Extra Care Housing
Llys Jasmine, Mold
What is Extra Care Housing?


These are just some of the qualities that go into the mix that makes Extra Care Housing.

It’s not a home – it’s your home with your own front door. This purpose built complex offers facilities to make your life that little bit better on your doorstep – quite literally.

Whatever your needs, care, support and companionship is at hand 24 hours a day, 365 days a year. We think that just knowing that, alone, is priceless.

Llys Jasmine aims to deliver positive opportunities to live an independent lifestyle.

If you think through your options before circumstances force you to do so, you can make really positive choices for yourself.
Key facts about Extra Care Housing:

- Within a purpose-built complex you have your own home with your own front door – you decide who comes in
- Delicious, nutritious meals are available daily in the on-site restaurant and friends and family can dine with you at any time
- Other state-of-the-art communal facilities include gardens, a hairdresser, treatment rooms, buggy park and hobby rooms
- Couples and friends can stay together
- Wheelchair accessible
- 24 hour care services are available, if you need them
- You will be supported to keep your independence
- You will have round the clock access to our Connect24 personal alarm service, accredited by the Telecare Services Association
- You can be as private as you like, or join in the many social activities on offer
- You have control over your own finances
- You have security – the aim is a home for life

Extra care housing is part of Concept50+, the range of services and support Wales & West Housing provide for older people across Wales. For more information go to www.wwha.co.uk
Can I afford Extra Care Housing?

You can pay an affordable rent under a tenancy agreement, or you may be in a position to buy your home. Another option is to part-buy and part-rent your home.

Depending on your income, you may qualify for housing benefit for your rent and some of your service charges. If you get housing benefit or income support you may also be entitled to financial support towards care and support services.

In fact, you may qualify for benefits to meet all or part of the costs. You can get advice and information from your Citizen’s Advice Bureau, or from other organisations listed on the insert within your folder.

“Losing my home after my heart attack wasn’t good, but I was very lonely and couldn’t cope with the garden and the housework. Here I get the help I need. I feel on top of things now.”

Iris, an extra care housing resident of 3 years
Howard’s story

“I came into Extra Care Housing as an emergency after I had a nervous breakdown. I’d been living in a flat on my own and never saw the neighbours. I stopped eating and got very depressed. It was suggested I might have to go in a home, but I knew about extra care housing because of visiting a friend, and I told him it was the only place I would go.

“When I got here, I saw it as a new start and a chance to get back on my feet. At first I stayed in my flat, but I gradually felt better.

“I see people every day and at the end of the day I can lock my door and relax.”

Eileen, an Extra Care resident of 4 years

“I started eating and enjoying life more. Now I make my own breakfast and tea and join in social activities here and outside. I have made friends and I feel a lot more confident now.”

Beryl’s story

My best friend lives here too. I didn’t want to come, but now I like it very much.

“The staff don’t feel they can just walk in. They wait to be invited... that’s better. This is my own home, and I don’t just let anyone in. If I want to see people I come down to the lounge and sit in the chair. I enjoy going across the road to the church every week.

“I still cook for myself some days, especially if I don’t like what is on the menu. My son comes once a week with my shopping and we cook and eat together in my flat.”

Life changes or health problems may mean you are thinking of leaving your old home, or you may simply be unhappy with where you are living now.

If you value your independence and privacy and want control and choices in your life, think about extra care housing.
You’re in safe hands

Established in 1965 Wales & West Housing is the largest provider of retirement housing in Wales with dedicated retirement schemes in 14 local authority areas.

“Our customers are at the heart of everything we do and everything we stand for,” says Chief Executive Anne Hinchey.

“Our vision is to achieve strong, sustainable growth to make a difference to people’s lives, homes and communities.”

Councillor Chris Jones, Flintshire County Council’s Cabinet Member for Social Services, said: “Extra care provides positive opportunities and choices for older people to live an independent lifestyle with the support and care they need on site. Having your own home, with your own front door, enables people to keep control of their lives with the privacy and dignity that affords. The purpose built facilities, that include dedicated apartments for people living with dementia, will be fully accessible and easy to manage, supporting people’s changing needs”.

Don’t just take our word for it. All these organisations think we are doing a good job too...
Can I apply for an Extra Care apartment at Llys Jasmine?

Extra Care Housing provides that something extra special to really improve the quality of your life, be it emotional, physical or both.

To be eligible for an Extra Care apartment you must be an older person (usually aged 65 or over) in need of care and support to live in your own home. There are also dedicated apartments especially designed for people living with dementia within Llys Jasmine.

Whilst we welcome all applications, priority will be given to people who live within Flintshire.

What needs to happen?

1. You (or your family) need to send an application form to Wales & West Housing. We will write back to you to acknowledge your application.

2. Staff from Wales & West Housing and Flintshire County Council will arrange to visit you at home. They will do an assessment to find out more and see if you are eligible.

3. If you meet our eligibility criteria we will write to tell you. Your name will be added to our extra care waiting list. If your needs change whilst you are on the waiting list, we may need to reassess you again.

4. We will keep you informed every step along the way. We will let you know when we can allocate an apartment for you. You will be invited to come and look around your new home.
If you have any questions or want to find out more before you fill in an application form you can contact us on freephone 0800 052 2526 at any time.

Fill in the enclosed application form and post it back to us at:

Extra Care Housing, Customer Service Centre ONLY, Wales & West Housing, 3 Alexandra Gate, Ffordd Pengam, Tremorfa, Cardiff CF24 2UD.

We’ve tried to make the application form as simple as possible, but if you are not sure about anything you can call our dedicated Customer Service Centre on freephone 0800 052 2526 and we will help you. Lines are open 24 hours a day.
Frequently asked questions

I am managing on my own but my health is not good and I want to move. Would extra care housing be suitable for me?

Yes. Most Extra Care Housing projects have a mix of more able tenants or leaseholders, together with those who are very frail. Some will be getting a lot of care and support; others will be living more independently. The accommodation will be accessible and should be easy for you to manage.

I already live in ordinary sheltered housing – how would extra care housing be different?

The main difference is that tenants have a greater level of need and care and support staff are on the premises 24 hours a day. There is also a restaurant on site.

My husband is very unwell and we get a lot of help from our family and friends. Could we move into Extra Care Housing together?

Yes. You and your husband can stay together and your family and friends can continue to help as before if they want to, with the added support of the Extra Care staff. You may make new friends too.
**My doctor has said that I should go into a home. What are the advantages of Extra Care Housing over a nursing home or care home?**

Extra Care Housing shouldn’t look or feel like an institution. You will have your own home, control over your finances, and privacy and choice about how much you mix with the other tenants. The care staff will support you to enable you to live in your home for as long as possible.

**What happens if my health gets worse while I am living in Extra Care Housing?**

It is expected that your needs will change over time - and not always for the worse! There may be times when you need a lot of care and support, times when you need no support or a mixture of the two. The care staff should be flexible and sensitive in asking you about what you need. They cannot give you health care or nursing care, but they will aim to support you to stay living in your home for as long as possible.

**My mother has early signs of Alzheimer’s disease. Can she move into Extra Care Housing?**

If a person develops dementia after moving into Extra Care Housing they can continue to be supported in their familiar home surroundings by staff and friends as before and for as long as their needs are being met. If a person is already living with dementia an assessment would be undertaken prior to them moving in to ensure Extra Care Housing can meet their needs. Some Extra Care Housing has apartments that are specifically available for people living with dementia.

**What facilities and services are available on-site at Extra Care Housing?**

The facilities range from a restaurant, communal lounges to hobby rooms, hairdressers and guest suites. People from the surrounding area may also come in to use the facilities and resources.
Who is in charge of Extra Care Housing?

Most Extra Care Housing projects are built and run by housing associations. Some are run by private companies or the local council. Usually, the care staff work under a contract from the local social services department. Extra Care tenants should be involved in making decisions on all aspects of the community they live in.

Can I stay until I die?

Extra Care Housing aims to provide you with a home for life. This may not always be possible, for example if you become a risk to yourself or others, but it is the aim.
Can I buy an Extra Care apartment?

If you don’t want to rent a property in Extra Care Housing you can purchase outright or acquire a share of a property through Wales & West Housing’s Flexible Tenure Scheme.

What is flexible tenure?

Flexible Tenure provides applicants with choices. If you have been allocated an apartment you can choose to rent it, buy it outright or buy a share in the apartment.

How much can I buy?

If you are unable to buy the apartment outright, you can buy 50%, 60%, 70%, 80% or 90%. You have to pay rent on the share that you do not purchase.

How much will the apartments cost?

At present day valuations we are expecting the apartments to sell for approximately £156,000 for a one bedroom apartment and £178,000 for a 2 bedroom apartment. Future evaluations will be subject to market conditions. For up to date figures please contact 0800 052 2526.

How much rent and service charge will I have to pay?

This will depend on how much you buy and upon the service charge package that you receive. Further details will be made available on application.
Will Wales & West Housing buy back my apartment?

Wales & West Housing will retain right of first refusal, but this does not guarantee that we will buy it back. This will depend on what finances we have available at the time.

Can I bequeath the apartment to my family?

You can only do this if the family member(s) meet the criteria for Extra Care Housing. If they do not then your family would have to sell the apartment to someone who meets the criteria.

What are the criteria to purchase an apartment?

To be eligible for an Extra Care apartment you must be an older person (usually aged 65 or over) in need of care and support to live in your own home. This is the same whether you choose to rent or buy your apartment.

If you want to buy your apartment you must have the financial capability to buy the property or a share in it and be able to meet the weekly costs of living there.

Whilst we welcome all applications, priority will be given to people who live within Flintshire.
Can I get help with my rent?

You may be entitled to some financial assistance towards paying your rent from the local authority. It is called **Housing Benefit** and is available to people who are living on a low income. You can qualify automatically if you are in receipt of:

- Income Support
- Income Based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Pension Credit (which includes the guarantee credit)

You can also qualify if you are not in receipt of these benefits but have:

- Capital below £6,000. If you have capital between £6,000 and £16,000 the amount you may receive will be reduced proportionately AND
- Income below a specified level but this will vary according to your personal circumstances eg. your age, whether you have a partner or children, you are disabled or care for a disabled person

If your Housing Benefit does not cover all of your housing costs and you still need more help you can ask the local authority for a discretionary housing payment.

In this new extra care housing scheme additional charges may apply which cannot be covered by Housing Benefit. You should check with Flintshire County Council whether the level of care you receive entitles you to additional financial support.
Other benefits:

There is a range of other benefits which you may be entitled to which could ease your financial situation. Entitlement depends upon your personal circumstances. For example,

If you are over 60 you could claim:

- Pension Credit
- Cold weather payments
- Winter fuel payments
- Free bus travel

If you are disabled you could claim:

- Disability Living Allowance

If you are looking after someone who is disabled you could claim:

- Carer’s Allowance

If you are 65 or over, disabled and have care needs you could claim:

- Attendance Allowance

Additional benefits are available to compensate for injuries or diseases incurred at work or whilst serving in the Armed Forces.

Useful contacts for further information:

Wales & West Housing – 0800 052 2526
Flintshire County Council, Social Services for Adults – 01244 702642
Flintshire County Council, Housing Benefit – 01352 704848
Citizens advice Bureaux – Mold 01352 753520,
  Holywell 01352 711262,
  Deeside 01244 846700
Shelter Cymru – 0845 075 5005
Benefits Enquiry Line – 0800 882200
Your Care and Support

Prior to moving into Llys Jasmine you will have been assessed by Flintshire County Council, Social Services for Adults and Wales & West Housing. This Assessment identifies your needs. When you move into Llys Jasmine the Care and Support Manager will use the Assessment to draw up a Care and Support Plan with you or with you and your family.

Every tenant or leaseholder at Llys Jasmine is an individual with unique needs, wishes and preferences. We will take this into account when agreeing your Care and Support Plan with you.

What is a Care and Support Plan?

The Care and Support Plan records the help and support you will receive. It explains what is to happen, how it will happen, who will assist you and when the support will be provided. The focus of the Care and Support Plan will be to encourage you to retain your independence.

The what. This describes the outcomes to be achieved by providing support. It could be for a short time or for a long time. The aim is for you to be as independent as possible.

The how. This tells you how the support is to be given. It could be a piece of equipment or physical support by support staff or a relative for example.

The who. This is the name of the service or the person that will provide the care and support. This could be the name of your relative, a care team or other professionals.

The when. This is the day and time your support is provided or the length of time it is going to last.
Your Care and Support Plan will be agreed with you and you will be given a copy to keep. Your Plan will be reviewed with you to make sure you keep getting the right support to meet your needs.

**What care and support can be provided?**

Examples of care and support are:

- Personal care – help with showering or bathing, dressing and undressing
- Meal preparation
- Aids and adaptations
- Support and prompts to take medication
- Information about and help with claiming benefits
- Safety and security

Care and support staff may also be able to help you to meet other needs. For example, staff may be able to support you to find out information about leisure or social activities or find out about transport.

**What type of care is not provided?**

- Cleaning of tenants or leaseholders apartments.
- Nursing care is not provided. Staff are not trained nursing staff and any care required must be obtained through the GP or Area Health Authority. However we can help you to access them by supporting you to make appointments or by finding out information.

**What if I already have a Care and Support Plan?**

The Care and Support Manager will review your Plan together with you (and a relative or friend if you wish) to ensure that it will continue to meet your needs once you move to Llys Jasmine.
How long does my Care and Support Plan last?

The Care and Support Manager will review your Plan with you at least annually. If you would like to discuss it sooner, please just ask and we will be happy to go through it with you.

If you there are any major changes in your circumstances we will review your Plan with you when this happens. Any reviews will be held at a time and place that is convenient to you and your family or friends if you would like them to be present.

Who has access to my Care and Support Plan?

Your Plan is confidential. This means the only people who can have access to this information are you and staff involved in delivering your care. We will only share information on your Plan with others where you agree that we can.

Key points

Key points about care and support planning are:

- You will be fully involved in the drawing up, monitoring and reviewing of your Care and Support Plan
- Your Plan will be unique to you
- Care and Support Plans allow us to provide a service that meets your needs.

If you would like to know more about Care and Support Plans please contact the Care and Support Manager, who will be happy to answer any questions you may have.
Charges for Domiciliary Care

April 2012

This factsheet is for people who have care services at home (known as domiciliary care).

This guide provides information about charges for services that people receive in their own home and in the community. This includes services like day care, home care, adult placements and project work.

**Flintshire County Council invites you to have a full financial assessment of your ability to pay towards the services you are to receive.**

The guide explains:

1. What services are charged for
2. How the amount a person has to pay is worked out
3. Queries and challenging the assessment outcome
4. How charges can be paid
5. How a person can make sure they are claiming all their benefits to help pay any charges
6. What happens to the financial and personal information given to Social Services
7. Useful contacts
8. Details for current charges for April 2012 to March 2013
9. If things go wrong

### 1. What services are charged for?

<table>
<thead>
<tr>
<th><strong>Home care</strong></th>
<th>This is a service you may receive to help you with daily living tasks and personal care in your own home.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day care services</strong></td>
<td>Day care services can help people to meet others in the community and to take up new interests. Day care services can also include work opportunities for people with learning disabilities.</td>
</tr>
<tr>
<td><strong>Project/support work</strong></td>
<td>If a person needs help from someone to carry out a particular activity then a project worker or support worker will be asked to assist you.</td>
</tr>
<tr>
<td><strong>Night time care</strong></td>
<td>This service is provided if a person needs someone to be with them through the night. <strong>Night time</strong> means any time after the time a service user goes to bed.</td>
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<tr>
<td><strong>Community living schemes</strong></td>
<td>Community living is a scheme which provides support to people with learning disabilities so that they are able to live in their own home in the community.</td>
</tr>
<tr>
<td><strong>Adult placements</strong></td>
<td>These are placements for adults with disabilities, who are helped and supported by someone called an adult placement carer. The service user will share their home and be included as part of the family.</td>
</tr>
<tr>
<td><strong>Direct Payments &amp; Personalised Budgets</strong></td>
<td>A Direct payment/personal budget is a cash payment to allow you to buy your own support instead of Social Services providing it for you. Following your Community Care Assessment, you can choose whether to have services provided directly by Social Services, or have a direct payment.</td>
</tr>
</tbody>
</table>

You may also be asked to pay for Telecare services but this service is not currently covered by our Charging Policy.

Meals provided in the day centres are daily living expenses and are not affected by the financial assessment but are charged at a flat rate.

**We do not charge:**
- A person under the age of 18 years,
- An adult subject to Section 117 of the Mental Health Act 1983.
- Adults who are diagnosed as suffering from Creuzfeldt Jacob disease (CJD)
- Adults who receive services in their capacity as a carer

**2. How the amount you have to pay is worked out**

If you have home care or domiciliary care services arranged by Social Services the charge for these services will be based on your weekly income, the amount of savings and capital you have and the number of hours of care you receive each week.

To make sure that the charges we make for domiciliary care are fair, Flintshire’s Charging Policy is based on guidance and regulations from the Welsh Government which sets a maximum weekly charge which is currently £50 a week.
The Charging Policy is used to decide whether you will pay:

- **The full charge for your care.** This is worked out according to how much care you are receiving up to a maximum of £50 a week.

- **Part of the cost of your care,** the exact amount will depend on how much money you have each week after meeting certain expenses and how much care you receive but this will not be more than £50 a week.

- **Nothing towards the cost of your care**

A Welfare Benefits Officer from Flintshire County Council will arrange to visit you to complete a financial assistance claim form to help the financial assessment officer work out how much you can afford to pay towards your services. For example we will ask you for bank statements and benefit letters. We will need this information as soon as possible otherwise you may have to pay the full charge (£50 a week) for the services you receive. You can request to have a family member, friend or someone you trust to be present to support you at this visit.

**What if I don’t want to or fail to give you information on my finances?**

If you choose not to tell us your financial circumstances or don’t provide the information we need, you will be asked to pay the full cost of your care from the day your care starts. This will be up to a maximum of £50 a week.

If you do not have the correct information at this visit the Welfare Benefits Officer will leave written details of what is requested. You have a maximum of 15 working days to provide this further information. Please let us know if you are experiencing difficulties providing this information or we may assume that you wish to pay the maximum £50 a week.

**Weekly income.**

Your total weekly income includes:
- all social security benefits and pensions
- all occupational pensions
- payments you receive from other sources such as payments from other people
- We are not interested in money which you or your partner earns as wages.

**Capital.**
Capital includes savings, investments, property and land (other than the person's home). We do not count the value of the home you live in. The financial assessment team calculate your capital using government guidelines. You should contact the team to discuss your capital if it is not held in a bank, building society, or post office account, as certain sorts of assets are treated as income and not as capital.

**Below £23,250**  if a person's capital is below this then it is ignored.

**Over £23,250**  a person with capital over this amount will be charged for services up to a maximum of £50 per week.

If at any time you are receiving services and your capital/savings fall below £23,250 please contact your financial assessment officer. They can then arrange for a financial assessment to be completed. Contact details are in Section 9 of this leaflet.

**The rules about capital and income for couples.**

If you are part of a couple, we will take into consideration *capital that belongs to both of you* and then consider 50% of that amount for each person in receipt of services.

We will take into consideration 100% of the income in your name unless you receive a benefit for joint use, such as Income Support or Pension Credit where we will take into consideration 50% when completing the financial assessment.

50% of a partner’s occupational pension is taken into account.

**Income and disregards.**

From 11th April 2011 the Welsh Government made changes to the way that local authorities complete the financial assessment. This:

- makes sure that a service user’s net income is not reduced after charging below basic levels of income support or guaranteed pension credit plus 35% of this rate, and
- makes sure that all service users who have a financial assessment have a further 10% income disregard as a contribution towards their disability related expenditure.
- Makes sure that nobody is charged more than £50 per week.
**Income which will be disregarded from your assessment**

Once we have added up your total weekly income, certain amounts are then disregarded. These are:

- yours or your partner’s earnings and associated working tax credit
- any disability living allowance (DLA) mobility component
- the higher rate element of care component of DLA or attendance allowance if you receive the higher rate and support is only provided during the day.
- housing benefit (rent rebate) or council tax benefit
- any mortgage, rent or council tax less any benefits paid
- £10 of any war pension or war widows pension
- all independent living fund (ILF) income and any payment made to top up ILF care costs, and
- any savings credit element of your pension credit.

Once we have disregarded any of these that apply from your total weekly income, the amount left is used to work out how much you should pay for your services.

3. **Queries and challenging the assessment outcome**

Should you have any questions or are unhappy with the outcome of the financial assessment, please contact the **Financial Assessment Officer** in the first instance, whose contact details will be on the letter notifying you of the assessment outcome.

or You can ask for the **Team Manager** to review your financial assessment.

or If you feel you are unable to afford the assessed charge, the financial assessment officer will explain how to apply for a waiver of charges.

You can also access a copy of our current Charging Policy

**Financial Assessment & Charging Team**
Community Services
County Hall
Mold
Flintshire
CH7 6NG
☎ 01352 701466

4. **How charges can be paid**
Bills listing services that have been provided, their costs and the total amount payable will be sent monthly. These will always be a month in arrears – for example, the invoice for services you received in September will be sent to you in October.

Payments can be made:

- in cash
- by cheque
- by postal order
- over the telephone (using a debit or credit card)
- by standing order
- Flintshire County Council’s website: www.flintshire.gov.uk
- At cash offices (over the counter)
- By post

Flintshire Social Services expects invoices to be paid in full following a financial assessment or you opting to pay up to a maximum of £50 per week. If you have difficulty paying you should contact the Financial Assessment Officer or speak to your care coordinator or social worker.

Any non-payment of an invoice will be reviewed and reminders will be sent out. Continued failure to pay invoices will result in action being taken by the Council to recover the debt.

5. Claiming benefits to help pay for charges

We understand that having to pay for services is likely to be of great concern to service users, even though the charges have been kept as low as possible.

The calculation of what you will have to pay towards the cost of the services you receive takes account of your ability to pay.

There is a commitment from the Welsh Government and Flintshire County Council Social Services that anybody who needs services should be helped to claim all social security benefits and pensions they are entitled to. This includes benefits that you may have missed out on in the past.

A Welfare Benefits Officer can help with this process and deal with all matters relating to benefits. There is no charge for this service and it is available to everyone who has a chargeable service, whether they have to pay for their services or not.

In most cases people will be better off after claiming extra benefits even if some
of that increased income goes towards paying for care.

6. What happens to the financial and personal information given?

Social Services will deal with all information confidentially and your details will be held safely and securely in accordance with data protection legislation.

You have a right to see personal records we hold about you. An administrative fee may be charged. Please ask us for more information.

7. Useful contacts

A wide range of voluntary organisations provide independent advice and assistance. Contacting them will help to give you information on your rights.

Flintshire Citizens Advice Bureaux
www.flintshirecab.org.uk
Mold  01352 753520  Holywell  01352 711262
Connah’s Quay  01244 846700

Flintshire Care and Repair
01352 758700  www.flintshirecr.co.uk
Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.

Age Concern North East Wales
08450 549969  www.acnew.org.uk

Mencap Cymru Helpline
0808 8000 300  www.mencap.org.uk/wales

MIND
01352 744049  www.flintshiremind.org.uk

North East Wales Carers Information Service (NEWCIS)
01352 744055  www.carers.org/local/wales/flintshire

Flintshire Disability Forum
01352 755546  www.flintshiredisability.org.uk

Social Services
8. Charges for April 2012 to March 2013

Domiciliary Care: £14.27 an hour
Project/Support work: £14.27 an hour
Day Centre/Care: £18.58 a day plus flat rate charge of £3 per day for a meal.
Night Attendance: £28.54 a night

All charges are subject to the £50 maximum weekly charge not including flat rate charges which substitute for ordinary living costs e.g. Meals at Day Care.

9. Compliments, comments or complaints

We are aware that despite our best efforts there may be occasions when a service user has a complaint. Any complaint about services can be made to your Social Worker, Home Care Manager or their Team Manager or you can contact:

Performance Manager
Social Services for Adults
County Hall
Mold CH7 6NN ☏ 01352 702538

A leaflet “Tell us what you think about social services!” which explains how your comments can be made and how they will be dealt with is available from the same address or online at: www.flintshire.gov.uk/careinfo

This factsheet is available in alternate formats including Braille and Large Print on request to 01352 702642.
Application For Extra Care Housing

Thank you for your interest in Wales and West Housing. We hope you find this form easy to fill in. We will contact you if we need more information or to let you know if you’ve been accepted onto our list.

Some useful tips

- If you need some help completing your application form you can call into either of our offices or we can help you over the phone.
- We offer an interpreting service with the Big Word.
- If you require this form in a different format please contact us.
- Once you have completed the form you should return it to our Head Office - the address is listed below.
- It is important that you complete all the questions as fully as possible and that you provide any supporting evidence that is needed.
- If you have any questions about your application you should contact our Customer Service Centre on 0800 052 2526.
- Please make sure you put the right postage on when you return the form.

How to Contact Us

Head Office
3 Alexandra Gate
Ffordd Pengam
Tremorfa
Cardiff
CF24 2UD
Telephone: 0800 052 2526
Minicom: 0800 052 5205

North Wales Office
Unit 2
Acorn Business Park
Aber Road
Flint, Flintshire
CH6 5YN
Website: www.wwha.co.uk
Email: contactus@wwha.co.uk
Os hoffech chi gael gwybodaeth mewn iaith neu fformat arall, cofiwch ofyn i ni.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফর্মেট চান, তাহলে দয়া করে আমাদেরকে বলুন।

শো তুমনে মালিকী বীজ ভাষা অথবা স্থানান্তর করতে দিন, কৃপা করে আমনে বিনামূল্যে করো।

সে প্রক্রিয়াকরণের জরিমানা বিবেচনা করে দিন যদি করা না হয় এবং করা না হয় তাহলে চলো, তাহলে মানে মনোনিমু লাগু।

Haddii aad rabtid in warar lagugu siyo hab luuqadeed o kale, fadlan na soo waydiiso.

আমাদের কৌশল কেন দিকে বানান করবে যদি করা না হয় এবং করা না হয় তাহলে চলো, তাহলে মানে মনোনিমু লাগু।
1. Particulars of applicant/s

<table>
<thead>
<tr>
<th>Main Applicant</th>
<th>2nd Applicant / Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>Title:</td>
</tr>
<tr>
<td>Surname:</td>
<td>Surname:</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>Date of Birth:</td>
</tr>
<tr>
<td>Address</td>
<td>Address</td>
</tr>
<tr>
<td>Relationship to main applicant:</td>
<td></td>
</tr>
<tr>
<td>Home Tel:</td>
<td>Home Tel:</td>
</tr>
</tbody>
</table>

The Disability Discrimination Act (1995) defines disability as a ‘physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day-to-day activities’.

2. Your current home

a) Brief description of your current home:

<table>
<thead>
<tr>
<th>Are you...</th>
<th>Main Applicant</th>
<th>Joint Applicant</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Council/Housing Association tenant</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>Living with family/friends</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>Living in a home provided by an employer</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>An owner occupier</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>A private tenant</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>Living in temporary accommodation eg B&amp;B, refuge, hostel</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
<tr>
<td>Living in a Residential/Nursing Home</td>
<td>Yes □ No □</td>
<td>Yes □ No □</td>
</tr>
</tbody>
</table>
If you are a tenant, what type of tenancy do you hold?

- Council-Secure
- Assured Tenancy
- Other (please specify)
- Council Introductory
- Assured Shorthold Tenancy

If you own your own home:
1. What is it worth?
2. How much mortgage is outstanding?
3. What will happen to it if you are offered a home by WWHA?

Do you have to leave your present address?
- Yes
- No

If so, have you been accepted by your local authority as unintentionally homeless and in priority need?
- Yes
- No

If yes, please provide evidence of this.

b) Do you have difficulty in your current home with any of the following:

- Difficulty with the stairs
- Difficulty accessing property
- No wheelchair access
- Difficulty accessing bathing facilities
- Difficulty accessing toilet facilities
- Difficulty preparing food
- Other (please specify)

<table>
<thead>
<tr>
<th>Property address</th>
<th>From</th>
<th>To</th>
<th>Landlord</th>
<th>Reason for leaving</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. The home you require

a) Please let us know if you have any special accommodation requirements (you may tick more than one option).

- [ ] Ground floor accommodation
- [ ] Adapted property (eg. handrails, walk-in shower)
- [ ] Level access (eg. no steps to front door)
- [ ] Wheelchair adapted property
- [ ] Lift
- [ ] 1 bed or 2 bed apartment

Do you require accommodation with: (you may tick more than one option)

- [ ] A Scheme Manager
- [ ] Extra Care (care staff on site)
- [ ] An emergency alarm

If yes to any of the above, please state the reasons why you would like to live in this type of housing. (You may tick more than one option)

- [ ] To receive support from the Scheme Manager service
- [ ] To receive support from the provision of an emergency alarm
- [ ] To benefit from the safety and security provided in retirement housing
- [ ] To reduce the feeling of isolation and loneliness
- [ ] To assist my ability to remain independent for as long as possible
- [ ] Any other reason (please specify)
b) Where would you like to live?
Are you interested in (please tick): Renting ☐ Buying ☐
Please indicate the areas/schemes you would like to apply for (see enclosed)

<table>
<thead>
<tr>
<th>Areas/Schemes</th>
<th></th>
<th></th>
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</thead>
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</table>

<table>
<thead>
<tr>
<th>Areas/Schemes</th>
<th></th>
<th></th>
</tr>
</thead>
</table>


c) Do you or any members of your household intend to keep pets or animals?
If you do intend to keep pets, please give details of the number and type of pets kept:


5. Care and Support

a) Do you receive a service from the following:

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Nurse</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Community Psychiatric Nurse</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Social Worker</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Contact details:

<table>
<thead>
<tr>
<th>District Nurse</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Psychiatric Nurse</td>
<td></td>
</tr>
<tr>
<td>Social Worker</td>
<td></td>
</tr>
</tbody>
</table>

b) Do you receive care and support?

**Care and Support Provider**

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Services (Local Authority)</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Care provider</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Family/friend</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Contact details:

<table>
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<tr>
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<th></th>
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<tbody>
<tr>
<td>Community Psychiatric Nurse</td>
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<tr>
<td>Social Worker</td>
<td></td>
</tr>
<tr>
<td>Care provider</td>
<td></td>
</tr>
<tr>
<td>Family/friend</td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
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<tr>
<td>Community Psychiatric Nurse</td>
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</tr>
<tr>
<td>Social Worker</td>
<td></td>
</tr>
<tr>
<td>Care provider</td>
<td></td>
</tr>
<tr>
<td>Family/friend</td>
<td></td>
</tr>
</tbody>
</table>
c) Do you pay for the care and support received?  
   Yes ☐ No ☐  
   How many hours are being provided?  

   d) Please indicate what care/support needs you have/need:  
      Dressing ☐  Toileting ☐  
      General housework ☐  Getting in/out of bed ☐  
      Food preparation ☐  Shopping ☐  
      Bathing ☐  Cleaning ☐  
      Medication ☐  General checks ☐  
      Other (please specify)  

6. Medical Information

   Are there any medical reasons for wanting to move?  
   Yes ☐ No ☐  
   If ‘yes’ please give details:  
      Name:  
      Details:  
      Name:  
      Details:  
      Name:  
      Details:  
      Name:  
      Details:  
      Name:  
      Details:  
      Please give G.P.’s details:  
      G.P. Name  
      Address  

7. Financial Information

**THIS INFORMATION WILL REMAIN CONFIDENTIAL.** It is important that we can assess if you are in receipt of benefits you are entitled to. If not, we can arrange to assist you in completing benefit forms and help you through the process. Please tell us your financial situation.

Please state if you receive: | **Applicant’s total weekly amount** | **Joint applicant’s total weekly amount** (if applicable) |
---|---|---|
Pension | | |
State Pension | | |
Occupational Pension | | |
Council Tax Benefit | | |
Income Support | | |
Attendance Allowance | | |
Mobility Allowance | | |
Housing Benefit | | |
Disability Living Allowance | | |
Other Benefits/Income (please state which) | | |

**Any Other**
Including income from investments or property for yourself and anyone who is going to be living with you.

| **Name** | **Type of Income** | **Weekly Amount** |
---|---|---|
| | | |
| | | |
| | | |

**Total income**

| Total £ | Weekly Income Total £ |
---|---|

Write down the total amount of any savings you have £
8. Please answer the questions given below. If you answer yes to any of them, we may ask for more information. We may also request information from other relevant bodies such as the police or council and may record these details separately on a computer.

a) Has a housing association or local authority evicted you or any member of your household you expect to live with?
   Yes ☐ No ☐
   If yes, what was the eviction for? Please provide details:

b) Have you or any members of your household you expect to live with been convicted of a criminal act not including spent convictions under the Rehabilitation of Offenders Act 1974?
   Yes ☐ No ☐
   If yes, what was the conviction for? Please provide details:

c) Have you or any members of your household you expect to live with been the subject of an Anti Social Behaviour Order or an injunction relating to anti social behaviour?
   Yes ☐ No ☐
   If yes, please provide details:

d) Do you or any member of your household you expect to live with owe any rent or any other money to a housing association or council?
   Yes ☐ No ☐
   If yes, what is the debt for (eg. rent, repairs). Please provide details, including the name of the landlord and the amount of debt:
9. Are you or any person you are applying to be housed with, employed or formerly employed by Wales & West Housing, or related to any employee, committee member or former employee or committee member of Wales & West Housing?

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Relationship</th>
</tr>
</thead>
</table>

10. How did you hear about Wales and West Housing? (eg. friends/family; adverts; local authority; WWH resident; advice agencies such as CAB)

11. Language

<table>
<thead>
<tr>
<th>Language</th>
<th></th>
<th>Language</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td></td>
<td>Bengali</td>
<td></td>
</tr>
<tr>
<td>Chinese</td>
<td></td>
<td>English</td>
<td></td>
</tr>
<tr>
<td>Gujarati</td>
<td></td>
<td>Hindi</td>
<td></td>
</tr>
<tr>
<td>Punjabi</td>
<td></td>
<td>Somali</td>
<td></td>
</tr>
<tr>
<td>Urdu</td>
<td></td>
<td>Vietnamese</td>
<td></td>
</tr>
<tr>
<td>Welsh</td>
<td></td>
<td>Other (please state)</td>
<td></td>
</tr>
</tbody>
</table>

12. Equal opportunity monitoring

We record the following information to ensure that our applications and lettings procedures are not discriminatory. This information will be treated as confidential by us and will not be used to assess your application. If there are two applicants please complete for both.

<table>
<thead>
<tr>
<th>Main Applicant</th>
<th>2nd Applicant / Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name:</td>
<td>1. Name:</td>
</tr>
<tr>
<td>2. Date of birth:</td>
<td>2. Date of birth:</td>
</tr>
<tr>
<td>3. Gender: Male</td>
<td>3. Gender: Male</td>
</tr>
<tr>
<td><strong>4. Ethnic Group</strong> - please tick one box</td>
<td><strong>4. Ethnic Group</strong> - please tick one box</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td><strong>A. White</strong></td>
<td><strong>A. White</strong></td>
</tr>
<tr>
<td>British</td>
<td>British</td>
</tr>
<tr>
<td>English</td>
<td>English</td>
</tr>
<tr>
<td>Scottish</td>
<td>Scottish</td>
</tr>
<tr>
<td>Welsh</td>
<td>Welsh</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Other (please specify)</td>
</tr>
<tr>
<td>Irish</td>
<td>Irish</td>
</tr>
<tr>
<td>Any other white background (please specify)</td>
<td>Any other white background (please specify)</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B. Mixed</strong></td>
<td><strong>B. Mixed</strong></td>
</tr>
<tr>
<td>White &amp; Black Caribbean</td>
<td>White &amp; Black Caribbean</td>
</tr>
<tr>
<td>White &amp; Black African</td>
<td>White &amp; Black African</td>
</tr>
<tr>
<td>White &amp; Asian</td>
<td>White &amp; Asian</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Other (please specify)</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>C. Asian/British Asian</strong></td>
<td><strong>C. Asian/British Asian</strong></td>
</tr>
<tr>
<td>Indian</td>
<td>Indian</td>
</tr>
<tr>
<td>Pakistani</td>
<td>Pakistani</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>Bangladeshi</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Other (please specify)</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>D. Black/British Black</strong></td>
<td><strong>D. Black/British Black</strong></td>
</tr>
<tr>
<td>Caribbean</td>
<td>Caribbean</td>
</tr>
<tr>
<td>African</td>
<td>African</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Other (please specify)</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>E. Chinese/British Chinese or other Ethnic Group</strong></td>
<td><strong>E. Chinese/British Chinese or other Ethnic Group</strong></td>
</tr>
<tr>
<td>Chinese</td>
<td>Chinese</td>
</tr>
<tr>
<td>Any other background (please specify)</td>
<td>Any other background (please specify)</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>F. Prefer not to say</strong></td>
<td><strong>F. Prefer not to say</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>5. Religious belief</strong> - please tick one box</td>
<td><strong>5. Religious belief</strong> - please tick one box</td>
</tr>
<tr>
<td>Buddhist</td>
<td>Buddhist</td>
</tr>
<tr>
<td>Christian</td>
<td>Christian</td>
</tr>
<tr>
<td>Hindu</td>
<td>Hindu</td>
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<tr>
<td>Jewish</td>
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</tr>
<tr>
<td>Muslim</td>
<td>Muslim</td>
</tr>
<tr>
<td>Sikh</td>
<td>Sikh</td>
</tr>
<tr>
<td>No religion</td>
<td>No religion</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>Other (please specify)</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>
13. Declaration

Please sign the declaration below. In the case of joint applicants both must sign.

1. If any false information is supplied in connection with your application, your name may be removed from the waiting list.

2. Legal action may be taken against any person who obtained accommodation as a result of giving false or misleading information.

3. Wales & West Housing may contact other persons/organisations to obtain references, verify the details you have provided or obtain further information relevant to your application.

I/We declare that the information contained in this application for housing with Wales & West Housing is correct to the best of my/our knowledge. Consent is hereby given for Wales & West Housing to contact other persons / organisations to obtain references, verify details provided by me/us or to obtain further information relevant to my / our application.

I / We hereby authorise the National Probation Service or any relevant Social Landlord to disclose all or any of my personal details, whether held on computer under the requirements of the Data Protection Act 1998 or contained in manual records to relevant organisations in support of my application for housing. I am aware that this will involve the disclosure of personal confidential information which is held on the computer and in manual files.

Signed:................................................. Date: ................................

Signed:................................................. Date: ................................

14. Confidentiality

The information that you provide as part of your application is confidential. It will be stored in accordance with the requirements of the Data Protection Act 1998.

If you have any comments or suggestions to improve our application form please let us know.

Wales & West Housing Association is registered as a charitable association under the Industrial and Provident Societies Act 1965 No. 21114R
The costs of extra care housing

It is important that you understand the costs for extra care housing. There are five parts to this cost:

1. Housing – the cost of renting your home
2. Service Charges – the cost of the services provided within the scheme (this includes things like window cleaning and cleaning communal rooms)
3. Heating and hot and cold water in your home
4. Meals
5. Care and Support – the cost of your own care and support services

You may be entitled to help with some or all of these costs. See our sheet about rent and benefits.

1. **Housing costs**
   The housing cost is rent for your apartment. These rents are reviewed annually but the rent until March 2014 is set out below. If you decide to apply for extra care housing someone will talk to you about this in more detail.

   1 bedroom apartments – £125.00 per week
   2 bedroom apartments - £140.00 per week
   2 bedroom bungalows - £150.00 per week

2. **Service Charges**
   Service charges cover the cost of providing services that go with your home. These change on an annual basis but the first years charges are set out below. If you decide to apply for extra care housing someone will talk to you about this in more detail.
1 bedroom apartments - £59.00 per week
2 bedroom apartments - £60.00 per week
2 bedroom bungalows - £57.50 per week

These are some examples of services provided as part of the Service Charge:

- A Scheme Manager
- Heating and lighting the communal areas
- Communal water charges
- Cleaning of communal areas
- Refuse collection
- Window cleaning
- Gardening
- Equipment maintenance e.g. door entry system, lifts and communal laundry facilities
- Equipment replacement

3. Heating and hot and cold water

The heating and hot water within your home are fed by a communal boiler and the running water in the taps is fed from a shared water meter. The charges for these items will depend on actual usage, but the first years estimated charges are set out below. If you decide to apply for extra care housing someone will talk to you about this in more detail.

1 bedroom apartments - £11.00 per week
2 bedroom apartments - £14.00 per week
2 bedroom bungalows – Approx £20 per week (Billed directly to the resident)

4. Meals

There will be a lunchtime meal provided each day. The costs for the first year are:

£21 per person per week
5. **Care and support costs**

You will have an individual assessment to say what your care needs are and how they will be met. The cost of your care and support will vary based on the level of care you need.

Care and support includes things like:

- Reablement for those who wish to improve their independence
- Personal care
- Meal preparation
- Support and prompts to take medication
- Aids and adaptations
- Help with claiming benefits
- Personal safety and security