

# Extra Care Housing in Manchester

## About this factsheet and who it is for

Extra care housing is a form of retirement housing with personal care and 24 hour support available for those who need it.

This factsheet aims to provide information on what extra care housing is, your options if you are considering a move and what financial support may be available.

The artwork on the front of this factsheet was done by an older artist as part of the EAC Art Awards competition



## Introduction

**Extra Care Housing offers a self contained home of your own in a block or estate where social activities are easy to find and help is on hand if you need it.**

It is intended to enable and support older people to live independently for as long as possible, but with the reassurance that care and support services are available should they need them, either now or in the future.

Extra care housing often appeals to couples where one might be relatively fit and the other less so. It also provides a secure living environment that reassures relatives.

Manchester City Council, in partnership with local housing associations, has developed a number of high quality extra care schemes as part of its strategy to provide a range of care and support services to help older people live independently at home for as long as possible. Six schemes are already open, three more are due in 2016 and 2017, and others are planned.

Schemes have a dedicated care support team based on-site 24 hours a day, offering services to people with ongoing care needs and providing emergency care if required. Delivery of care on a regular basis would normally be as a result of a

care assessment carried out by the adult social care department at Manchester City Council. For more information about assessments and care packages, please refer to the FirstStop Factsheet *Obtaining Care and Support from Your Local Council*.

## Extra Care in Manchester

Extra care housing in Manchester takes many forms, from stunningly refurbished high rise apartments to new build properties, either in small developments or within a retirement village.

Your extra care accommodation will be a high quality, self-contained property. You will have your own tenancy or lease and, most importantly, your own front door. Each apartment has a kitchen, a bathroom – often with walk-in shower, one or two bedrooms and a living area. They are designed to accommodate the frailty or disability that older age may bring.

Services available are likely to include domestic help, a hairdressing salon, a restaurant or dining room, and of course a call system to summon assistance in an emergency.

Some schemes also incorporate smart technology, assistive devices or telecare equipment to make them user friendly.

## Who's involved

As the strategic authority for housing and adult social care, Manchester City Council plays a lead role in planning, facilitating, and sometimes attracting funding for extra care schemes.

Schemes are built, owned and managed by a housing provider, which may be a not-for-profit housing association or a private company. The housing provider or Manchester City Council will generally employ a separate, specialist firm to provide the on-site care services.

The housing provider will also employ a local manager who is responsible for the day-to-day running of the scheme, supervision of on-site staff and liaison with the care provider and any other organisations that deliver services into the scheme.

## Tenures and costs

Almost all housing association schemes offer accommodation to rent, but increasingly also some for shared ownership and sale. Private schemes generally offer properties for sale only.

Properties for sale will generally be leasehold.

Both renters and purchasers will normally pay a fixed service charge for the

standard services available within the scheme.

Care services are generally charged separately, except for those residents whose care costs the local authority has agreed to meet following an assessment.

## Locations

All housing association schemes in Manchester are listed at the end of this factsheet. If you require any further information please visit the website [www.HousingCare.org](http://www.HousingCare.org) or call FirstStop Advice on 0800 377 70 70.

There are a small number of privately run schemes, and details can often be found on the Rightmove or HousingCare websites.

## Retirement villages

These offer a variety of types of accommodation specifically for older people. They are often relatively new developments offering many community facilities, thus the term 'village'. A typical retirement village will have over one hundred dwellings, mainly with one or two bedrooms, in apartments to buy, rent or part buy/part rent. They are likely to have communal facilities including a restaurant, clubroom, library, shop, laundry, cleaning services, leisure

facilities, carers and perhaps a medical centre; some will also have a care centre that provides 24-hour nursing care. Most retirement villages have a range of activities where residents who like to socialise can join with like-minded people and often they will interact with the local community. Retirement villages are relatively new in this country but are quite popular and common in the USA and Australia.

Village 135 in Wythenshawe is Manchester's first Retirement Village with 135 two bed apartments, and will be ready for occupation in early 2016. There are a mixture of rent, shared ownership and outright sale options available. More details are available at [www.wchg.org.uk](http://www.wchg.org.uk)

## Choosing extra care housing

As different housing providers may offer different services within their schemes, it is important to ensure you are choosing a home that will meet your needs and wishes. You should feel comfortable asking as many questions as you need to about the scheme. For example, you may want to ask what services are provided and which of these are included in the service charge and which are charged as extras. The scheme manager, or your housing officer, should be able to answer

your questions and discuss any financial help that may be available to meet the cost of these services.

## Applying for extra care housing in Manchester

There is a single application form for all extra care schemes in Manchester run by housing associations, which is available from any of them. However each will set their own entry criteria that prospective residents have to meet, so contact them for information on what procedures, priorities, and rules they use and how these apply to your situation.

Most housing association schemes aim for a mix of residents who need different levels of care, so even if you have no, or limited, care needs at the moment, you can still be considered for accommodation. If you are not eligible, or are not considered a priority and will have a long wait, then other housing options can be discussed with you.

There is likely to be a waiting list for rented accommodation, and priority is usually given to people who are permanently resident in the area.

Private extra care providers are less likely to have strict eligibility criteria or require you to have particular needs to become a resident and purchase a property.

The FirstStop factsheet *Obtaining Care and Support from Your Local Council* explains how to obtain an assessment of your needs and what care and support might be available to you if you need it.

If you are worried about living safely in your present home, and feel that extra care housing can fulfil your needs but there is no availability in your area, you should contact the Adult Social Care department of Manchester City Council on 0161 234 5001 to request an assessment of your needs. An assessment will identify any care and support you might need to live safely in your present home or make suggestions for alternative accommodation.

Manchester Care & Repair may also be able to advise you on adaptations and improvements to your current home that will enable you to live independently for longer. As well as arranging for any work to be carried out, they can also advise on any funding that may be available to meet the cost. They can be contacted on 0161 872 5500.

## Help paying for extra care housing

There is some help available to assist with the cost of extra care housing which should be viewed as two separate components – the housing costs and the personal care costs.

**Housing Costs:** Help could be available with the rent and service charges of extra care housing through the Housing Benefit system and, if on housing benefit, there could be help via housing-related support budgets towards assistance with managing in your home. However, the cost of heating, lighting and water plus the Council Tax will usually be paid by the tenant.

**Personal Care Costs:** Some people will have to meet the full cost of their personal care whilst others may be asked to make a contribution or not be charged at all. This would depend on you having an assessment of your needs from adult services and then, if you are eligible for a care package, being means tested to ascertain if you must make a contribution. This procedure and the means test is explained fully in the FirstStop factsheet *Obtaining Care and Support from Your Local Council*.



**Existing Schemes** - All schemes (apart from Shore Green) have a mix of people with differing care needs but you do not need to have a care package to live in the scheme. All properties are for rent only.

Scheme	Address	Area of Manchester	Types and number of properties	Age requirement	Housing Provider	Comments
<b>Whitebeck Court</b>	Moorway Drive Charlestown M9 7HR	North	91 apartments over 16 floors. A mixture of 1 and 2 bed properties	60+	Northwards Housing 03000 123 123 <a href="http://www.northwardshousing.co.uk">www.northwardshousing.co.uk</a>	The scheme has a café on the ground floor open to the public, hairdressers, laundry, activity room, sky lounge, gardens and outside seating areas. There is a programme of social activities that run in the scheme each week. Entry to the scheme is controlled by fob-access and there are staff on-site at all times.
<b>The Byrons</b>	58 Bankhouse Road Higher Blackley M9 8LT	North	40 x 2 bed apartments	55+	Great Places Housing Group 0300 123 1966 <a href="http://www.greatplaces.org.uk">www.greatplaces.org.uk</a>	The scheme has a communal dining room/lounge, hairdressers, treatment room, laundry, quiet lounge and outside seating areas. There is a programme of social activities that run in the scheme each week. Entry to the scheme is controlled by fob-access and there are staff on-site at all times.

<b>Butler Court</b>	Gunson Street Miles Platting Manchester M40 7WU	North	73 apartments with a mixture of 1 and 2 bedroom properties. Studios also available.	55+	Adactus Housing Association 0300 111 1133 <a href="http://www.adactushousing.co.uk">www.adactushousing.co.uk</a>	The scheme has a communal dining room/lounge, hairdressers, treatment room, laundry, activity room, tuck shop, library, quiet lounge and outside seating areas. There is a programme of social activities that run in the scheme each week. Entry to the scheme is controlled by fob-access and there are staff on-site at all times.
<b>Hibiscus Court</b>	16 Sedgeborough Road Whalley Range Manchester M16 7HU	Central	36 x 1 bed apartments	55+	Adactus Housing Association 0300 111 1133 <a href="http://www.adactushousing.co.uk">www.adactushousing.co.uk</a>	Hibiscus Court has a communal lounge, laundry and IT point. There is a programme of social activities that run in the scheme each week. Entry is controlled by a door entry system and there are staff on-site at all times.
<b>Westfields</b>	212 Hall Lane Baguley Manchester M23 1LP	South	49 x 1 bed apartments. Studios also available.	55+	Anchor Trust 0808 271 3784 <a href="http://www.anchor.org.uk">www.anchor.org.uk</a>	The scheme has a communal lounge, laundry, hairdressers and library/quiet lounge. There is a programme of social activities that run each week. Entry to the scheme is controlled by a door entry system and there are staff on-site at all times.



<p><b>Shore Green</b></p>	<p>67 Kennett Drive Newall Green Wythenshawe M23 2XG</p>	<p>Wythenshawe</p>	<p>6 x 1 bed apartments 4 x 2 bed bungalows</p>	<p>Older People with dementia and other memory loss conditions, 55+</p>	<p>Irwell Valley Housing Association 0800 035 2212 <a href="http://www.irwellvalleyha.co.uk">www.irwellvalley ha.co.uk</a></p>	<p>The scheme has a communal lounge and kitchen. There is a programme of social activities that run in the scheme each week. Entry to the scheme is controlled by a door entry system and there are staff based on site at all times.</p>
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### Planned Extra Care schemes in Manchester

Scheme	Address	Area of Manchester	Types and number of properties	Age requirement	Housing Provider	Comments
<b>Village 135</b>	Hollyhedge Road	Wythenshawe	135 x 2 bed apartments – a mixture of affordable rent, shared ownership and outright sale.	55+	Wythenshawe Community Housing Group 0800 633 5500 0300 111 0000 <a href="http://www.wchg.org.uk">www.wchg.org.uk</a>	Early 2016  Further details can be found at <a href="http://www.wchg.org.uk">www.wchg.org.uk</a>
<b>Oaklands House</b>	Wilbraham Rd	South	40 apartments	55+	Contour Housing Association. 0345 602 1120 <a href="http://www.contourhomes.co.uk">www.contourhomes.co.uk</a>	2017
<b>Burnage Lane</b>	Burnage Lane. Burnage	South	55 apartments	55+	Southway Housing Trust 0161 448 4200 <a href="http://www.southwayhousing.co.uk">www.southwayhousing.co.uk</a>	2017

## About FirstStop Advice

FirstStop is a free information and advice service designed to help older people decide how best to meet their needs for support, care and suitable housing. It is provided jointly by a growing number of national and local organisations and it is led by the charity, Elderly Accommodation Counsel (EAC).

## About FirstStop Financial Advice

Working together, EAC and its partners in FirstStop Advice provide comprehensive information and guidance to help you afford the care, accommodation or services you need.

FirstStop's national Advisors are trained to advise on:

- What you may be entitled to in state benefits and financial help from your local authority;
- Whether you may be entitled to help with your care costs;
- Ways of making your income and capital go further;
- Services that are provided free by local and national voluntary organisations;
- Homesharing, co-housing and other mutual support networks.

A key FirstStop partner organisation is the *Society of Later Life Advisers (SOLLA)*.

SOLLA's members are regulated Financial

Advisers who specialise in providing financial advice to older people, they also adhere to the Society's Code of Best Practice.

If you decide, after speaking to us, that you would like advice from a SOLLA member, we can provide local details to you.

*(Neither EAC or FirstStop has any financial interest in SOLLA or its member IFAs)*

## Contact us

- Visit us online:  
[www.firststopadvice.org.uk](http://www.firststopadvice.org.uk)
- Call our Advice Line: 0800 377 7070
- From mobiles or from overseas call: +44 20 3519 6002
- Email: [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk)
- Open: Monday – Friday, 9am – 5pm

*The information contained in this factsheet is intended to be, and should be regarded as, a brief summary and is based on our understanding of present legislation, regulations and guidance. No responsibility can be accepted for action based on this information.*

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