

Le Grand Courtil and La Nouvelle Maraitaine 'extra care' housing

What is 'extra care' housing'?

There are two new 'extra care' schemes in Guernsey. They are Le Grand Courtil in St Martin's and La Nouvelle Maraitaine in the Vale.

'Extra care housing' describes a housing scheme where residents have a range of care and support services delivered to their door from an on-site care and support team. In addition, residents have access to communal on-site facilities including hairdressers, restaurants, lounges and assisted bathing facilities.

The Guernsey Housing Association (GHA), a local not-for-profit housing association, manages both Le Grand Courtil and La Nouvelle Maraitaine, with the Housing Department providing the care and support service. The residents live in rented or partial ownership flats.

You mention a care and support service – what does that mean in practice?

It depends on the individual. Each resident receives care and support appropriate to their needs. You might want staff to support you by helping you to manage your finances, go shopping, do housework, access local services, and keep in touch with family and friends. And, while staff cannot provide nursing care, they can help you with getting up, getting dressed, preparing food, bathing or toileting. The nature of the care and support changes as your needs change.

Who is eligible for 'extra care' housing?

To be eligible for 'extra care' housing you must be at least 18. In addition, you must:

- be residentially qualified to live in Guernsey
- need an average of **at least** four hours care and support per week; and
- be living in accommodation which is deemed unsuitable in light of your care and support requirements.

'Extra care' housing is not intended for people who present with challenging behaviour that would put themselves, or other residents, at risk.

Your personal finances are relevant only when it comes to working out whether you qualify for rented accommodation or partial ownership. Generally speaking, if you own a property and/or have substantial savings, you will be expected to buy a partial ownership flat (see below for details about partial ownership).

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What are the 'extra care' flats like?

Each of the one and two bedroom flats has a living room, kitchen and bathroom, and is wired to enable satellite TV. Assistive technology (special alarms and sensors to aid daily living) may be included in your care and support plan to keep you as independent as possible. Flats are carpeted but unfurnished, though the kitchen will include a hob, oven and a washer dryer; so residents must provide some of the white goods, all the curtains, and so on.

The flats are designed to accommodate wheelchairs, mobility scooters and specialist equipment such as hoists. Most flats have access to a balcony, and every resident has access to communal gardens.

How much does 'extra care' housing cost?

The cost depends on whether you're living in a rented or partial ownership flat.

One bedroom flats will be rented out at £178 a week, plus a weekly service charge (£37 at Le Grand Courtil and £38.50 at La Nouvelle Maraitaine). For a two bedroom flat, this would be £205 a week rent plus a weekly service charge (£45.75 at Le Grand Courtil and £47.25 at La Nouvelle Maraitaine). These rates are for 2014 and are reviewed annually.

Residents on low incomes can apply for financial assistance from the Social Security Department via the Supplementary Benefit Scheme.

Residents living in partial ownership flats pay a rent based on the share of the property owned by the Guernsey Housing Association (see next section for details).

How will partial ownership work?

If you own a property or have sufficient savings you will be expected to purchase between 40% and 80% of an 'extra care' flat.

You do not necessarily have to sell your current property until you have been offered a place at Le Grand Courtil or La Nouvelle Maraitaine. In certain circumstances, applicants can move into 'extra care' housing before their house is sold, although conditions apply.

When you move out of the flat, the Guernsey Housing Association will buy back your share at market price.

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How do I apply for 'extra care' housing?

You can request an application form (contact details at the end of this leaflet).

The application form asks questions about your current living arrangements, your finances, and your care and support needs. The more information you provide, the easier it will be for the Scheme Manager to work out whether you are eligible for 'extra care' housing. You will also be asked to specify in which of the two 'extra care' housing schemes you would like to live.

If you would like help completing the application form, this can be arranged. The Scheme Managers can tell you more (their contact details are at the end of this leaflet).

After you have submitted your application form, the Scheme Manager will arrange to visit you at your home to talk about your care and support needs and to assess the suitability of your current accommodation. They may want to write to your doctor and any other health and social care professionals involved in your care, but they will not do so without asking your permission beforehand.

If the Scheme Manager decides that your care and support needs are too low for 'extra care' housing but that there is scope to modify your property to improve your quality of life, they will, with your permission, refer their findings to the Housing Department, who will discuss your options with you. The Department will look at whether you can be moved to accommodation that better meets your needs. If you are not in social housing, the Department will tell you whether you are eligible to apply.

If the Scheme Manager concludes that you need an average of at least four hours care and support a week and that your current accommodation is unsuitable, they will refer your application to the Needs Assessment Panel administered by the Health and Social Services Department. If the Panel agrees with the Scheme Manager's assessment they will issue an 'Extra Care Housing Certificate' and you will be placed on the waiting list. If appropriate, you will at this point be contacted by the Guernsey Housing Association to talk about partial ownership.

What happens if the Needs Assessment Panel rejects my application?

The Needs Assessment Panel might disagree with the Scheme Manager and decide that the level of care you require is too low, or too high, for 'extra care' housing. In either scenario your application will be referred to the Housing Department along the lines described in the section above. Additionally, if your care needs are too high for 'extra care', the Panel will

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refer your case to the social work team within the Health and Social Services Department.

Whatever the Panel decides with regards to your care needs, you can ask for the decision to be reviewed.

How long will I need to wait before I can move in?

It depends on your circumstances and on how often an 'extra care' flat becomes available.

When an 'extra care' flat becomes available the Scheme Manager will meet with another panel – called the Nominations Panel – to decide who from the waiting list should be offered that flat. The Nominations Panel is made up of representatives from the Guernsey Housing Association, the Housing Department and the Health and Social Services Department.

Each 'extra care' housing scheme aims to have a mix of ages and an equal mix of people with low, medium and high care and support needs. In addition if a person can afford partial ownership then they will not be offered a rented flat. The Nominations Panel will therefore offer each available flat to someone from its waiting lists based on a number of different factors. This means that it may not necessarily be the person who has been waiting the longest or has the highest care and support needs who will be offered the 'extra care' flat.

If you are offered a flat at a scheme different to the one you selected on your application form, you have the right to turn down the offer.

If you turn down an offer from your preferred scheme without good reason you will be taken off the waiting list for a certain period of time.

Can I share my flat with someone else?

The one bed flats are suitable for singles or couples, and the two bed flats can have additional people living in them. You can therefore live with your partner, children, relatives, friends and carers, provided there is room and the Nominations Panel agrees beforehand.

You may also keep suitable pets with the permission of the Guernsey Housing Association.

If you are the only person in your flat who is eligible for 'extra care' housing and you stop living there, everyone else will be asked to leave. They will be given time to find alternative accommodation. The exception to this rule relates to residents who live in a partial ownership property, who would have the right to remain in the flat, provided that they continue to abide by the terms and conditions of the lease and that they are residentially qualified to live in Guernsey.

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How do I find out more?

To request an application form for La Nouvelle Maraitaine and/or Le Grand Courtil 'extra care' schemes, please contact the Housing Department's Rosie Creed on 01481 717190. The application form can also be obtained from the Housing Reception at Sir Charles Frossard House in La Charroterie, St Peter Port.

There is more information about La Nouvelle Maraitaine and Le Grand Courtil 'extra care' schemes on the States web-site [www.gov.gg/extra care](http://www.gov.gg/extra-care).

You can also speak to the Guernsey Housing Association on 01481 245530 about partial ownerships and how it works in the two extra care schemes.

You can also speak to a Scheme Manager or a duty manager by telephoning 01481 246557 for La Nouvelle Maraitaine or 01481 237226 for La Grand Courtil.

Please note that there is a third 'extra care' housing scheme, Rosaire Court and Gardens, at Rosaire Avenue, St Peter Port, Guernsey, GY1 1XW. This 'extra care' scheme is operated by a housing association called Housing 21. For more information on Rosaire Court and Gardens please contact the Scheme Manager, Sandie White, on telephone number 01481 739820 or email sandie.white@housing21.co.uk.