

karbon
homes

Providing a strong foundation for life.



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Extra Care Housing

Independent living with support
when you need it

Karbon Homes' Extra Care housing provides independent living in a supported environment. A haven where you can feel safe and secure.

Our state-of-the-art schemes, consist of high quality one and two bedroom apartments with renting and shared ownership options available.

Suitable for people over the age of 55, they are perfect for residents looking to live independent, healthy lives, but who would benefit from the reassurance that support is there if needed.

The schemes offer on-site support, a 24hr emergency response service and communal facilities including restaurants, residents' lounge and hair salons.

Perfectly situated in idyllic locations across the North East, our Extra Care schemes are ideal places to live your life, your way.



Apartments

Designed for independence

Our apartments have been specifically designed to adapt to residents changing needs.

Each apartment features:

- ✓ Spacious bedroom(s)
- ✓ Open plan lounge/diner/kitchen
- ✓ Level access shower
- ✓ Accessible sockets and light switches
- ✓ Heating throughout
- ✓ Storage space
- ✓ Communal TV system with many residents installing Sky TV

Upper floors can be reached by fully accessible passenger lifts.



Facilities

Our Extra Care schemes pride themselves on the facilities they offer to both residents and members of the local community.

Communal lounges

We have communal lounges available for residents to enjoy.

Communal Wi-Fi

We offer resident's access to communal Wi-Fi in our lounge areas.

Activities

Our schemes have a great community feel, much of which is a result of the range of activities on offer for residents to get involved with.

We have full-time, on-site assistant coordinators at each site running a timetable of accessible, inclusive activities and social events all year round, there's never a dull moment.

The social scene at each scheme very much reflects the wants and needs of the residents and is ever evolving to provide something to suit everyone.

Laundry facilities

Our laundry rooms offer access to laundry facilities. There is no charge for use of the equipment, this is included in the service charge.

Hair salon

Our schemes offer hair and beauty salons which provide services for both ladies and gentlemen. A menu of services is available from the salon.

Guest room

We offer guest rooms in each scheme which are available for residents to book for visitors. The room comes complete with bedding and furnishings. There is a charge for the use of the guest room and booking can be made by arrangement with the scheme coordinator.



Restaurant and meal provision

Each scheme has a restaurant available for breakfast and lunch and is open to both residents and members of the local community.

The restaurant is managed by an external catering company that ensures all the meals provided are both nutritious and of the highest quality, meeting the dietary requirements of all residents.

A full menu, charges and daily specials are available from each restaurant.

Outside space

Our schemes have access to outdoor spaces and gardens for residents to relax in and enjoy.

Car parking

There is free parking for residents and visitors, available on a first-come first served basis. There are marked disabled bays as well as designated bays for emergency service vehicles, which should be kept clear at all times.



**gardens for
residents to
relax in and
enjoy...**

Security access

Residents are provided with keys for the front door of their apartment, as well as fobs to gain access through each scheme's main entrance.

The main entrance is open during office hours so people can access the building freely but will be closed to the wider public during all other hours. Residents can leave and return at any time using their key fob and visitors can gain access by using the entry panel to ring the apartment they want to access.

Assisted bathing suites

Each scheme has assisted bathing suites for those who require assistance bathing with the support of a trained carer.

Motorised scooter store

A secure scooter storage room with plenty of charging points is available for residents to use. This can be accessed by key fob. Places are limited and we advise you check availability before moving in.

Ground floor WC

Communal toilet facilities are available on the ground floor for residents and visitors to use.

Lift access

There are fully accessible passenger lifts for residents to gain access to upper floors.



Home Assist

Extra Care housing enables residents to live independent, healthy lives in a spacious, modern property with the reassurance that support is available should you need it.

As an extra care housing resident you will be able to access Home Assist, our 24hr emergency response service as all apartments and communal areas are fitted with a community alarm system.

Personal alarm and response service

For that extra boost of confidence that you're safe in your own home, residents have a personal alarm and response service and can access a variety of devices, including personal alarm pendants, fall detectors and door and bed sensors based on assessed need.

Should you need additional care, you can also set up your own support to meet your needs. You can do this privately or through your local council who will be able to advise whether you can receive help towards care costs.

Aids and adaptations

Your home should be a place where you feel safe, comfortable and happy. If you're struggling with day-to-day living or moving around your home, our Aids and Adaptations Team can help.

We can support with the installation of a number of fixtures or fittings that are designed to help you in and around your home, from minor adaptations, including grab rails, lever taps and the fitting of key safes, to major adaptations involving larger changes to your home, such as installing wheelchair ramps and wet rooms.

To find out more about our Home Assist services, please visit www.karbonhomes.co.uk/homeassist or call 0808 164 0111 and ask to speak to the Home Assist Alarm Team.



Karbon Support

These Extra Care schemes are owned and managed by Karbon Homes. The scheme coordinator oversees their day-to-day running. They are based on site during office hours, Monday to Friday, providing a housing management service for all residents.

This outline will show you the roles and responsibilities between Karbon Homes team and the emergency responder service.

Karbon Homes

(available on site Mon-Fri, office hours)

- ✓ Manage the health and safety within the building
- ✓ Assist you to maintain your tenancy
- ✓ Encourage and promote participation in leisure and community activities
- ✓ Refer you to Social Care District for an assessment e.g., for a care package or an occupational therapy assessment
- ✓ Complete and review a wellbeing plan with you and arrange support (when required)
- ✓ Allocate properties to new residents
- ✓ Lead resident meetings
- ✓ Refer you to other Karbon services, such as our Money Matters team, to ensure you are maximising your benefits or the adaptations service, e.g., if you require a grab rail or a key safe
- ✓ Support you to set up utility accounts and take electricity meter readings
- ✓ Handle resident disputes/concerns
- ✓ Take payment of cash for guest room bookings
- ✓ Raise safeguarding alerts.

Emergency Responder Service

(Available on site 24hrs a day, 7 days a week)

- ✓ Manage the health and safety within the building
- ✓ Undertake personal care in an emergency
- ✓ Offer a rapid response to an alarm call
- ✓ Offer a wellbeing call and respond to this
- ✓ Undertake building checks, pull cord checks, security checks and be the 'eyes and ears' of the building
- ✓ Provide short-term support for up to two weeks following a period of illness or hospitalisation, e.g., collect and deliver lunch for a short time
- ✓ Liaise with your GP and other medical staff when necessary and appropriate
- ✓ Respond to any situation when housing management team are not onsite, e.g., fire, building repairs, visitors, alarm activation
- ✓ Support new residents settle into the building
- ✓ Ensure your personal information is kept securely.

Our primary role is...
'to promote and encourage independence'

During quiet times, the responder will also:

- ✓ Support you to attend activities
- ✓ Support you in minor tasks such as change a light bulb or reset your fuse box switch
- ✓ Support your wellbeing
- ✓ Assist you getting shopping into the building.



Roles we both do:

- ✓ Assist you by using Manager Elk lifting cushion if you fall
- ✓ Support you with tasks such as transport or arrange repeat prescriptions
- ✓ Support you to report repairs in your home if you are unable to
- ✓ Help you gain access to your home with a master key in an emergency through health or repair.

Roles we can't do:

- × Undertake personal shopping
- × Collect money from a cash point
- × Accept personal gifts
- × Reveal your personal details
- × Offer a befriending service and visit you without a reason
- × Assist with any form of handling medication. This includes accepting pharmacy deliveries.

There may be a time when a responder needs to make a judgement call in order to assist a resident outside of these lists but we will always ensure that policies and procedures are followed.

Useful contact numbers:

Karbon Homes freephone 24/7:	0808 164 0111
Non emergencies:	101
Non emergency medical assistance:	111
In case of an emergency (police, fire, ambulance):	999
Orchard home care services (responder service):	0191 389 0072

Once settled into your home, you can access a number of services, all designed to provide you with a strong foundation for life.

Money Matters

Money Matters is our free, personalised and confidential advice service available to all residents. A case worker from the team can help you with everything to do with your finances, benefits and money.



Telephone befriending

Our telephone befriending service is for residents aged 50 and over. Sign up for a half hour social telephone chat with one of our volunteers, or if it's more suited you can become a volunteer and provide a friendly voice and listening ear to one of our other customers.



Foundations for Life digital support

In a world that's becoming more digital by the day, the digital coaches from our Foundations for Life Team are here to help make sure our residents don't get left behind. They will create a bespoke learning plan and offer one to one support to help you improve your digital skills and get to grips with your digital devices.



At home with Karbon

At home with Karbon is our customer magazine which all residents will have delivered to their door three times a year. All the content is centred around what our customers have told us they enjoy and really want to read.



Frequently asked questions



How is the scheme different to sheltered housing?

Both retirement living and Extra Care schemes enable residents to lead independent, healthy lifestyles, but Extra Care provides the reassurance that support is available should you need it. Our Extra Care schemes also have a number of extra facilities you won't find in a sheltered scheme.



What are the advantages of living in Extra Care Housing compared to a care home?

In our Extra Care homes, residents can enjoy the privacy of their own apartment alongside access to a range of communal facilities. The cost of living is a lot less than you would pay to live in a care home.



What do the service charges cover?

All residents are required to pay a service charge. This covers the general day-to-day maintenance and upkeep of the building and communal areas, which are maintained to a high standard.



What happens if my health deteriorates whilst living in an Extra Care scheme?

The apartments are designed and built so that if your needs change, they can be adapted to accommodate them in a way that helps you maintain your independence.

If you're a leaseholder, changes to the apartment layout will be considered in accordance with the terms of your lease. Karbon will need to approve any changes and the area surveyor will need to give formal written permission for them to go ahead.





To find out more about
Karbon Homes Extra Care Housing,
please contact us:



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