



This leaflet is about the Extra
Care Scheme for
older people, needing housing with
care and support at:
Piggs Corner or **Kynoch Court**



Introduction

The extra care housing schemes are located at Piggs Corner, Grays and Kynoch Court, Stanford-le-Hope. The schemes are designed to meet the needs of people over 60 who have high needs or younger people who receive the higher rate of Disability Living Allowance and who wish to live independently with support.

This exciting new venture is a result of close working between Housing and Social Care.

Aims of the scheme

- To enable you to stay in your own home for as long as possible.
- To extend the choice of housing available to you.
- To provide an alternative to residential care.
- To offer an environment that enables you to remain independent and control your life.
- To give you all the usual rights of a tenant and provide the care and support you need.

Am I eligible?

Applications will be considered from all council and housing association tenants, owner occupiers and people in privately rented accommodation who can answer yes to one of the following:

- Do you receive or are in need of at least five hours of care each week?
- Are you over 60 years old or in receipt of high rate Disability Living Allowance?
- Do you live in Thurrock or have the need to live in Thurrock for example, to receive support from relatives?

Support Services

The care and support that you need will be listed in your care plan. Below are a few examples of the type of support services that we will be able to provide:

- Getting in and out of bed
- Using a toilet or commode
- Maintaining personal hygiene
- Dressing and undressing

This is not a full list of the care and support services that are available. The care you receive will depend on your individual assessed needs.

Each flat will have. . .

- 1 bedroom
- Own front door
- Lounge
- Shower room with wash hand basin and toilet
- Emergency intercom alarm system

Facilities for all residents

All residents of Piggs Corner and Kynoch Court will be able to use the following facilities:

- Communal lounge area with organised optional activities
- Library
- Hairdresser
- Communal laundry
- Communal garden
- Guest suite
- Lifts to give access to all levels
- A specialist bathroom for assisted bathing
- Proposed restaurant facilities [not yet open]

How do I apply?

You will need to fill out an application form. You can get this from a Local Office or by calling 01375 652880 to request an application form by post.

If you would like more information. . .

Please contact:

- Your Social Worker, Care Manager or Occupational Therapist.
- Local Housing Office (call 01375 652312 for details of your nearest local office)
- The Housing Information Desk at Civic Offices on 01375 652880, or

Email: housing@thurrock.gov.uk, or visit

Visit our website: www.thurrock.gov.uk/housing

or write in to:

Extra Care Scheme
Housing & Social Care
Thurrock Council
Civic Offices
New Road
Grays, Essex
RM17 6SL

What do you do if you have a complaint?

If you have a complaint, compliment or suggestion about any of our services, please contact:

The Customer Services Officer

Thurrock Council
Housing and Social Care Directorate
Civic Offices,
P.O Box 140, New Road
Grays, Thurrock
RM17 6TJ

Tel: 01375 652612

E-mail: customerservicesofficer@thurrock.gov.uk

Text: 07867 682922

Monday - Thursday: 8:45 am - 5:15 pm

Friday: 8:45 am - 4:45 pm

**They will try to sort things out within 14 days.
They will explain to you what they have done. If
you are not happy with this, tell us.**

**Have you found this leaflet useful?
If you think we can
improve it please contact:**

The Communication and Public
Information Team
Housing and Social Care Directorate
Civic Offices,
P.O Box 140,
New Road
Grays, Thurrock
RM17 6TJ

Tel: 01375 652438

E-mail: CPI.Team@thurrock.gov.uk

**Monday - Thursday 8:45 am - 5:15 pm
Friday 8:45 am - 4:45 pm**

If you would like a translation of this leaflet, please ring the telephone number below.

Monday - Friday
9.00am - 5.00pm



TCSH/04/38

For translation phone

للترجمة الرجاء الاتصال على هاتف

'Për përkthime telefono'.

Za prevod nazovite

অনুবাদের জন্য টেলিফোন করুন

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تیلی فون برای ترجمه

برای متن ترجمه شده با این شماره تماس بگیرید

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अनुवाद के लिए फोन करें

بۆ کاری ته ترجمه په یوه نندی بکه به

د ترجمې د پاره تیلی فون

उत्तरमें लघी एस नंबर उे हें वरें

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