

Adult Social Care

Extra care

services in North

Tyneside 2023/24

April 2023



North
Tyneside
Council

Introduction

This document provides an overview of North Tyneside's extra care services for older people.

What is extra care and who is it for

Extra care schemes offer both accommodation and care services for older people that have a care need, as assessed by Adult Social Care.

Generally speaking,

- An extra care building has a mix of private and communal areas, with safe and secure access. It is age and disability friendly in design and decor
- Is for older people who are aged 55 or over
- People live in their own apartments and can furnish and decorate them. Most extra care accommodation is available to rent and therefore tenants have tenancy rights; some extra care accommodation offers shared ownership options and therefore people have associated rights.
- Buildings are DDA (Disability Discrimination Act) compliant and each apartment can be adapted to accommodate an individual's care needs
- An on-site care team supports everyone living in the scheme and is available 24 hours per day, 7 days per week. The care provider is commissioned by the Council to deliver care and support services that
- Aim to promote independence
- Are delivered flexibly and in response to changes in need
- Meet planned care needs as well as unplanned needs i.e., when a person is poorly for a short period, i.e., when a person requires immediate or emergency support through the night
- Activities are available for residents to enjoy
- A range of facilities are available, such as a café, hairdresser, therapy room, bathing suite, some of which charge for their services.
- Some schemes run day services for people who live elsewhere in the borough

Some older people may not be able to sign a tenancy, for example if they do not have capacity to manage their finances or if they have advanced dementia. If someone is not able to sign their own tenancy, other legal arrangements must be in place for a tenancy to be signed. You can talk to your social worker about this.

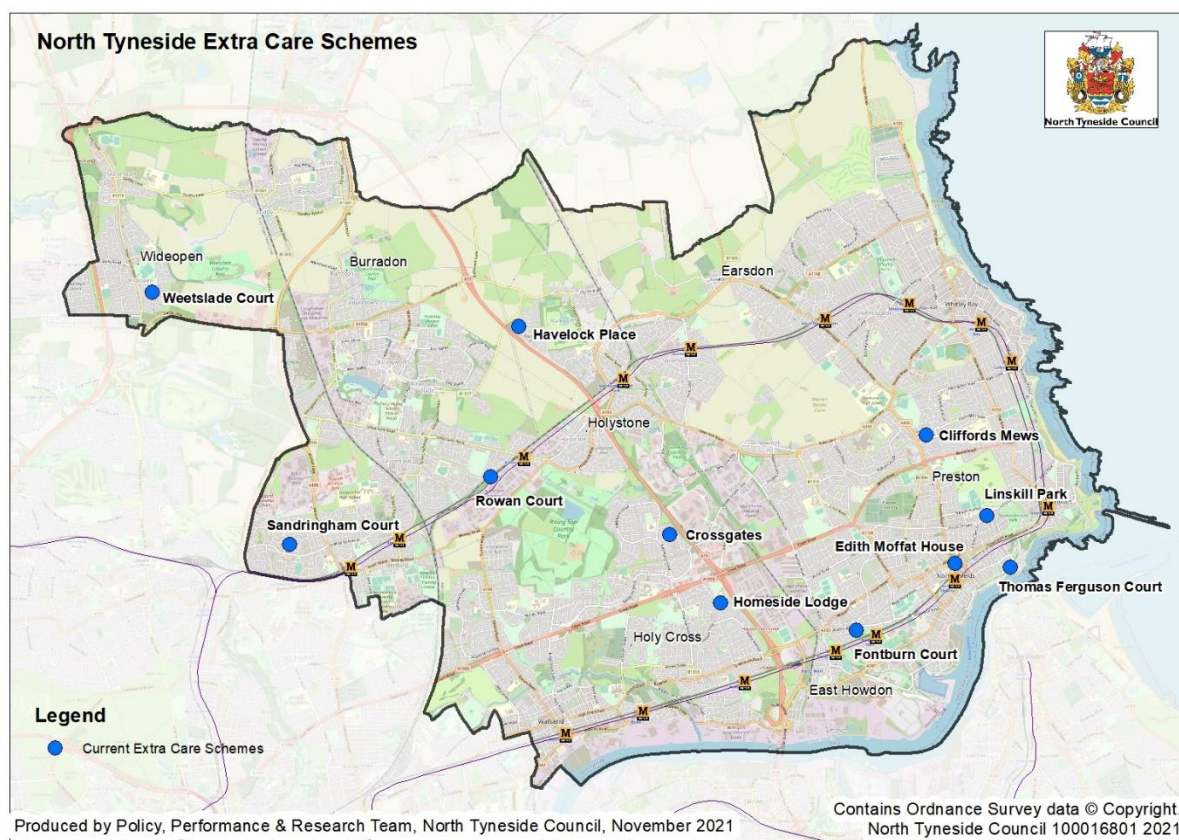
Extra care schemes in North Tyneside

There are ten extra care schemes in North Tyneside.

Name of scheme	Landlord	Care provider
Cliffords Mews	Housing 21	Housing 21
Crossgates	North Tyneside Living	EveryDay Care & Support
Edith Moffatt	New Walk CIC	EveryDay Care & Support
Fontburn Court	Anchor Hanover	EveryDay Care & Support
Homeside Lodge	Home Group	Home Group
Linskill Park	Housing 21	Housing 21
Rowan Croft	Housing 21	Housing 21
Sandringham Court	Anchor Hanover	EveryDay Care & Support
Thomas Ferguson	Anchor Hanover	EveryDay Care & Support
Weetslade Court	Riverside	EveryDay Care & Support

There is also a dementia focused extra care scheme.

Name of scheme	Landlord	Care provider
Havelock Place	Age UK North Tyneside	Every Day Care (part of Age UK North Tyneside)



Care and support services in extra care

The Local Authority has a contract with each organisation that provides the on-site care service in each scheme.

The service will meet individuals' assessed care needs which may include:

- Personal care e.g., getting up and going to bed; dressing and undressing; washing and bathing; using the toilet;
- Domestic Care e.g., laundry; ironing; cleaning; preparing meals
- Support Services e.g., day to day budgeting; escorting to hospital appointments; enabling access to social activities
- Medication related support
- Food and nutrition related support
- Telecare / telemedicine (the use of technology)

Everyone living in an extra care scheme will have a pendant or something similar to seek assistance when needed. This may be used for example, when a person has a fall; or if a person needs assistance to go to the toilet. This may not be used to request basic errands, such as making a cup of tea; opening or closing curtains; operating the remote control. If a person needs help with these tasks, this will be identified through their assessment and identified their your support plan.

The service aims to ensure every person has a right to:

- Be treated with dignity and respect at all times
- Have their privacy and property respected
- Make informed choices
- Feel safe and secure
- Realise their potential to achieve all they can
- Be treated equally

The service

- Is required to be registered with the Care Quality Commission which will inspect services and publish their findings on their website. <https://www.cqc.org.uk/>
- Will employ care staff with the right skills and core values; use good quality recruitment techniques and require an enhanced check from the Disclosure and Barring Service (DBS check)
- Looks at how best to utilise assistive technology so that needs can be met with as little intrusion as possible to an individual's daily lifestyle and routine
- Will be flexible and respond to an individual's changing needs. When an individual requires any changes to a package of support, this will be agreed with the individual's allocated worker in Adult Social Care.

The Local Authority monitors the service against five overarching aims that ask, is the service safe, effective, caring, responsive and well led. A performance log and annual

quality monitoring visits will be used as part of overarching performance monitoring arrangements.

Everyone who lives in an extra care scheme is expected to have their assessed care needs delivered by the on-site care provider.

How can you apply to live in extra care

If you wish to live in extra care, you should complete an application form, which the landlord will provide to you upon request. When an extra care scheme has a vacant property a panel of representatives for the landlord, the care provider and Adult Social Care will meet; they will look at the applications received and the care needs of the applicants and use this information to determine who to offer a property to.

To visit a scheme and look around the building, you can contact individual extra care schemes directly to make an appointment.

Supporting a move into an extra care scheme

If you feel you need support you should contact Adult Social Care. If you already have some support from Adult Social Care, you can contact your allocated worker to discuss extra care. If you do not already have some support from Adult Social Care, you can find out more by contacting the Gateway Service on (0191) 643 2777.

Adult Social Care will **assess your needs** and **create a support plan** to meet your eligible care needs. A **named worker** will be identified to support you through the whole process and while you are in receipt of care services; and will organise an **annual review** of your service which you and your service provider will be invited to.

When a person lives in an extra care scheme Adult Social Care will bill all new customers a **customer core charge of £25 per week**. The customer core charge contributes towards the cost of the on-site 24-7 care team, including the overnight service and ensuring additional needs can be met.

Adult Social Care will carry out a **financial assessment** which will calculate a maximum contribution that you will be asked to pay towards the **cost of your care**. An individual may be identified as a "self-funder" and they will be asked to pay the full cost of their care. For example:

- If a service costs £50 per week and an individual's maximum contribution is £20 per week, they will be charged £20 per week
- If a service costs £50 per week and an individual's maximum contribution is £100 per week, they will be charged £50 per week
- If a service costs £50 per week and an individual is a self-funder they will be charged £50 per week.

As part of North Tyneside Council's financial assessment, the cost of the £25 core charge will be taken into account. In effect, an individual's calculated maximum contribution will reduce because of this.

You can ask the care team to carry out other tasks that Adult Social Care has not commissioned for you e.g., housework and you will be billed by the care provider for this.

What you can do to find out more about living in extra care

To look for information you can visit the care and support website <https://mycare.northtyneside.gov.uk/web/portal/pages/home> and read some helpful factsheets here <https://mycare.northtyneside.gov.uk/web/portal/pages/help/facts>

Costs and charges for extra care

North Tyneside Council has a care contract in place with the on-site care provider at all extra care schemes in the borough. The care contract ensures an on-site care team is available 24 hours per day, 7 days per week, with at least two members of staff on site at any time. The staffing requirement at the dementia focused extra care scheme, Havelock Place is in excess of this.

The service fees described below are for new customers moving into an extra care scheme and for organisations that are placing or supporting a person to move into an extra care scheme. These service fees do not cover the full cost of the care service that is provided across all extra care schemes in North Tyneside.

Annual uplifts will apply to all service fees.

Service fees for 2023/24

Customer service cost – hourly rates	
Hourly rate	£17.87
Hourly rate for the dementia focused extra care scheme, Havelock Place	£19.86
Weekly customer core charge	£25.00
Weekly external organisation charge	£25.00

Customer service cost – hourly rates: An individual customer's support plan identifies what service and how many hours support are required to meet the care needs of that individual. The cost of that service is calculated by multiplying the number of hours required x hourly rate. This is the amount that the Local Authority pays to the on-site care provider for that service.

A customer will be charged a financial contribution towards this service, as determined via their financial assessment (described on page 5).

Weekly customer core charge: All new extra care customers will be charged £25 per week. The core charge contributes towards the cost of the on-site 24/7 on-site care service, including the overnight service, emergency response to pull cords/pendants and responding to adhoc additional needs.

As part of North Tyneside Council's financial assessment, the cost of the £25 core charge will be taken into account. In effect, an individual's calculated maximum contribution will reduce because of this.

Weekly external organisation charge: An external organisation may be one that is commissioning a service for a person, for example another local authority area or an Integrated Care Board (ICB).

When a person lives in another area and applies to live in an extra care scheme in North Tyneside, the local authority area where that person lives will be asked if they support such a move based on the person's care needs. When that local authority does support an application, that local authority area will be charged £25 per week.

Similarly, when a person has care needs that are funded by their local ICB via Continuing Health Care (CHC) funding, that ICB will be asked if they support such a move and they will be charged £25 per week.

The charge contributes towards the cost of the on-site 24/7 on-site care service, including the overnight service, emergency response to pull cords/pendants and responding to adhoc additional needs.

CLIFFORDS MEWS

CONTACT DETAILS

Address Clifford's Mews, Stanton Road, North Shields, NE30 3RN
Telephone number 0300 790 1802 and 07764917680
Email Address Stacey.hillis@housing21.org.uk

THE SERVICE PROVIDERS

Landlord Housing 21
Care Provider Housing 21

THE BUILDING

Clifford's Mews opened in April 2022. The building has 3 floors with two lifts (one extra wide, one standard width) and three stairwells.

There is a large communal lounge and activities room. There is a Bistro and Hair salon, which the public can also access. There is a scooter room and laundry room. There is an assisted bathroom bathing suite available for residents to use. Clifford's Mews has an onsite Guest Suite that is available for people to stay at a cost of £20 per night.

Clifford's Mews is pet friendly and welcomes responsible owners who have first obtained the permission of Housing21 to keep a pet. Pets of families and friends are also welcomed to visit - all dogs must be kept on a lead when walking through communal areas and are not permitted into the communal areas for prolonged periods of time (unless it is an assistance dog).

Residents may smoke within their own home providing they do so safely. Smoking is not allowed in internal communal areas. There is a local agreement in place that asks residents not to smoke within five metres of the perimeter of the building or outside of the main entrance in order to avoid cigarette smoke drifting into other people's homes.

OUTDOOR AREAS

There is a large communal garden with lawn and patio area. There is garden furniture available for the residents to use as well as raised flower beds that can be used by the residents.

CAR PARKING

33 parking spaces

LOCAL PUBLIC TRANSPORT

Nearest Metro Station: Tynemouth 1.2 miles, North Shields 1.3 miles.

Nearest Bus Stop: 200 yards - links to North Shields, Tynemouth and Newcastle.

Nearest Train Station: Newcastle Central Station 7.5 miles.

THE ACCOMMODATION

There are 64 apartments available for rent including 45 one-bedroom apartments and 19 two-bedroom apartments.

Each apartment has:

- A fully fitted kitchen including an oven, hob, sink and hood, extractable storage rack and corner cupboard turntable shelves.
- An en-suite with walk in wet room, shower, shower screen, heated towel rail, toilet and basin.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a Bistro which is open between 8.30 and 2.00pm.

ACTIVITIES

There is an activities programme offering various activities through mornings, afternoons and evenings. This includes: coffee afternoon, games night, film night, art sessions, bingo, buffet/singer nights, rookie golf, special occasion parties e.g. Christmas, Halloween.

TENANCY RELATED COSTS FOR 2023/24

	1 bedroom apartment	2 bedroom apartment
Net Rent	£129.66	£153.75
Service Charge	£78.45	£78.45
Support Charge	£4.59	£4.59
Total Weekly Rent	£212.70	£236.79
Total due every 4 weeks	£850.80	£947.16

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Service charge includes gardening, window cleaning, management fees, cleaning of communal areas.
- Each resident is responsible for paying their own Council Tax charges, their own electricity, water and gas charges for their flat and any phone/TV/broadband packages they may have within their home. Depending on age, there may also be a charge for the TV Licence though this is organised and collected by Housing21 as the building has a concessionary licence in place. Communal utility charges are included within the service charge.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023

CROSSGATES

CONTACT DETAILS

Address Crossgates, Bellshill Drive, Wallsend, Tyne & Wear, NE28 9TY
Telephone number 0191 643 6782
Email Address NTL.Dutydesk@northtyneside.gov.uk

THE SERVICE PROVIDERS

Landlord North Tyneside Council
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Email Address Vivienne.Kirby@everydayuk.org

THE BUILDING

Crossgates first opened in July 2017. It has two storeys, with two large lifts and four staircases. From the entranceway there is a lobby and reception area, from which the principle communal facilities are visible. Within the reception area there is a main office, communal toilets and hair / therapy room.

The main lounge is a flexible space; it can be subdivided to create smaller spaces for different activities; it has access to a kitchen so that people can make a cup of tea etc. There is a separate residents' lounge with access to the garden; and a quiet lounge on the first floor overlooking the garden.

A buggy and cycle store have internal and external access. Laundry facilities are available. No pets are allowed. Smoking is prohibited in all communal areas.

OUTDOOR AREAS

Crossgates has outdoor areas to the North and West of the building. To the North, there is a garden terrace and courtyard garden. To the West, there is a garden that includes residents' space for gardening activities.

CAR PARKING

11 car parking spaces available. With ambulance/drop-off point.

LOCAL PUBLIC TRANSPORT

Nearest Metro station Howdon
Nearest bus stop Addington Drive (160 metres from building)
Nearest train station Newcastle Upon Tyne

Local bus services from Addington Drive include: 40 – Every 30 mins. Tyne Met College, Howden, Rosehill, Wallsend; 11 – every 10 mins Tyne Met College, Hadrian Lodge, Wallsend; 58 – every 20 mins Battle Hill, Newcastle, Gateshead, Whitehills, Heworth; 335 – every 30 mins Cobalt Business Park; 335 – every 30 mins Tyne Met, Battle Hill, Benton Asda, DSS Tyneview Park; 391 – 1 x a day Tyne Met College, North Shields; 391 – 1 x a day Tyne Met

College, DSS Longbenton, DSS Tyneview Park; N58 – every 60 mins [Sun] Tyne Met, Newcastle, Gateshead, Heworth.

Roads: The A19 is a few hundred yards away and intersects with the A1058 Coast Road just over 1 mile away.

THE ACCOMMODATION

Crossgates has 47 apartments: 14 two bedroom, 31 one bedroom and 2 Rehabilitation apartments. Each apartment has:

- Bay windows to all living rooms – juliet balconies to upper floor apartments and french doors leading onto individual patios to ground floor apartments/bungalows
- Open plan kitchen leading off the lounge providing a modern layout with some natural light, whilst allowing for ease of access between rooms
- Storage (exceeding 2 m³) including a generous storage cupboard
- Low windowsills so that people can see outside when sitting down

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is no café in the building and there are no meal options included/offered as part of the tenancy.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building each week but is not available every day. A therapy room is available for health professions, chiropodists etc.

ACTIVITIES

Lots of activities are available throughout the week including coffee mornings, chatterbox, Bingo, Lunch club once per fortnight, Tenants Activity Group Sessions, Armchair Aerobics, Fish and chips Friday's, Sing along sessions, Special occasion parties e.g., Christmas, Halloween

TENANCY RELATED COSTS FOR 2023/24

From April 2023	One bedroom apartment	Two-bedroom apartment
Basic rent	£76.89	£86.56
Heating	£10.70	£11.03
PFI service charge	£20.55	£20.41
Housing warden	£10.56	£10.56
Total Weekly Charge	£125.05	£137.89

Note:

- Prices vary throughout the scheme therefore it is advised queries are made directly with the landlord
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023

EDITH MOFATT

CONTACT DETAILS

Address 1-24 Albion Road, North Shields, NE29 0HA
Telephone Number (0191) 296 4170
Mobile Number (0191) 257 8176 (care staff handset)
Email address Siobhan.molloy@everydayuk.org

THE SERVICE PROVIDERS

Landlord New Walk CIC
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Email address Siobhan.molloy@everydayuk.org

THE BUILDING

Edith Mofatt opened in 1990 as an extra care scheme, prior to which it offered residential care. It has three floors, with one lift and two stairwells.

There are five lounge/dining rooms with kitchen facilities including kettle, fridge and toaster that residents can use at any time.

There are two separate bathing suites and a wet room for assisted showering.

There is a conservatory at the rear of building.

There is also a laundry facility.

OUTDOOR AREAS

There is a planted garden area with seating and tables which is regularly used for outside entertainment.

CAR PARKING

6 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest metro North Shields ¼ mile

Nearest bus Northumberland Square 200 yards – direct routes to Newcastle and the Coast

Train station Newcastle Central Station – 8.5 miles

THE ACCOMMODATION

Edith Mofatt has 24 one-bedroom studio apartments. Each studio apartment has a bathroom.

CAFÉ, RESTAURANT AND MEAL OPTIONS

All meals are included as part of the tenancy and offers hot and nutritious meals. Meals are freshly cooked on site and the kitchen has a Food Standards Agency 5-star food hygiene rating.

Lunch is served as a hot meal and can be plated up for later/reheated. Cooked breakfasts are available on Tuesdays and Saturdays. Snacks and hot and cold drinks are available throughout the day. The meals package costs £99.00 per week and is paid directly to Age UK North Tyneside.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building once a week.

A therapy room is available for health professionals/chiroprapist etc

A cleaning package is offered as part of the tenancy. The cleaning package costs £19.50 per week and includes all laundry and cleaning products, consumables, and a weekly ironing service.

ACTIVITIES

Age UK North Tyneside run regular activity sessions including singers, quizzes, dominos, wii fit sessions, HowFit programme and football related parties.

There are also parties for special occasions such as Halloween and Christmas and a singer once or twice per month.

TENANCY RELATED COSTS FOR 2023/24

No information available

Information accurate at May 2022

FONTBURN COURT

CONTACT DETAILS

Address Brahman Avenue, Off Waterville Road, North Shields, NE29 6UG

Telephone No 0191 2960921

Email address john.cusack@anchor.org.uk

THE SERVICE PROVIDERS

Landlord Anchor Hanover

Website www.anchor.org.uk

Care Provider EveryDay Care & Support (Age UK North Tyneside)

Tel 0191 2585279 or 07718106909

Email address joan.taylor@everydayuk.org

THE BUILDING

Fontburn Court first opened in 1999. It has three storeys, with one lift (8-person capacity) and two stairwells. On the ground floor there is a large lounge/dining room and a large kitchen that can be used by residents to make tea and coffee at any time. On the top floor there is quiet room that can be used for hobbies such as reading, painting and sewing, as well as for meetings. The large kitchen can also be used for catering.

Two separate bathing suites, with baths with raising mechanisms and hoists are available for residents to use.

A guest room is available that can be used by relatives or guests overnight (that includes a bathroom).

There is a scooter store / garage for 4 electric scooters. There is also a laundry facility with two washers and two dryers.

New tenants are encouraged to move in with their pets whenever possible and when the pets care can be managed by their owner.

OUTDOOR AREAS

There is a very large south facing garden with a lawned areas, paved patio areas, benches and other seating, as well as several mature trees, fruit trees and shrubs. There is also a dedicated space for residents to do some gardening.

A designated smoking area with shelter is also available.

CAR PARKING

12 parking spaces available.

LOCAL PUBLIC TRANSPORT

Nearest Metro station Meadowell ¼ mile; Percy Main ¼ mile

Nearest bus stop ¼ mile

Nearest train station Newcastle Central Station 8 miles

Local bus services run regularly to North Shields, the coast, Newcastle and Wallsend.

THE ACCOMMODATION

Fontburn Court has 31 one-bedroom apartments.

Each apartment has:

- Ensuite with walk in showers, toilets and sinks
- Fully functional kitchen

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is no café in the building.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building once a week.

A therapy room is available for health professionals/chiroprapist etc

ACTIVITIES

Lots of activities are available throughout the week including bingo, fish and chip Fridays (including dessert), parties and special events for celebrations – e.g., birthdays, Halloween, Christmas; monthly singer, HowFit programme, raffle and domino nights, quizzes. A local vicar also visits every month.

TENANCY RELATED COSTS FOR 2023/24

Rent	£376.30
Service charge	£247.59
Heating and hot water	£92.78
Water rates	£15.99
Support charge	£35.56
Total monthly charge	£759.22

Note:

- Prices vary throughout the scheme therefore it is advised queries are made directly with the landlord
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023

HOMESIDE LODGE

CONTACT DETAILS

Address Langdale Gardens, Howdon, Wallsend, NE28 0HG
Telephone Number (0191) 263 0028
Mobile Number 07393147598
Email address Richard.Cleary@homegroup.org.uk

THE SERVICE

Landlord Home Group Ltd
Care Provider Home Group Ltd

THE BUILDING

Homeside Lodge first opened in 2000 as an extra care scheme, and prior to that offered residential care. The building has two floors with one lift and four stairwells.

There is a large communal dining room/lounge on the ground floor that leads to the garden. There are also three small kitchens and a dining room / lounge on each floor. There are laundry facilities available with three separate laundry rooms in the building.

A guest room is available that can be used by relatives or guests overnight which includes an en-suite.

A cinema room and pub themed room were created and opened in 2021.

OUTDOOR AREAS

There is a large garden with grassed areas, walkways and various seating. In the summer various activities are held in the garden which include planting flowers, picnics and BBQs.

CAR PARKING

14 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest metro station Howdon $\frac{3}{4}$ mile
Nearest bus stop 100 yards-direct to Newcastle, North Shields & Wallsend
Nearest train station Newcastle Central Station – 6 miles

THE ACCOMMODATION

Homeside Lodge has 45 apartments: 44 studio apartments and 1 two-bedroom apartment.

Each apartment has a wet room with walk in shower, sink and toilet. While apartments do not have kitchens in them, residents can use one of six kitchen / lounges on each floor, all of which have a dishwasher, fridge, microwave and cooker.

A furniture pack is available which includes a bed, wardrobe, bedside table and draws. This costs £6.90 per week.

CAFÉ, RESTAURANT AND MEAL OPTIONS

A meals package is available to all and is part of the tenancy. With the meals package, all meals are offered including breakfast, lunch, tea, evening meal, supper and snacks. All meals can be served to a person, either in the dining room or in their own flat. Meals are provided by Appetito.

Set times are in place for:

- Breakfast 8-10am
- Lunch 12-2pm
- Evening meal 4.30-6pm

During lunchtime hours, the main dining area offers a café style service and so visitors and guests can also purchase lunch.

ADDITIONAL SUPPORT AND COSTS

A hairdresser is available once a week, on a Wednesday. There is also a nail bar in the wellbeing room.

ACTIVITIES

Various activities are provided every afternoon and a singer entertains once month. Activities include therapy dogs, pamper sessions, carpet bowls, quizzes, sing along sessions, bingo, jigsaws and domino night, film night (in the cinema room), crafts, use of the pub themed room which has darts and a pool table.

TENANCY RELATED COSTS FOR 2022/23

No information available

Information accurate at April 2022

LINSKILL PARK

CONTACT DETAILS

Address Linskill Terrace, North Shields, NE30 2AY
Telephone Number 0370 192 4310
Mobile Number 07804 882981
Email address karla.mcarthur@housing21.org.uk

THE SERVICE

Landlord Housing21
Care Provider Housing21

THE BUILDING

Linskill Park first opened in 2010. The building has 3 floors with two lifts (one extra wide, one standard width) and three stairwells. There is a large lounge and restaurant, that the public can access, as well as a scooter room, library, small quiet room and activities room.

There is an assisted bathroom bathing suite available for residents to use. There is also a laundry facility.

Linskill Park is pet friendly and welcomes responsible owners who have first obtained the permission of Housing21 to keep a pet. Pets of families and friends are also welcome to visit - all dogs must be kept on a lead when walking through communal areas and are not be allowed into the communal areas for prolonged periods of time (unless it is an assistance dog)

Residents may smoke within their own home providing they do so safely. Smoking is not allowed in internal communal areas. There is a local agreement in place that asks residents not to smoke within five metres of the perimeter of the building or outside of the main entrance in order to avoid cigarette smoke drifting into other people's homes.

A guest room is available for people to stay.

OUTDOOR AREAS

There is a large garden with lawn and patio area

CAR PARKING

20 parking spaces

LOCAL PUBLIC TRANSPORT

Nearest Metro station Tynemouth ½ mile, North Shields ¾ mile
Nearest Bus 100 yards - links to North Shields, Tynemouth and ferry
Nearest Train Newcastle Central Station 8½ miles

THE ACCOMMODATION

There are 63 two-bedroom flats.

Each apartment has a fully fitted kitchen; en suite with walk in wet room, shower, toilet and basin.

Most of the flats are rented. There are some shared ownership options available also.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a restaurant which is open between 8.30 and 2.00pm.

ADDITIONAL SUPPORT AND COSTS

A hairdresser is available

ACTIVITIES

There is an activities programme offering various activities through mornings, afternoons and evenings. This includes: ukelele group, coffee afternoons with puzzles, knit and natter, art sessions, bingo 3 x a week, tai chi, buffet/singer nights, rookie golf, special occasion parties e.g., Christmas, Halloween

TENANCY RELATED COSTS FOR 2023/24

Net Rent	£154.17
Service Charge (excluding support services)	£68.97
Utility Charge	£6.26
Support Charge	£30.03
Total Weekly Rent	£259.43

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Service charge includes gardening, window cleaning, management fees, cleaning of communal areas.
- Each resident is responsible for paying their own Council Tax charges, their own electricity charges for their flat (communal utility charges are included within the service charge) and any phone/TV/broadband packages they may have within their home. Depending on age, there may also be a charge for the TV Licence though this is organised and collected by Housing21 as the building has a concessionary licence in place.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023
- Shared ownership costs are not available. To find out more about this option, you can enquire directly with Housing21.

Information accurate at April 2023

ROWAN CROFT

CONTACT DETAILS

Address	Goodwood, Killingworth, Newcastle upon Tyne NE12 6HT
Telephone Number	0370 192 4027
Mobile Number	07764917500
Email address	lisa.pattinson@housing21.org.uk

THE SERVICE

Landlord	Housing 21
Care Provider	Housing 21

THE BUILDING

Rowan Croft opened in 2010. The building has three floors, with two lifts (one 'ambulance lift' and one wide lift) as well as four stairwells.

There is a large dining room and large lounge.

There is an assisted bathroom bathing suite available for residents to use.

There is a laundry facility.

OUTDOOR AREAS

There is a garden with lawn and shrubbery including two separate patio areas and seating.

CAR PARKING

20 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest Metro station	Benton 2 miles
Nearest Bus	¼ mile with links to Newcastle
Nearest Train	Newcastle Central Station – 7 miles

THE ACCOMMODATION

Rowan Croft has 45 two-bedroom apartments.

Each apartment has a

- Fully fitted kitchen
- Ensuite with wet rooms, with shower, sink and toilet

The majority of flats are rented. There are some shared ownership options available also.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a café in the building which is open 9.00am – 2.00pm and has a 5-star food hygiene rating.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building on a Monday and Friday each week.

A therapy room is available for health professions, chiropodists etc.

ACTIVITIES

The Residents Association is run by residents of the scheme and is independent of landlord and care provider. Some of the activities include bingo, armchair aerobics, knit and natter, karaoke, crafts afternoon

TENANCY RELATED COSTS FOR 2023/24

Rent	£156.99
Service Charge	£72.60
Support Charge	£ 7.07
Utility Charge	£26.66
Total Weekly Rent	£263.32

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Support Charge covers pendants and night staff charges
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023

SANDRINGHAM COURT

CONTACT DETAILS

Address Blackfriars Way, Longbenton, Newcastle upon Tyne NE12 8SW
Email address 0796-sandringhamcourt-newcastle@anchor.org.uk
Telephone Number 0191 270 1478
Mobile Number 07526 913 258

THE SERVICE PROVIDERS

Landlord Anchor
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Email address Julie.lewis@everydayuk.org
Telephone Number 0191 2702158

THE BUILDING

Sandringham Court first opened in 1998. The building has three floors, with one extra wide lift and two stairwells.

There is a large dining room on the ground floor and a separate lounge.

There are two quiet rooms.

There is a guest room available that can be used by relatives or guests overnight (that includes a bathroom).

There is a laundry facility in the building with three washing machines and two dryers.

OUTDOOR AREAS

There is a garden, with lawned areas, patio with seating

CAR PARKING

11 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest Metro station Longbenton ¼ mile
Nearest bus stop 20 yards, with direct links to Newcastle
Nearest train station Newcastle Central Station – 5 miles

THE ACCOMMODATION

Sandringham Court has 40 apartments: 35 one bedroom and 5 two bedroom.

Each apartment has a

- Fully fitted kitchen with plumbing for a washing machine. Newly fitted kitchens were installed in 2021
- Walk in shower, toilets and sink

CAFÉ, RESTAURANT AND MEAL OPTIONS

Lunch is included as part of the tenancy, provided by a company called Elixir.

Lunch is always served as a hot meal and is available in the dining room from 12 midday.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building one day each week.

A therapy room is available for health professions, chiropodists etc.

ACTIVITIES

Activities include bingo, quizzes, fish and chips, occasional singers, jigsaw and dominoes, Pilates and DVD film club.

TENANCY RELATED COSTS FOR 2023/24

Rent	£855.80
Service Charge (includes catering infrastructure)	£631.77
Heating	£48.74
Water	£4.94
Supporting people charge	£20.78
Total monthly rent	£1,562.03

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Support Charge covers pendants and night staff charges
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023

THOMAS FERGUSON COURT

CONTACT DETAILS

Address Beacon Street, North Shields, NE30 1EP
Telephone Number (0191) 296 2687
Email address sara-ann.patterson@anchorhanover.org.uk

THE SERVICE PROVIDERS

Landlord Anchor Hanover
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Telephone number 0191 296 1518
Email address dawn.barker@everydayuk.org

THE BUILDING

Thomas Ferguson opened in 2002. The building has three floors, with one extra wide lift and three stairwells.

There is a large lounge/dining room on ground floor and a large kitchen as well as a quiet lounge with kitchen facilities.

There is a laundry facility available with two washers and two dryers

A guest room is available that can be used by relatives or guests (up to 2 people) overnight (that includes a bathroom).

Two assisted bathrooms are available for residents to use.

Pets are allowed and permission to have a pet at the scheme must be sought from the Manager first.

Smoking is allowed in each apartment and in an outdoor designated area.

OUTDOOR AREAS

There is a lawned garden with raised flowerbeds, a paved area and seating.

CAR PARKING

20 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest Metro station North Shields ½ mile
Nearest bus stop 50 yards – direct links to North Shields centre, ferry terminal, Newcastle, Wallsend and the coast

THE ACCOMMODATION

Thomas Ferguson has 32 apartments, including 29 one bedroom and 3 two-bedroom flats.

Each apartment has a

- fully functioning kitchen
- Ensuite with walk in showers, toilets and sinks.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is no café within the scheme.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building once per week. A chiropodist visits every 6-8 weeks.

ACTIVITIES

Activities include lunch club takeaway service (Tuesday £4.45-£4.95; Friday £4, Sunday £5.50); coffee mornings once a month; special events e.g., Christmas dinners, Summer Fayres; dominos, HowFit programme and jigsaw nights. Chair pilates once a week.

TENANCY RELATED COSTS FOR 2023/24

Rent	£387.79
Service charge	£242.62
Heating and hot water	£66.74
Water	£9.97
Support charge	£33.52
Total charge per month	£740.64

Note:

- Costs shown are for a one-bedroom flat
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower
- Costs do not include electricity. Tenants must organise their own supply and are billed accordingly
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023

WEETSLADE COURT

CONTACT DETAILS

Address	Dunnock Place, Wideopen, Newcastle upon Tyne NE13 6LG
Key contact	Carolyn Hewitt, Retirement Living Coordinator
Telephone Number	0191 236 1080
E-mail address	Carolyn.hewitt@riverside.org.uk

THE SERVICE PROVIDERS

Landlord	Riverside Housing
Care Provider	EveryDay Care & Support (Age UK North Tyneside)
Email address	angela.mcdine@everydayuk.org

THE BUILDING

Weetslade Court opened in 2014. The building has three floors, with one wheelchair accessible lift (capacity for 13 people) and four stairwells.

There is a large lounge with café on the ground floor.

There are small seating areas on all floors that everyone can use and an atrium on the first floor with comfortable seating.

There is also a large buggy store and bathing suite available for residents to use.

A laundry facility is available and to use a washing machine or dryer it costs £1 per use.

A guest room is available, with twin beds and an en-suite bathroom for guests and visitors at a cost of £10 per night.

OUTDOOR AREAS

There is a large garden to the rear of property with lawns, shrubs and flowers, as well as a patio with seating.

Ground floor apartments facing the garden can open their patio doors to have direct access.

CAR PARKING

13 parking spaces available for residents.

LOCAL PUBLIC TRANSPORT

Nearest Metro Station	Regent Centre, Gosforth (2.5 miles)
Nearest Bus Stop	100 yds-direct links to Gosforth, Newcastle, Cramlington
Nearest Train Station	Newcastle Central Station (8 miles)

THE ACCOMMODATION

Weetslade Court has 51 two-bedroom apartments. Each unit has a:

- Fully fitted kitchen with plumbing and space for a washing machine
- Bathrooms with shower, WC and basin
- Open plan living room/kitchen
- Electric underfloor heating

The majority of flats are rented. There are some shared ownership options available also.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a café in the building run by Greenfield Catering Company, with a 5-star food hygiene rating. The café offers meals, desserts, sandwiches, salads, omelettes and jacket potatoes, is reasonably priced and is open 9.30 am to 1.30 pm, seven days per week.

ADDITIONAL SUPPORT AND COSTS

There is a hairdresser and beauty therapist on site whose businesses are open to the general public. A mobile podiatrist/chiroprapist also visits and reduced prices are available to residents.

ACTIVITIES

Activities include: bingo – 3 evenings per week; dominoes and cards; Friday afternoon matinee with afternoon tea; Tai Chi session – once per week (small cost per person attending); HowFit programme and various other ad-hoc events and sessions throughout the year such as

- 'Sport Works' (organised by EveryDay Care & Support)
- 'Singing Back the Memories' (organised by Riverside and North Tyneside Council)
- Monthly themed event nights with 3 course meal or BBQ held on Saturday's (organised by Riverside and Catering Company on site) £6.95 per head)
- A 'What's on at Weetslade' leaflet is produced and delivered by Riverside weekly to inform residents of available activities on scheme

TENANCY RELATED COSTS FOR 2023/24

Rent	£118.64
Service charge – eligible for Housing Benefit and Universal Credit	£ 76.62
Service charge – not eligible for Housing Benefit and Universal Credit	£00.43
Charge per week	£195.69

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023

HAVELOCK PLACE – dementia focused extra care scheme

CONTACT DETAILS

Address Briardene Rd, Backworth, NE27 0XQ
Key contact Customer Service Team
Telephone Number 0191 2808484 Option 1
E-mail enquiries@ageuknorthtyneside.org.uk

THE SERVICE PROVIDERS

Landlord Age UK North Tyneside
Provider Everyday Care (part of Age UK North Tyneside)

THE NEW SERVICE

Havelock Place opened in April 2022. The development has three separate buildings – a main building and two bungalows.

The main building has two floors, with one wheelchair accessible lift and three stairwells. There are two bungalows, designed to each support six people.

Within the main building, there is a large communal area with access to gardens, an activities room, cinema room and a number of smaller communal areas with seating that people can use.

Within each bungalow, there is an open plan lounge kitchen diner; with partition doors to separate the large space into two rooms; and doors with access to the gardens.

There is a garden to the rear and sides of the property with seating areas and raised planters. There is ample parking and electric vehicle charging. On site there is also a bathing suite, buggy store, a guest room and communal laundry facilities.

Havelock Place offers

- A larger building with 28 one-bedroom apartments with fully fitted kitchen, bathrooms with shower, open plan living room/kitchen
- Two bungalows each with six en-suite studio apartments, designed for those with more complex needs

Please note the scheme offers tenanted accommodation only. If a person has advanced dementia they may not be able to sign a tenancy therefore it is recommended all prospective tenants have appropriate legal arrangements in place for a tenancy to be signed.

TENANCY RELATED COSTS FOR 2023/24

For an apartment, per week

Rent	£246.10 or £251.45
Service charge	£121.61
Total weekly cost	£367.714 or £373.06

For a room in a bungalow, per week

Rent	£284.62 or £294.25
Service charge	£135.15
Total weekly cost	£419.77 or £429.40

Note:

- The tenancy includes the cost of heating
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower
- Care costs are separate to tenancy costs
- Rental information provided is accurate at April 2023

Information accurate at April 2023