



Comfort, convenience
and security for
a happy retirement

Sandown Court, Twickenham

Extra care retirement housing
from Richmond Housing Partnership(RHP)

Sandown Court, Twickenham

Extra care retirement housing



Make life a little easier

RHP's award winning retirement schemes offer you comfort, convenience and security for a happy retirement.

Choose Sandown Court for a relaxed lifestyle, peace of mind and comfortable living. This retirement scheme is designed for independent people looking for accommodation with easy access to personal care services. These low maintenance flats give you the privacy of your own home, with the added advantage of specialist services on your doorstep. Sandown Court is RHP's only retirement scheme to benefit from a team of specialist care staff who can offer you personal care.

Peace of mind

We understand how important safety and security is to you, and Sandown Court offers you extra reassurance to make life stress-free. Its services are tailored exclusively for people who are receiving care organised by Richmond Social Services, which provides friendly staff to help with your daily needs.

In addition, RHP employs a fully trained Scheme Manager, so that residents have a familiar face who can answer their questions, make sure the scheme is expertly managed, deal with emergencies and organise social activities.

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Set in a first class location, it is obvious why Sandown Court is such a popular place to retire.

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Room to relax

Set in a first class location, it is understandable why Sandown Court is such a popular place to retire. The scheme is in a leafy setting just a short bus ride from Twickenham Green and the many amenities of this sought-after suburb.

You can enjoy the company of like-minded neighbours and take advantage of a great social scene with regular organised activities. Your self-contained flat means you have privacy when you want it, or you can catch up with friends in the beautifully furnished communal lounge and conservatory.

Gardening is a popular pastime in the lovely courtyard garden, which is used for barbeques and garden parties in the summer.

The property has been laid out with your convenience in mind, including a lift and easy access to all areas. Our weekly charges include heating, hot water, support charges, service charges and repairs, representing excellent value for money.

The Scheme Manager is normally on hand from 9am-5pm Monday to Friday, and will visit you personally on a regular basis.

All flats have an emergency call system which is manned 24 hours a day, so you can be safe in the knowledge that help is always at hand. You can go away for a few days without worrying, knowing that your home is in a secure building which is only accessible to residents.

RHP's retirement housing service was the UK winner of the Griffiths Older People Community Award from the National Housing Federation (iNBiz Awards 2005).



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When to choose Sandown Court

Sandown Court is designed for people over 60 who value an independent lifestyle with extra help from Richmond Social Services and RHP. It is not a residential home and with your own private flat and front door key, you can enjoy life the way you want to.

Sandown Court doesn't offer 24 hour care, and to make sure that you are comfortable here, you must have a care assessment from Social Services so that they can help you to get the assistance you need with your daily life. If you are assessed as having a substantial need for care, under the 'Fair

Access to Care Services Guidelines', Sandown Court may be the right option for you. Sandown Court is designed for people with personal care needs, and it is important that you agree to follow the recommendations of your housing support plan and care plan.

As Sandown Court is a popular place to live, offering specialist services, we give priority to people most in need of this type of housing. This includes people who live in Richmond Borough or who wish to return to live here.

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The privacy of your own home, with the added advantage of services on your doorstep.

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A highly professional service

RHP's Retirement Housing Service offers an excellent standard of service. Our 'service standards' are set out below:

Equality

We will make sure we treat all our customers with dignity and respect.

Diversity and Choice

We will make sure that any information we provide is available in a format according to your needs. We will celebrate cultural diversity within our retirement schemes.

Information and Advice

We will produce a monthly newsletter for your scheme.

Quality Housing Services

We will carry out a weekly scheme inspection to make sure that your scheme is maintained to a high standard.

Flexible Service Provision

We will provide a personal meeting at least every 6 months, or as required, to assess what support you need, and will arrange welfare visits according to your wishes.

Protection from Abuse

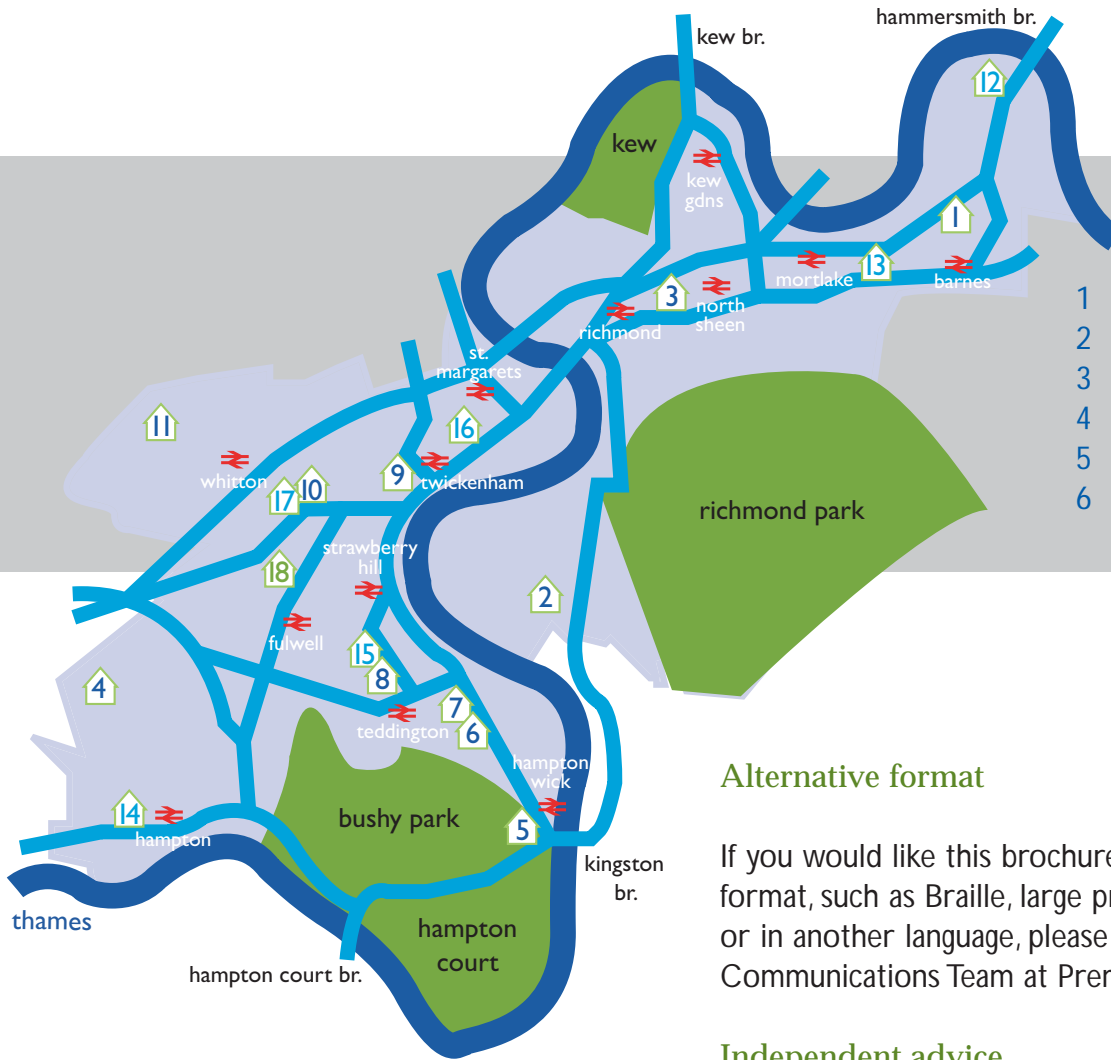
We will respond to you in person within 24 hours of any report of abuse.

Promoting Independence

We will ensure that there are 12 social activities that you can join every month.

Consultation

We will hold a meeting at your scheme every 8 weeks to consult you and to review how we are meeting our standards.



Map key: on-site support, visiting support, extra care (schemes)

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|---|-----------------|----|-------------------|----|-----------------|
| 1 | Brookwood Lodge | 7 | Garrett House | 13 | Firmston House |
| 2 | Redknapp House | 8 | Gresham House | 14 | Hemming Close |
| 3 | Calvert Court | 9 | Howe Lodge | 15 | Argyle House |
| 4 | Nation Court | 10 | James Darby House | 16 | Deniel Lodge |
| 5 | Bennet Close | 11 | Somerville House | 17 | Elmsleigh House |
| 6 | Kingston Lane | 12 | Baynes House | 18 | Sandown Court |

Alternative format

If you would like this brochure in an alternative format, such as Braille, large print, on audio tape, or in another language, please contact the Communications Team at Premier House.

Independent advice

For independent advice on the best type of housing for you, please call the Elderly Accommodation Counsel's telephone advice line on 020 7820 1343, write to them at 3rd Floor, 89 Albert Embankment, London, SE1 7TP, or visit www.housingcare.org.

Contact us today

If you would like more information, an informal chat or tour, please speak to your care manager at Richmond Council on 020 8891 1411, or contact:

Richmond Housing Partnership

Premier House	Tel:
52 London Road	020 8404 5500
Twickenham	Email:
TW1 3RS	lettings.team@rhp.org.uk

Visit our Senior Surfers website for the over 60s at www.rhp.org.uk.

