

Flexicare housing at Tabor Court



Helping you continue to live
independently in your own home
for as long as possible.

flexicare housing
Hertfordshire

**howard
he cottage**
housing association
*Striving for excellence
in all that we do*

What is flexicare?

Flexicare is an innovative housing option at Tabor Court, Letchworth Garden City. It enables you to continue living independently in your own home for as long as possible, rather than having to move to a residential care home. It's also sometimes referred to as 'extra care'.

So do I have my own flat?

Yes. Flexicare is designed to help you maintain your independence while ensuring that you can have all the support you need, when you need it.

So you have your own front door, but with the added benefit of an onsite care team who are available 24 hours a day, seven days a week.

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What type of care can you arrange for me?

There's a wide range of care that we can help you with, to keep you independent. Examples include helping you with things like bathing or washing, getting you up and dressed in the morning, managing your prescription medicines and preparing meals.

The great thing about having a care team on site is that it's always quick and easy to get help if and when you need it. So there's no need to wait until you reach a crisis point; we can often help you to catch problems early and avoid being admitted to hospital.

And if you do end up having a stay in hospital, it's possible that you'll be able to return home much sooner than the norm because after-care is available.



Can flexicare help to keep us together as a couple?

Yes – if you and your partner have been living together for years, it's perfectly understandable that you don't want to be separated just because one of you has particular care needs.

Flexicare usually enables couples with different care needs to stay together. The support you'll receive in caring for your partner will give you both peace of mind and enable you to make the most of your time as a couple.

Who's in charge at Tabor Court?

Our Scheme Manager is available from Monday to Friday between 9am and 5pm. Your welfare is her number-one priority so she'll contact you every morning during the week, to check that you're okay. But she'll never enter your home uninvited, except in an emergency.



During office hours, our Scheme Manager will be happy to provide you with the support you need, including:

- Responding to an emergency
- Managing your changing needs
- Helping you to maintain your independence
- Providing practical support
- Assisting with benefits and finances
- Addressing health and safety issues
- Ensuring you have a voice to make your own



Are there many things to do at Tabor Court?

You'll be spoilt for choice! There's a wide range of activities available, including weekly bingo sessions, carpet bowls and seated exercise sessions, led by our fully qualified staff.

We have a lovely communal lounge, which is perfect for our weekly coffee mornings and afternoon teas, and our daily lunch club. We also host ad hoc entertainment every month and celebrate key events during the year – things like Valentines Day, Easter and Christmas.

What other facilities do you offer?

Our coffee bar is very popular, as are our conservatory and the beautiful gardens. We also offer assisted bathing with a relaxing whirlpool bath, a laundry room, a guest room for relatives and a communal computer.

What about payment?

The amount you pay for care depends on your level of care and your financial situation. Before you move in, Adult Care Services will make an initial assessment of your care needs and talk to you about the sort of help you'd like to receive.

Please don't worry, you won't be asked to pay more than you can afford. And emergency care will always be available to everyone.

How do I apply?

To apply for a place on our flexicare housing scheme at Tabor Court, you'll need to join North Hertfordshire's Common Housing Register by completing an application form at Home4U (www.home4u.org.uk/Housingregister/).

For more information, or if you need some help with completing the form, call our Customer Services team on 01462 683307.



*Striving for excellence
in all that we do*

... in the ways that we work,
... in the homes we build and maintain,
... in the communities we serve.

Contact details

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A charitable housing association



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