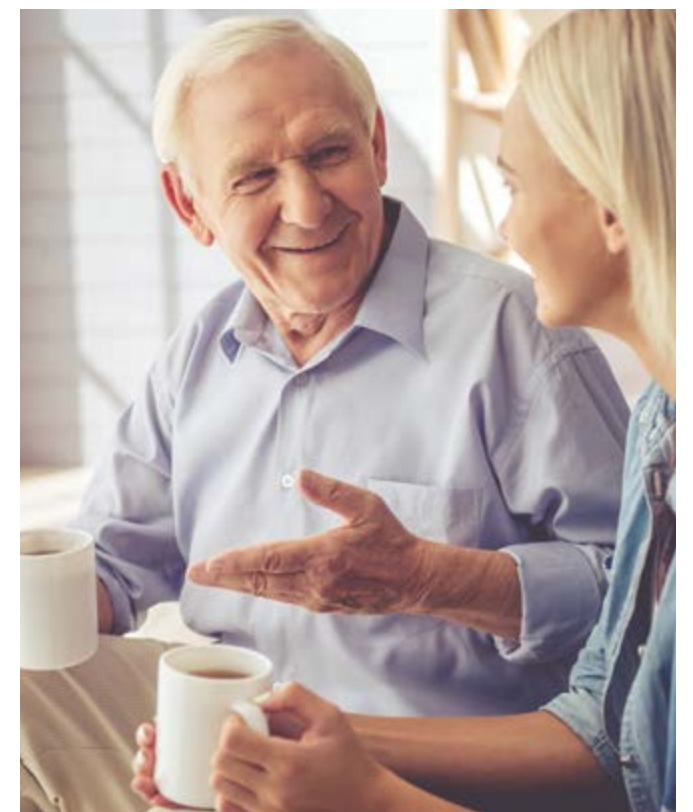
## Dealing with Emergencies

We run a 24-hour, 7-days a week platinum monitoring and emergency service that's supported by our experienced team of customer service advisors who are on standby to respond to all types of emergencies. The moment a call's activated, one of team will help – they will be able to identify who the resident is and where they are calling from before the call has even been answered.

We'll also contact family members to make them aware of what's happened. And, if we need to, we can contact the emergency services and operate the door to give them access.

It should be noted that the services & amenities detailed herein will be subject to ongoing review & refreshment, and therefore, may be subject to change to ensure the needs of the community are facilitated in the best and most cost effective way.

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Please note all specifications, floor plans, finishes and imagery have been obtained from sources believed reliable but may be subject to errors, omissions or variation without notice. This information is not verified for authenticity or accuracy and is not guaranteed. Interested parties are advised to carry out an independent survey of any property prior to purchase. It should be noted that the services and amenities envisaged and detailed above are intended to be introduced on a phased basis as the overall retirement development at Royal Haslar progresses.

These amenities and services may be subject to change without notice. The envisaged site development plans herein may also be subject to change.



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