



Extra care housing





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What is extra care housing?

Extra care housing is sometimes known by other names such as close care, very sheltered housing, assisted living, or easy living, but in this leaflet it will be referred to as extra care housing.

- It is for people who need some personal care or other type of support but are able to live safely on their own.
- It is for people who receive five hours or more care weekly and are aged 55 or over.

- It allows people to enjoy the freedom to stay in their own home and have control over their finances.
- Extra care housing schemes are usually a group of flats with access to 24 hour support services on site.
- Extra care housing provides a more intensive level of support than standard sheltered housing.
- Different types of activities and services can be arranged, for example the Rainbow Project, Telecare, a visit from a carer, social worker, chiropodist, or district nurse.

Waltham Forest Council is working with partners like London & Quadrant, East Living, Springboard Housing Association and the Rainbow Project to transform the way that care services and activities are provided for adults who need some support.

Brief details of schemes operating in Waltham Forest, together with contact details, can be found at the end of this leaflet.

If you are a 'self funder' and are considering buying or renting from a private provider you will need to do your own research about the different types of schemes that are available. Some schemes provide much higher levels of support than others and you need to choose the one that is right for you. Don't be afraid to ask lots of questions and compare carefully what is on offer.



What is telecare?

Waltham Forest Telecare plays a vital role in the development of our extra care housing.

- Telecare is an assistive technology equipment service, which helps to keep you safe at home and provides instant help in the event of an emergency or problem. It means you can live in your own home, more independently and safe.
- The system works with our community alarm system.
- It operates 365 day a year 24 hours a day.
- The Telecare Service can provide you with sensors / equipment suited to your particular needs such as a Pill Dispenser / Falls Detector / Bed and Chair sensor which can be linked into your 'call system' within the Sheltered Unit.
- When an alarm is raised, the Support Staff in your Sheltered Unit are alerted to your situation and will attend to assist you.
- The service and equipment is free to all service users living within sheltered units.

For further information or advice, please contact the Telecare Team on **020 8496 3000**.



Rainbow Project

- The Rainbow Project is a scheme that brings together services to improve the well being of residents and help to keep them active.
- Some of the activities offered include tai chi sessions, exercise classes, computer and Internet lessons, health clinics, pension advice and film screenings.
- The project runs activities in all extra care housing schemes in Waltham Forest.

Rainbow project in focus

What residents think of the project.

Service users JR and MB have lived at Nicholson Court for several years. As well as taking part in the activities offered by the Rainbow Project, they also help run a residents social committee.

MB says: "The Rainbow Project is very good. We have a film screening once every six weeks and we do other organised activities like tai chi. We're hoping that we will be able to organise a regular quiz evening together soon."

How is extra care sheltered housing paid for?

Depending on your personal circumstances the cost of extra care housing could be met from a number of sources

Self-funders may be expected to pay a combination of mortgage/rent, service charges (for the maintenance of communal facilities) and any care package, such as help with shopping, cooking or personal hygiene.

People with low income or a pension may be entitled to housing benefit to help with some or all of the costs of extra care housing and any associated care package.

(This information can be obtained from the Council or local benefit agencies. You can also apply for an assessment under the fairer charging policy)



What extra care housing offers

The Council and its partners (Springboard Housing Association, East living, London & Quadrant and Rainbow Project) provide schemes at:

- Albany Court
- Baytree House
- Dames House
- Gainsfield Court
- Glebelands
- Heavitree Court
- Suffolk Court
- Nicholson Court

Facilities available at all extra care sheltered housing schemes

- A mixture of self contained bedsits, one bed and two bedroom flats, one scheme also has bungalows
- Wheelchair accessible
- Lifts to give access to all floor levels
- Handrails to fitted to all main corridors
- Open plan kitchen, bathroom and sitting room
- Showers are fitted in most flats and communal areas

- Communal areas including comfortable lounges and pleasant gardens
- Some of the schemes have a quiet room/computer room
- All the schemes have laundry facilities
- Guestroom with en-suite shower and toilet for use by visitors
- Most schemes allow access to the communal kitchen area to make tea and coffee
- Storage cupboards, a television aerial, telephone points and high-level plug points are fitted in all flats
- All schemes are close to local amenities, for example shops, buses, post offices and GPs
- Residents can join a nearby day centre and join in with activities within the scheme
- All schemes are within reasonable distance to Whipps Cross Hospital in Leytonstone.

Services available at all extra care sheltered housing schemes

- The main aim of the scheme is to promote independent living with an additional care package when needed
- The scheme offers good quality homes and tenancies are let on an assured basis
- There is an alarm call system in each flat
- Door entry system and CCTV
- Keys are issued for the main entrance and flat doors
- On site support staff available 24 hours a day, seven days a week
- Sleep in staff are called by the alarm if any resident needs their assistance or has an emergency
- Sleep in staff also assist with some aspects of care for service users in an emergency or as part of a current individual care package, for example if a service user uses a hoist

- Monthly service improvement meetings between tenants and the support workers
- Daily well-being check. A chiropodist, hairdresser and mobile library will visit regularly
- Most of the schemes also have visits from a community nurse to do health checks for residents

who want to have regular blood pressure checks or discuss health concerns

- Some of the schemes offer mid-day meal (with a choice to reflect personal tastes, cultural needs or dietary requirements)
- Residents are encouraged to get involved in activities organised by themselves or through the Rainbow Project
- Health to housing officer is available to give advice on housing matters
- Regular 'tea and chat' sessions
- Bingo and quiz sessions at some schemes
- Some schemes also run crest and dementia support clubs
- Care service is operated according to service user's individual care package

Extra care housing scheme details



Albany Court

3 Albany Road, Leyton E10 7EU
Telephone 020 8539 1228

24 hours a day, seven days a week support service

- Day support staff at the scheme 9am-5pm
- Evening service 5pm-9pm
- Sleep in staff waking hours 9pm-12midnight and 8am-9am

Accommodation

- There are 37 one bedroom flats, which are suitable for single people or couples
- The ground floor flats have their own small, private garden
- There are two assisted bathrooms, each has a bath hoist to assist those who find bathing difficult

Local amenities

- Albany Court is near to several bus routes to centres such as Walthamstow with its street market and underground station
- There are two corner shops near the scheme and it is a short bus ride to the supermarket
- The 58 and 158 buses both pass the door and the nearest bus stop is Church Road
- The 48, 55, 56 bus stop is Lea Bridge Road

More information

You are welcome to visit at any time by appointment.



Baytree House

2 Dells Close, Drysdale Avenue,
Chingford E4 7TW
Telephone 020 8529 4579

24 hours a day, seven days a week support service

- Day support staff at the scheme 9am-5pm

- Evening service 5pm-9pm
- Sleep in staff waking hours 9pm-12midnight and 8am-9am

Accommodation

There are 34 Units, these are 30 one bedroom and 4 two bedroom flats

- Suitable for single people or couples
- The ground floor flats have more space for wheel chair users
- There is a scooter room for residents to keep their scooter overnight to charge

Local amenities

- Baytree House is near to several bus routes to centres such as Walthamstow with its street market and underground station
- There are two corner shops near the scheme and it is a short bus ride to two big supermarkets
- The 313 and 379 buses go to Station Road and the nearest bus stop is on Drysdale Avenue
- There is one post office on Station Road and one in Chingford Mount

More information

You are welcome to visit at any time by appointment.



Dames House

127 Dames Road,
Forest Gate E7 0DZ
Telephone 020 8519 3039

24 hours a day, seven days a week support service

- Day support staff at the scheme 7am-5pm
- Evening service 5pm-9pm
- Sleep in staff waking hours 9pm-10pm, sleeping hours are 10pm-7am. Day staff take over from 7am.

Accommodation

There are 25 units; these are 16 one-bedroom flats, 1 one bedroom and 8 two bedroom bungalows.

- Dames House is an extra care scheme located in the Wanstead Flats area

- The property consists of nine bungalows and sixteen one bedroom flats
- Four of the rooms are suitable for wheelchair users
- Eight offer studio accommodation suitable for a live-in carer if required

Local amenities

- Dames House is on a number of bus routes and within easy reach of an overground station in Forest Gate
- The 58 bus from East Ham to Walthamstow and the 308 bus from Stratford to Wanstead stop on Dames Road
- There are many local shops
- Post office in Forest Gate is within easy reach

More information

You are welcome to visit at any time by appointment.



Gainsfield Court

18 Cathall Road,
Leytonstone, E11 4NS
Telephone 020 8558 5104

24 hours a day, seven days a week support service

- Day support staff at the scheme 9am-5pm
- Evening service 5pm-9pm
- Sleep in staff waking hours 9pm-12midnight and 8am-9am

Accommodation

- There are 37 units, these are 33 one bedroom and 4 two bedrooms flats
- Three of the flats have a bath instead of a shower
- There are two specially adapted flats for wheelchair users, these have lower worktops and wet floor showers although all flats are suitable for wheelchairs.

Local amenities

- Gainsfield Court is near to several bus routes to Walthamstow with its street market and underground station
- A number of places of worship lie within easy reach
- There are two corner shops near the scheme. There are also numerous shops on Leytonstone High Road
- ASDA and Tesco are both on the W14 bus route
- The W14 stops in Cathall Road and goes to Leyton
- The 257 stops in Leytonstone High Road and goes to Stratford or Walthamstow
- There are two post offices in Leytonstone.

More information

You are welcome to visit at any time by appointment.



Glebelands

33 Church Road, Leyton E105LY
Telephone 020 8539 9362

24 hours a day, seven days a week support service

- Day support staff at the scheme 9am-5pm
- Evening service 5pm-9pm
- Sleep in staff waking hours 9pm-12midnight and 8am-9am

Accommodation

- There are 24 units, these are 22 one bedroom and 2 two bedrooms flats. The unit is four floors high and has a lift to provide access to the top floor
- Each flat has a wet room with a shower, shower seat and grab rails to assist residents to maintain their independence
- There is a built in wardrobe and other storage space in each flat

Local amenities

- Glebelands is on a number of bus routes and is also close to Leyton underground station that provides easy access to Stratford shopping centre and the Olympic site
- Leyton Leisure Lagoon, Cathall Leisure Centre, an Anglican church and a mosque are also nearby

More information

You are welcome to visit at any time by appointment.



Heavitree Court

20 Brookscroft Road,
Walthamstow E17 4LH
Telephone 020 8531 2983

24 hours a day, seven days a week support service

- Day support staff at the scheme 9am-5pm

- Evening service 5pm-9pm
- Sleeps in staff waking hours 9pm-10pm and 8am-9am

Accommodation

- Heavitree Court provides accommodation with support in 23 self-contained studio flats
- Curtains and furniture is the responsibility of the service user
- Each studio flat comes with carpet and fridge as part of the fixtures and fittings
- No restrictions in place with regards to relatives or friends visiting or on your day-to-day movements
- Papers, milk and post are delivered to your own front door

Scheme special amenities

- A cooked meal is provided at midday by professional caterers in the communal dining room (Special diets and cultural needs are catered for)

Current cost

- Charges include rent and service charge (to include Council Tax, water rates and heating) on request
- Main meal and all basic shopping for residents to provide their own breakfast and tea is included in the service

- Residents may be eligible for housing benefit. Assistance in claiming benefits is available if required
- The cost of the concessionary TV licence is applied for on a yearly basis. Residents are invoiced by Springboard individually.

Local amenities

- Chingford Road is on several bus routes (34, 97, 97a, 215 and 358) providing links to Walthamstow Central, Chingford Mount and beyond
- The local swimming pool, Lloyd Park and other shops are a short distance away.

More information

You are welcome to visit at any time by appointment.



Nicholson Court

32 Forest Road,
Walthamstow E17 6JP
Telephone 020 8509 1182

24 hours a day, seven days a week support service

- Day support staff at the scheme 9am-5pm
- Evening service 5pm-9pm
- Sleep in staff waking hours 9pm-12midnight and 8am-9am

Accommodation

There are 28 units, these are 1 two bedroom and 27 one bedroom flats, suitable for single people or couples.

Local amenities

- Nicholson Court is near to several bus routes to Walthamstow with its street market and Blackhorse Road underground station

- Customers can join a nearby day centre and can join in with activities at nearby schemes
- There are two corner shops near the scheme and it is a short bus ride to the supermarket
- The 123 and 158, nearest bus stop is Forest Road

More information

You are welcome to visit at any time by appointment.



Suffolk Court

25 Cambrian Road,
Leyton E10 7JJ
Telephone 020 8988 0676

24 hours a day, seven days a week support service

- Day support staff at the scheme 9am-5pm
- Evening service 5pm-9pm
- Sleep in staff waking hours 9pm-12midnight and 8am-9am

Accommodation

There are 34 one bedroom Flats, which are suitable for single people or couples.

Local amenities

- Suffolk Court is near to several bus routes to Walthamstow with its street market and underground station

- Residents can join a nearby day centre and join in with activities at nearby schemes
- There are two corner shops near the scheme and it is a short bus ride to the supermarket
- Buses 123 and 158 stop in Church Roadm and buses 48, 55 and 56 stop in Lea Bridge Road.

More information

You are welcome to visit at any time by appointment.



Baytree House in focus

Baytree House in Chingford is one of seven schemes for older people in Waltham Forest.

Service user BW has lived at Baytree House for five years. BW said: “I feel very independent living here, so I want to stay here as long as possible. I’m a sociable person, so I go to all of the functions that are organised in the lounge. I really like living at Baytree House, it’s wicked!”

Service user CJ has lived at the scheme for over six years. CJ enjoys the social benefits of an extra care scheme. CJ said: “I love this place, people are there to give you help but they don’t mollycoddle you.”

CJ added: “I enjoy spending time in my flat, but being able to see other people is lovely.”

Service user DT has lived at Baytree House for six years. DT said: “I get on well with most of the people who live here, but BW is like a brother to me. The carers are also fantastic, I couldn’t wish for better.” DT added: “I don’t go out very much, but I do feel like I have my independence here with my own flat, I want to stay here for the rest of my days.”

Enjoying Life

With your own front door you can decide how much you want to take part in a range of activities that will be available. Some days you might just want some peace and quiet. The choice is yours.

More information

If you would like more information on all the extra care sheltered housing schemes in Waltham Forest please contact:

Development Manager

Extracare Care Sheltered Housing
Supported Housing and
Disability Team
Silver Birch House,
Uplands Business Park
Blackhorse Road,
Walthamstow E17 5SD
Tel: **020 8496 3000**

For more information

- Springboard Supported Housing Allocations Team at Springboard House on **020 8475 0033**
- East Living for Dames House on **020 8519 3039** or Allocations Officer on **020 8522 3254**
- London & Quadrant on **0844 406 9000**



