



# Housing *with* Care



- *Respect*
- *Approach*
- *Partnership*
- *Openness*
- *Delivery*

If you would like to find out more about CHS Group or what CHS could do for you, we'd love to hear from you.

*Call us on* 01763 260564

*Visit us at:* [www.chsgroup.org.uk](http://www.chsgroup.org.uk)

*Email us at*

[denise.taylor@chsgroup.org.uk](mailto:denise.taylor@chsgroup.org.uk)

*Write to us at:*

**Moorlands Court,  
The Moor, Melbourn,  
Royston SG8 6FH**

Please let us know if you need this document in another language, large print, CD or braille.



**Registered Office:** Endurance House,  
Chivers Way, Histon, Cambridge CB24 9ZR  
Tel: 0300 111 3555 [www.chsgroup.org.uk](http://www.chsgroup.org.uk)



**DUNSTAN COURT**  
Cambridge – 01223 241330



**RICHARD NEWCOMBE COURT**  
Cambridge – 01223 352135



**MOORLANDS COURT**  
Melbourn, Royston – 01763 260564

**Rented Accommodation with the luxury  
of On-site Care and Support**

[www.chsgroup.org.uk](http://www.chsgroup.org.uk)

## About CHS Group

Founded in 1927, we run a broad range of services across Cambridgeshire offering people opportunities to achieve a better quality of life.

CHS is all about people: Our 7,000 residents, our 2,000 care and support customers and our team of 400 staff.

CHS is proud of its Housing with Care services which have gained an excellent reputation of delivering both care at home and in the community.



### Skilled Staff

*'The accommodation is lovely. Each flat is spacious, bright, warm and clean. The staff are sensitive, skilled and compassionate and clearly care deeply.'*

## Who is Eligible To Apply?

CHS Housing with Care has been specially designed for people over 65 years old (55 years old with a recognised social care need) who have been assessed by social services as having care needs.

If you receive funding from social care and you need additional care and support than is planned, then we would contact the social services team who may have to increase the amount that they charge you for your care.

Your care plan details the various tasks which the care and support team will help you with and states how long and the frequency of your care calls.

Your care package can increase or decrease if your needs change.

## What is Housing with care

Housing with Care is designed to provide independence and choice to older adults with varying levels of care and support, enabling them to rent a self contained flat designed to meet their personal, physical, mental and social needs.

Tenants of CHS also have the security of knowing that our highly trained and caring staff are available 24 hours a day, 7 days a week via an alarm system.

CHS believes that Housing with Care provides a home for life for most tenants, however there are occasions where Housing with Care is no longer suitable to meet the individual's needs and alternative accommodation may be required.



## How To Apply

You will need to complete an application form as well as having a social care assessment.

Once we have received these documents, they are discussed at a panel meeting where a decision will be made whether the application is accepted, declined or needs to be deferred for further discussion.

For more information on this please contact Moorlands Court.

Social services will also undertake a financial assessment to determine the amount you are charged by them for your care and support package.



## Providing First Class Care and Support

We are committed to providing a professional, caring and responsive service to our tenants by listening to them and considering their individual needs.

We do this by;

- Responding promptly and effectively to all emergency calls
- Maintaining confidentiality in all of our contact with you, including any records kept by us in order to support your welfare
- Ensuring schemes and flats are secure, clean and well maintained
- Ensuring that the agreed level of care and support is provided
- Promoting stimulating and culturally appropriate social activities
- Providing tenants with regular newsletters
- Consulting tenants regularly by letter, telephone, meetings and one-to-one.

### Friends

*'I really feel at home here. I still have my independence to go out and have made lots of friends. I'm much better off than when I was living in my council flat.'*



## The Care Team

Our staff have undergone extensive checks prior to employment to ensure that they have the skills and qualities we require when working with older vulnerable people.

The staff are trained in Moving and Handling, Health and Safety, Food hygiene and Infection Control, First Aid, Safeguarding, Administering medication and other bespoke training.

Staff are also encouraged to complete training leading to the award of the care certificate.

All staff work under the supervision of senior carers/ homecare team leaders, Care and Support managers and the Care Services Manager.



## What are the costs?

There are several elements to the cost of Housing with Care, these include:

- Rent
- Service charge
- Personal heating
- Support charge
- Water charge
- Lunchtime meal

These costs are reviewed annually.

Some additional costs include:

- Care
- Electricity
- Council Tax
- Telephone
- Satellite television
- Food and drink
- Toiletries
- Clothing
- Personal daily living expenses

The amount you pay will vary depending on your individual situation, your income and your savings. Many tenants are entitled to support from benefits such as attendance allowance, housing benefit, council tax benefit and winter fuel allowance.

## What are the benefits of Housing with Care?

- People living in our CHS Housing with Care schemes will be tenants of CHS Group.
- Flats are entirely self contained and have a kitchen, lounge, bedroom and bathroom (depending on scheme and availability some flats have 2 bedrooms)
- Tenants have the same rights that usually go with having your own home
- Central heating is provided within the tenancy charges
- All flats have a call system (pull cords and pendants) so that the tenants can summon help in the case of an emergency
- A choice of meal is provided at lunchtime on a daily basis, individual dietary requirements are considered and vegan and vegetarian options are also available.
- A member of the care team will be on site 24 hours a day providing care and support to tenants in accordance to their individual assessed needs. This includes housing related support as well as personal care.
- With an ethos of promoting independence, personal care is delivered flexibly to allow for changes in tenants needs, and where possible, at a time that is most convenient to them
- CHS Homecare is a registered domiciliary care agency and we are regulated by the Care Quality Commission (CQC)



***There is an option to purchase other services we provide, if you require them – such as shopping, housekeeping, laundry, day centre attendance and sit-in service.***

**If you require more information on these services please contact your desired scheme.**

When undertaking one or more of our community services an agreement between the tenant and CHS will need to be completed.

This gives you as the tenant and CHS a clear indication and understanding of what is required.

The agreement will detail the service, frequency of the service and what tasks are required, along with the hourly rate/charge for the service followed by our terms and conditions.



## Data Protection Act 1998

We comply with the Data Protection Act 1998 when we deal with personal information. In line with this; any unsuccessful applications are kept for 12 months and then destroyed.

**Reassured**  
*'I am so proud that my parents chose to live here – that's real proof of the great care you offer.'*



## Dunstan Court – Cambridge

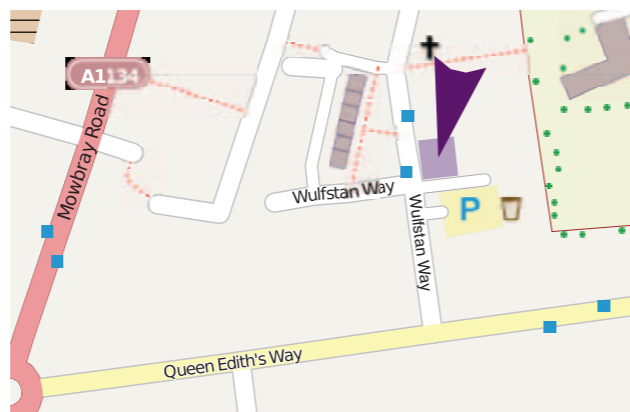
On 1st July 2008 Dunstan Court became a Housing with Care scheme. It is located in Cambridge and has 46 self-contained flats, all of which are two bedroom.

All flats have fully equipped kitchens with built-in oven and hob; and each has a wet room with a WC.

There are many local amenities, including a local shop, chemist, newsagent, hairdressers, doctors surgery and public house.

Dunstan Court is situated near Cherry Hinton which also offers a library, church and chapel.

**Dunstan Court**  
**Wulfstan Way**  
**Cambridge,**  
**CB1 8QD**  
**Tel: 01223 241330 / 01223 411207**



## Moorlands Court – Melbourn

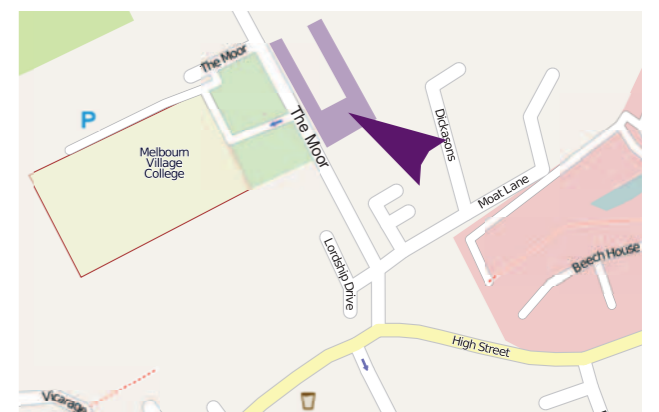
Moorlands Court is a purpose built Housing with Care scheme which opened in April 2008.

It is located in the village of Melbourn in South Cambridgeshire and has 35 self-contained flats, three of the 35 flats have two bedrooms, the remainder are one bedroom.

All flats have fully equipped kitchens with built-in oven and hob; and each has a wet room with a WC.

Moorlands Court has many local amenities, including a local shop, butchers, newsagent, hairdressers, doctors surgery and public house.

**Moorlands Court**  
**The Moor,**  
**Melbourn, Near Royston**  
**Hertfordshire**  
**SG8 6FH**  
**Tel: 01763 260564**



## Richard Newcombe Court – Cambridge

Richard Newcombe Court is a purpose built Housing with Care scheme which opened in April 2011. It is located in Cambridge and has 40 self-contained flats.

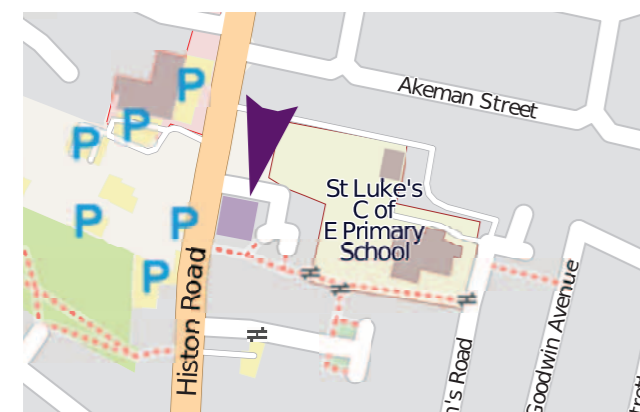
28 of the 40 flats have two bedrooms and the remainder are one bedroom.

All flats have fully equipped kitchens with built-in oven and hob; and each has a wet room with a WC.

Richard Newcombe Court has many local amenities, including, shops, chemist, doctors surgery and public house.

There are very limited spaces for visitor car parking

**Richard Newcombe Court**  
**Rackham Close**  
**Histon Road**  
**Cambridge**  
**CB4 3EY**  
**Tel: 01223 352135**



## Facilities – may vary depending on scheme

- Satellite Television socket
- Central Heating
- Lifts to all floors
- Laundrette with washing machines and tumble driers
- Emergency call system
- Door entry system
- On site freshly cooked lunchtime meal
- Lounge, communal and social meeting rooms
- Storage for mobility scooters and electric wheelchairs
- Communal landscaped courtyard gardens
- On site hair dressers depending on the scheme
- On site day centre depending on the scheme
- Coffee mornings, music afternoons, exercise classes, independent chiropodists and many more

**CHS GROUP**  
 housing, care, and community services in Cambridgeshire

1927 – 2017

**90+**  
 YEARS