



Over 55 and thinking about a move?

Some questions you might have about Impact's Living Well Homes

Living Well offers a new way of supporting you to live independently. It gives you the security and privacy of a home of your own, a range of facilities on the premises, with 24-hour support services available if you need them.

Here are some of the commonly asked questions about Living Well homes and services....

I am managing on my own, but my health isn't good. Would a Living Well home be suitable for me?

Yes. All Living Well homes are accessible, with lifts to all floors and are designed to be easy to manage. You'll find a mix of more independent residents together with those who are might be more frail. Some will get a lot of care and support and others will live very independently.

I am very independent and in good health. Is this type of housing suitable for me?

The aim is for there to be a broad mix of people within the scheme – some very independent and others less so. You do not have to need high levels of care or support to be eligible for Living Well – some people make a move to feel safe and secure, with the knowledge that if their health needs change in the future they have help at hand without having to move. You can be as active or as private and as independent as you like.

I already live in sheltered housing – how would a Living Well home be different?

Our Living Well homes offer all the benefits of traditional 'sheltered' type housing with management staff on site to provide low levels of support within a safe and secure setting. In addition, there is a care team based in our schemes, 24 hours a day. This service can provide higher levels of care and support to residents if they need it and is tailored to individuals' needs. At Living Well, the aim is that you will not have to move if your health needs change over time.

What are the advantages of a Living Well home over a residential home?

You will have your own home, privacy, control over your finances and choice about how much you socialise with others living in the development. The staff teams will support you in maintaining your independence and you can keep up your usual routines and activities in your local area. We'll even help you to establish new contacts if you've moved from outside the area.

Are Living Well developments just like care homes?

No, you will have your own home and control over how you live your life. You are still living independently in your own home – but there are a range of other benefits close by to help you feel safe and secure and support services that can help you maintain your independence whilst living in your own home. We don't provide nursing care and we encourage people to remain as independent as possible.

What happens if my health needs change?

Your health needs may well change over time – and not always for the worse. There may be times when you need a more help, for example, after a stay in hospital. The support is flexible as it's tailored to your requirements. It is reviewed with you regularly. Living Well does not provide nursing care but our aim is to support you to stay in your own home and avoid the need for a move to a residential or nursing setting.

What facilities and services are available at Living Well developments?

Our individual scheme brochures will give you full details of what's available where. Generally, you will find most schemes offer a separate communal lounge and kitchen facilities, hobby and meeting rooms, a guest suite where your visitors can stay overnight; a keep fit area and Internet access. Sometimes local health services visit our developments regularly (chiropractors, hairdressers and other therapists). People from the surrounding area and local community may also come in to use the resources.

I need a bit of help with cleaning and maybe a bit of shopping? Is this available?

Our support team can help signpost you and arrange things like help with shopping, cleaning and laundry. These services are usually chargeable as and when you use them – to whoever you choose to provide you with that service. You might want to try something new like internet shopping – we can support you in doing that using the facilities we have available in schemes. Our emphasis is supporting you to live life as you wish, and we'll support you in putting arrangements like this in place if you need them.

Tell me more about how developments are set up and managed?

Impact and the Living Well team are responsible for the Tenancy, Landlord and Building related functions and some elements of the support on offer – that is, the regular support and contact provided by our teams of Independent Living Workers. The care and support team is contracted by Cumbria County Council's Adult and Local Services Directorate. Together, we work to provide an all-round service to our residents. Residents also play an important role in the running of our schemes too –

particularly the organisation of social events and activities. We encourage involvement from everyone in making decisions on all aspects of their home and community.

How much does Living Well housing cost?

You will pay rental and service charge costs directly to Impact. You will find a current breakdown of these in our information pack. If you receive services from the on-site care and support at home team, there will be separate costs and those will be paid to Cumbria County Council's Adult and Local Services Department (or in some cases to the care organisation directly).

In both cases, the amount you will pay will vary depending on your individual situation and financial circumstances. The rental and service charges, for example, may be rebated if you are entitled to receive housing benefit. For care services, a financial assessment will be carried out by Adult and Local Services to determine how much you will be required to contribute towards your care costs.

We hope this has provided you with information to help make a choice about 'Living Well' with Impact. If you would like to know more, or arrange to come and look around a scheme, please contact us on 03448 736 290. If you know which development you're interested in, you can ring us directly at **Rowan Court on 015394 32557 or at **Jenkins Crag Court on 01539 729591**. You can also register an application online at www.cumbriachoice.org.uk**

We look forward to hearing from you!