1. More about the accommodation

### PROPERTY DETAILS

- No. of properties to suit people with limited mobility?
- No. of properties to suit regular wheelchair users?
- No. of properties to lifetime homes standards?
- There is storage for wheelchairs/electric scooters
- Properties are served by a communal satellite tv aerial
- Properties are wired for cable tv

The average sizes of properties are:

- Studios /bedsits: [ ] sq. metres
- 1 bedroom: [ ] sq. metres
- 2 bedroom: [ ] sq. metres
- 3 bedroom: [ ] sq. metres

If there are flats:

- There is a lift(s): [ ] If yes, how many?
- There is a stair lift(s): [ ] If yes, how many?
- They have private balconies
- They have private patios or gardens

If there are rooms, studios or bedsits:

- They have a kitchen
- They have a wc
- They have a bathroom
- They provide fully self contained accommodation

### LOCATION (cont.)

Most residents find getting to the site:

- [ ] easy
- [ ] manageable
- [ ] difficult

Less mobile people find getting to the site:

- [ ] easy
- [ ] manageable
- [ ] difficult

The location is generally regarded as:

- [ ] desirable
- [ ] average
- [ ] not so desirable

### ALARMS, SECURITY and TELECARE

Scheme security features:

- [ ] Wired for telecare
- [ ] Telecare installed
- [ ] Sensors (detectors) and monitors
- [ ] Personal sensors
- [ ] Property-based sensors
- [ ] Smart home
- [ ] Smart home
- [ ] CCTV
- [ ] Others

Ignore questions in grey panels if not relevant to your scheme
### ADDITIONAL COMMUNAL FACILITIES

- More than one lounge
- Number of lounges: [ ]
- Cafe
- Bar / pub
- Gym
- Arts / crafts centre
- Library
- Shop
- Treatment room
- Pay phone
- WCs
- Hairdressing room
- Jacuzzi
- Pool

Other communal facilities: [ ]

### CARE SERVICE FACILITIES

- Dementia unit
  - No. of dementia properties: [ ]
- Respite accommodation
  - No. of respite properties: [ ]
- Intermediate care suite, or similar
- Assisted bathroom
  - No. of assisted bathrooms: [ ]

### STAFF FACILITIES

- Manager's office
- Care staff office
- Staff overnight room with en-suite
- Staff rest room with kitchenette
- Staff locker and changing room
- Main catering kitchen

### PARKING

- No. of parking spaces for residents: [ ]
- No. of parking spaces for visitors: [ ]
- No. of parking spaces for staff: [ ]
- Total parking spaces: [ ]

### DESIGN FEATURES

- All facilities are accessible by wheelchair users
- All facilities are designed for sensory impairment

There are features to help people with:

- Visual impairment

- Hearing impairment

- Memory problems

- Dementia
3. More about the services

### MEALS

<table>
<thead>
<tr>
<th>If regular meals are available:</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is generally a choice of menu</td>
</tr>
<tr>
<td>Residents are consulted on menus</td>
</tr>
<tr>
<td>All meals are prepared on site</td>
</tr>
<tr>
<td>Vegetarians are specifically catered for</td>
</tr>
<tr>
<td>Special diets can usually be catered for</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If meals are served in a restaurant / dining room:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant is open to the public</td>
</tr>
<tr>
<td>Breakfast is always available</td>
</tr>
<tr>
<td>Lunch is always available</td>
</tr>
<tr>
<td>Dinner / evening meal is always available</td>
</tr>
</tbody>
</table>

**Meals can be delivered to residents’ own homes**

<table>
<thead>
<tr>
<th>Breakfast can be provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch can be provided</td>
</tr>
<tr>
<td>Dinner / evening meal can be provided</td>
</tr>
</tbody>
</table>

### CARE SERVICES

<table>
<thead>
<tr>
<th>If care services are provided on site:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intermediate care</td>
</tr>
<tr>
<td>Respite care</td>
</tr>
<tr>
<td>Dementia care</td>
</tr>
<tr>
<td>Mental frailty</td>
</tr>
<tr>
<td>Learning disabilities</td>
</tr>
<tr>
<td>Physical disabilities</td>
</tr>
<tr>
<td>Behaviour problems</td>
</tr>
<tr>
<td>Nursing care</td>
</tr>
<tr>
<td>Terminal illness</td>
</tr>
</tbody>
</table>

**Care staff and responding to emergencies:**

Please describe how care staff are deployed during the daytime:

Please describe how nighttime cover is provided:

### SERVICES TO THE WIDER COMMUNITY

**Services provided to the community at the scheme:**

**Services delivered to the community from the scheme:**

**Services delivered to other schemes:**

- None

### NON-CARE SERVICES

We can provide or arrange:

- Hairdressing
- Chiropody
- Physiotherapy
- Light domestic cleaning
- Shopping
- Housework
- Personal laundry service

**Others:**

---

**Please post or fax this form to:** EAC, 3rd floor, 89 Albert Embankment, London SE1 7TP  
Tel: 020 7820 3755  Fax: 020 7820 3970  Email: alex.billeter@eac.org.uk
### OVERALL PROFILE

- We cater for people with no or low level care needs
- We are aiming for a mixed population
- Our admission criteria are similar to residential care
- Residents will not need to move except to hospital
- Other: 

- Lower age limit for new residents: 

### VISITING THE SCHEME

- Prospective residents can arrange to visit the scheme
- If so, how should they do this? 

### APPLYING or PURCHASING

How should prospective residents apply to rent a property in this scheme, or find out about properties available to purchase?

---

### ELIGIBILITY

<table>
<thead>
<tr>
<th>Applicants / purchasers must:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be self funders</td>
</tr>
<tr>
<td>Be on state benefits</td>
</tr>
<tr>
<td>Have local connections</td>
</tr>
<tr>
<td>Have a housing needs assessment</td>
</tr>
<tr>
<td>Have a community care assessment</td>
</tr>
<tr>
<td>Have a risk assessment</td>
</tr>
<tr>
<td>Have a health assessment</td>
</tr>
<tr>
<td>Have a minimum housing support need</td>
</tr>
<tr>
<td>Minimum hours per week:</td>
</tr>
<tr>
<td>Have a minimum personal care need</td>
</tr>
<tr>
<td>Minimum hours per week:</td>
</tr>
<tr>
<td>Have less than a maximum personal care need</td>
</tr>
<tr>
<td>Maximum hours per week:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For couples, both partners must:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have a minimum housing support need</td>
</tr>
<tr>
<td>Have a minimum personal care need</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>We accept people with:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visual impairment</td>
</tr>
<tr>
<td>Deafness</td>
</tr>
<tr>
<td>Memory problems - moderate</td>
</tr>
<tr>
<td>Memory problems - severe</td>
</tr>
<tr>
<td>Mild dementia</td>
</tr>
<tr>
<td>Dementia</td>
</tr>
<tr>
<td>Mobility problems - frame</td>
</tr>
<tr>
<td>Mobility problems - wheelchair</td>
</tr>
<tr>
<td>Mobility problems - bedfast</td>
</tr>
<tr>
<td>Wandering problems - inside home</td>
</tr>
<tr>
<td>Wandering problems - outside home</td>
</tr>
<tr>
<td>Urinary incontinence</td>
</tr>
<tr>
<td>Faecal incontinence</td>
</tr>
<tr>
<td>Challenging behaviour - disruptive</td>
</tr>
<tr>
<td>Challenging behaviour - violent</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our scheme is best suited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who need minimal help</td>
</tr>
<tr>
<td>People who need moderate help</td>
</tr>
<tr>
<td>People who need a high level of help</td>
</tr>
</tbody>
</table>

---

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COMMUNITY INTERACTION

- The scheme is located within an existing active community
- The scheme is within easy reach of an existing active community
- The scheme relies on itself for community / neighbourhood interaction

MEETING ETHNIC AND CULTURAL NEEDS

- The scheme is intended for or specially suited to a specific religious, ethnic, professional or other group
- The scheme is restricted to a specific group
- Staff can speak languages other than English

ACTIVITIES

- There are regular social activities
  
  Details:

  Organised by:

The scheme also provides:

- A regular activities programme
  
  Activities are:  
  [ ] Daily  [ ] Weekly  [ ] Monthly

- Entertainment
- Outings
- Facilities for residents to garden or assist in it
- Own minibus
- Other transport for residents
  
  Details:

LIFESTYLES and miscellaneous

- New residents are allowed to bring their cat
- New residents are allowed to bring their dog
- Pets can be replaced
  
  Details:

- Smoking is not allowed in individual homes
- There is a Residents’ Association

Residents are involved in running the scheme through:

Compared to our other schemes, this one is:

- [ ] popular
- [ ] not so popular
- [ ] average
- [ ] slow to let/sell
6. Service promise, costs and other materials

STATEMENT OF PURPOSE

Please state the ethos and purpose of your scheme as you would describe it to a potential customer. (Use a separate sheet or submit electronically if you prefer)

COSTS

Average new let rents excluding all charges:

<table>
<thead>
<tr>
<th>Studio</th>
<th>1 bed</th>
<th>2 bed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sale/resale prices start from around:

<table>
<thead>
<tr>
<th>Studio</th>
<th>1 bed</th>
<th>2 bed</th>
<th>3 bed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SERVICE CHARGES

Service and support charges total about per

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>

SERVICE COSTS IN HOUSING-WITH-CARE

We want to understand how residents pay for the services that are available in this scheme. We realise that the picture can be very complex, and that different providers offer different packages.

Please would you let us have copies of whatever materials (schedules, brochures, etc) you have that detail the charges for individual services or service packages.

ADDITIONAL DESCRIPTIVE TEXT

Please use this space or a separate sheet or email to highlight any qualities or features of the scheme which you have not been able to describe in this questionnaire.

Audiovisuals

We would welcome any of the following materials in electronic format for display on our websites:

- Photos
- Brochure
- Plans / drawings
- Reviews/articles
- Care service inspection report
- Scheme manager photo
- Video / videoclips

Form completed by

Name: 
Email: 
Phone: 
Office postcode: 

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