



## What is Retirement Living PLUS (Extra Care)?

Our Retirement Living PLUS developments (Extra Care housing) enable our homeowners to continue to live independent and healthy lives in their own home with the comfort and knowledge that flexible help and support are available on-site 24-hours a day, whenever needed.

Apartments can be occupied by people aged 70 or over and are provided for outright sale, as well as shared ownership, rent and part rent-part buy. The average age of residents upon purchase is 83, and the majority of homeowners moving into our developments already live in the local area.



## Designed to make life a little easier

Our developments are carefully designed with the needs of older people in mind, with step-free and wheelchair access throughout the building. The apartments are all designed to be 'care ready' and are fully wheelchair accessible. They are built to generous internal space standards and incorporate features designed to help homeowners maintain their independence, such as 24-hour emergency call points, secure camera entry systems, accessible bathrooms, eye level ovens and cupboards, good lighting, and switches / electrical sockets at a raised height to reduce bending.

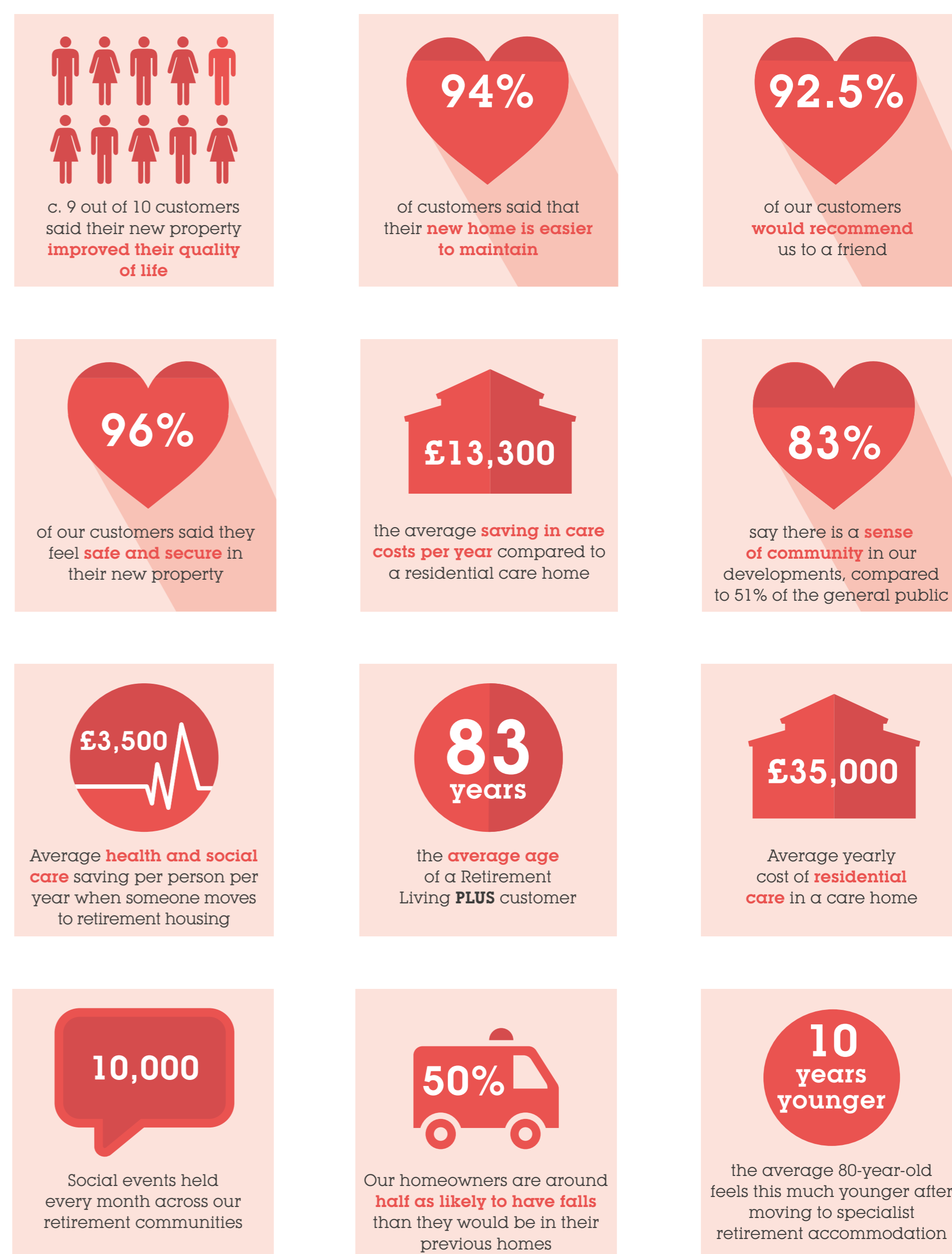
## 24-hour flexible care and support

Flexible care and support designed entirely around the needs and aspirations of our homeowners are provided by our in-house management company, McCarthy & Stone Management Services, which is regulated by the Care Quality Commission (CQC) in England and its equivalent bodies in Scotland and Wales.

A team of up to 17 staff members is based on-site with a presence 24-hours a day. Our qualified care professionals offer around-the-clock flexible personal care and support packages, tailored to the individual needs of homeowners, for as much or as little as they need, including:

- Help with dressing / undressing, washing, bathing and grooming
- Assistance with rehabilitation and exercise programmes
- Help with mobility problems
- Domestic assistance (cooking, cleaning, laundry, shopping etc.)
- Medication monitoring

## Improving quality of life



Statistics were sourced from: HBF survey of customers (2018), Internal homeowner survey (2017), Demos (2017) Internal data (2017), Economic Impact Assessment by the Institute of Public Care at Oxford Brookes University (2014), Laing Buisson (2017), HCA (2010), Healthier and Happier: An analysis of the fiscal and wellbeing benefits of building more homes for later living prepared by WPI for Homes for Later Living (September 2019)