

**EXTRA CARE ANNUAL CONFERENCE 2011 –
MAXIMISING THE ROLE OF THE PRIVATE SECTOR**

8 December 2011



McCarthy & Stone

Contents

1. About McCarthy & Stone
2. McCarthy & Stone: Delivering Extra Care
3. Planning for Extra Care
4. DCLG's forthcoming Older Person's Housing Toolkit

Paul Teverson, Head of Public Affairs:

paul.teverson@mccarthyandstone.co.uk / 01202 508096



Beverley Chase, Group Commercial Solicitor and Director,

YourLife: beverley.chase@mccarthyandstone.co.uk / 01202 508187

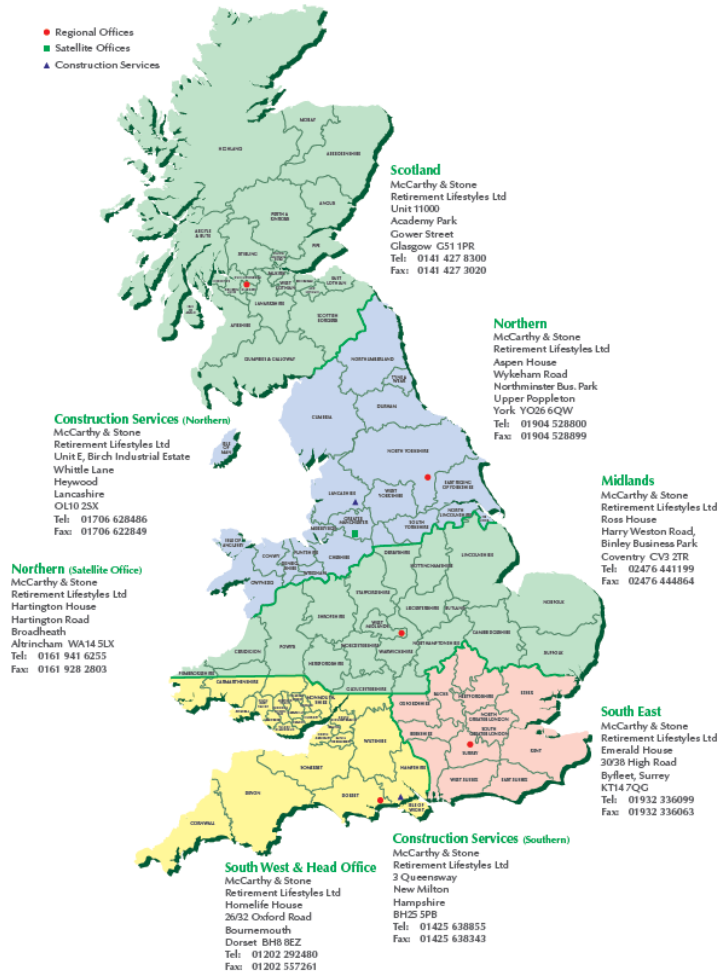


Who are McCarthy & Stone?

1. The UK's largest provider of owner-occupied accommodation for older people
2. 70% market share, more than 38 years' experience
3. Delivered 40,000 apartments in more than 1,000 schemes
4. Now provide our own in-house management
5. CQC-registered care and support now provided through a joint venture with Somerset Care (in AL and TCL living schemes)



Who are McCarthy & Stone?



1. Delivered 1,300 units in 2010/11
2. Purchase 60 sites each year
3. Approx 1,000 staff
4. All units built for home ownership
5. One of the largest providers of owner-occupied Extra Care schemes in the UK

Who are McCarthy & Stone?

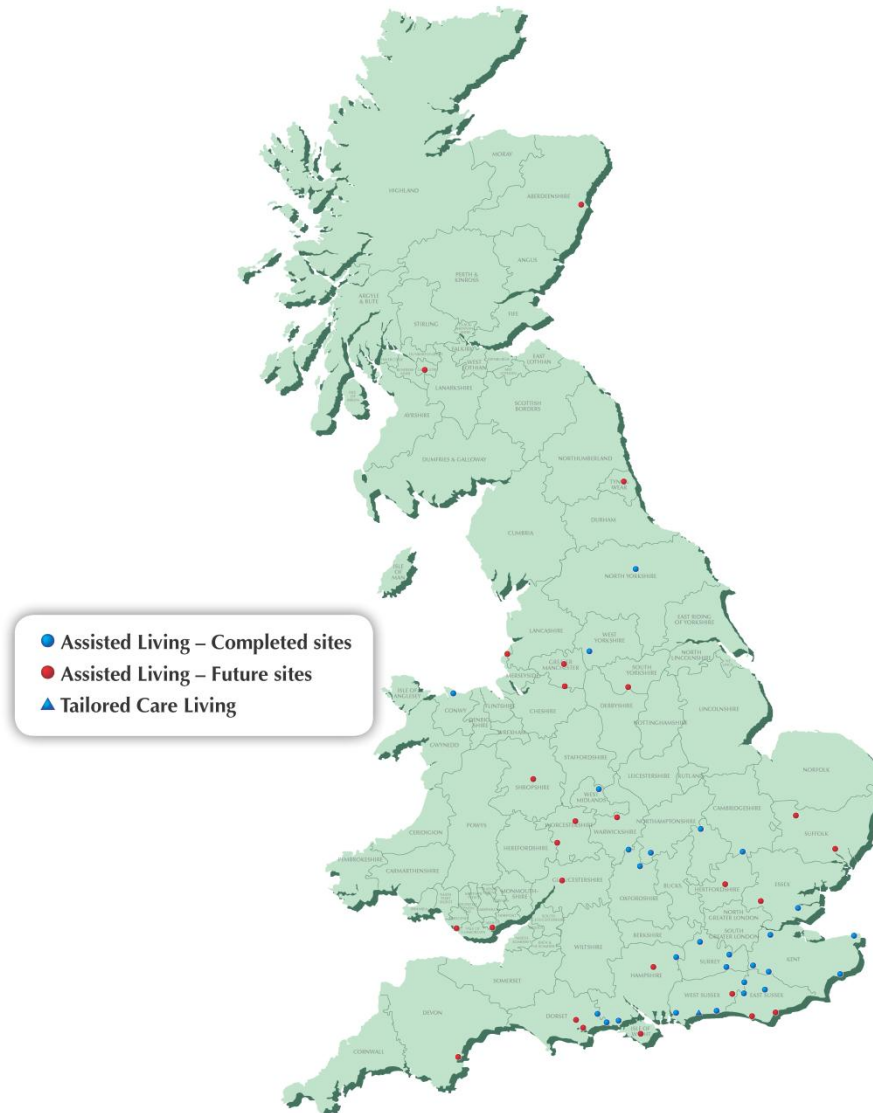
Development Specification	Retirement Living	Assisted Living	Tailored Care Living
Residents' Lounge	✓	✓	✓
Guest Suite	✓	✓	✓
Laundry	✓	✓	✓
Lift	✓	✓	✓
Secure, lockable doors and windows	✓	✓	✓
Camera entry system linked to residents TVs	✓	✓	✓
House Manager/Estate Manager	✓	✓	✓
NHBC 10 year guarantee	✓	✓	✓
Staff on-site 24 hours a day		✓	✓
Administrator		✓	✓
Waitress service restaurant		✓	✓
Wheelchair accessibility to apartments and communal areas		✓	✓
Function room		✓	✓
Residents' computer facility		✓	✓
Hobbies room		✓	✓
Hair salon		✓	✓
Therapy room		✓	✓
Assisted bathroom with spa bath			✓
Media centre			✓
CARE AND SUPPORT PACKAGES			
Domestic Assistance (one hour a week included in service charge)		✓	✓
Personal care by arrangement with appointed care agency		✓	
Personal care packages tailored to your needs provided by on site care agency			✓
<i>Note: Personal care packages are not included in the service charge.</i>			

Apartment Specification

GENERAL	Retirement Living	Assisted Living	Tailored Care Living
Smoke detector	✓	✓	✓
Intruder alarm	✓	✓	✓
Emergency call system	✓	✓	✓
Secure, lockable doors and windows	✓	✓	✓
Switches and sockets are at a convenient height	✓	✓	✓
Space in hall for electric scooter			✓*
KITCHEN			
Modern fitted kitchens with tiled splashbacks and colour co-ordinated worktops	✓	✓	✓
Fridge and freezer	✓	✓	✓
Oven at a raised height that requires no bending	✓	✓	✓
Microwave combination oven at raised height			✓
Separate hob and extractor hood	✓	✓	✓
Lever taps for ease of use	✓	✓	✓
Electrically operated kitchen window		✓	✓
BATHROOM			
Helpfully positioned grab rails	✓	✓	✓
Lever taps for ease of use	✓	✓	✓
Bath with shower over or separate shower cubicle	✓		
Level access shower and separate bath		✓	
Level access shower			✓
Slip resistant flooring		✓	✓



Delivering Extra Care Accommodation



1. First Assisted Living scheme in 2000
2. Now have 28 AL schemes
3. 25 schemes in planning or proposed
4. Will provide a total of approx. 2,950 Extra Care dwellings for 3,680 residents
5. Provided on leasehold basis
6. Scheme have approximately 55 apartments
7. Recently launched in Scotland
8. Average resident age is 83

Delivering Extra Care Accommodation

Facilities (1):

1. Enhanced design – wheelchair accessible
2. Comprises 1 and 2 bedroom apartments
3. Provides continued independence in a safe environment
4. Shared communal facilities including a waitress-service restaurant, lounge, function rooms, buggy store, guest suite, laundry, office and refuse store



Delivering Extra Care Accommodation

Facilities (2):

1. Three-course meal prepared on the premises in the kitchen, using fresh ingredients, 365 days of the year
2. 24-hour staffing
3. On-site domestic assistance and tailored personal care packages by arrangement from the in-house team (or agency of resident's choosing)
4. 17 people on average employed per scheme (including an Estate Manager, three Duty Managers, a Night Duty Manager and domestic and care support staff)



Delivering Extra Care Accommodation

Service charges:

1. Average service charge details (per week)
 - ❑ 24 Hour staffing (£36)
 - ❑ Communal cleaning and building maintenance
 - ❑ Domestic assistance (£11.10)
 - ❑ Catering (£30)
 - ❑ Tunstall emergency call line
 - ❑ **TOTAL** = 1 bed: £124.72. 2 bed: £168.29
2. Ground rents = 1 bed: £435 per year. 2 bed: £510 per year
3. Access to Welfare Benefits Advice: Potential to achieve Attendance Allowance. Payable at £49.30 or £73.60 per week



Delivering Extra Care Accommodation

Qualifying restrictions:

1. Residents' average age is 83
2. Age is normally a condition of planning permission
3. Standard age restriction in lease is 70
4. Residents must meet qualifications:
 - ❑ Be capable of living independently within the domiciliary care structure of the development
 - ❑ Their behaviour or circumstances must not be detrimental to their own welfare or the welfare of other occupiers, visitors or staff
 - ❑ They must sign up to the residency agreement



Delivering Extra Care Accommodation

New Extra Care developments built since 2009 are managed by YourLife:

1. YourLife Management Services Limited: a partnership between McCarthy & Stone and Somerset Care Group
2. YLMS is registered as a Domiciliary Care Agency with the CQC
3. The Estates Manager is in their own right a Registered Manager with CQC
4. All of the Estates Team are care qualified (NVQ 3 minimum)
5. All of the care and support staff have NVQ 2 or are working towards it
6. YLMS can seamlessly provide care and support to all residents, tailored to their individual needs
7. YLMS also manages the upkeep of the building and grounds and manages the catering contract



Delivering Extra Care Accommodation

1. Each apartment receives one hour per apartment per week of domestic assistance
2. Additional domestic assistance can be arranged as required to meet residents' individual needs
3. Most popular requests include:
 - Household cleaning and general tidying up
 - Dealing with household refuse
 - Washing and ironing
 - Changing bedding
 - Food shopping

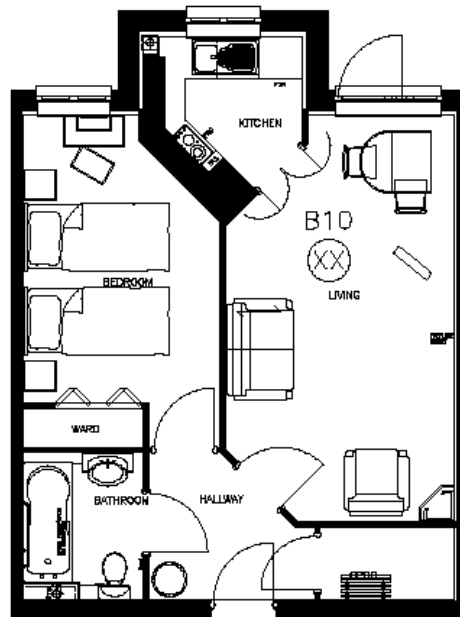
Delivering Extra Care Accommodation

YLMS is a registered Domiciliary Care Agency with CQC. The Registered Manager can assess and deliver care through the on-site care team:

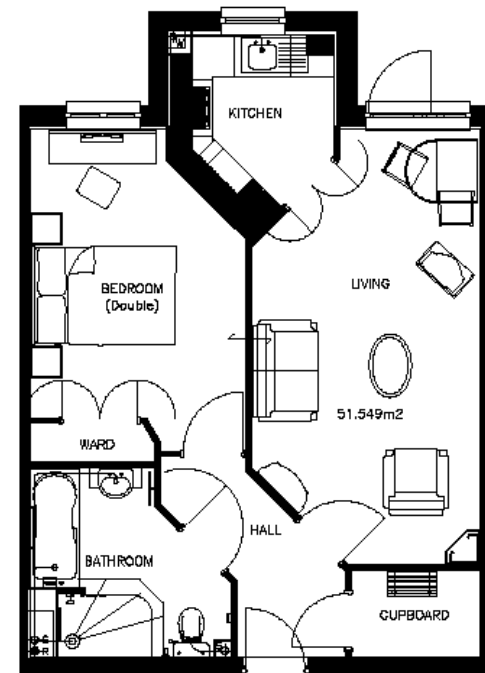
1. Personal care packages are tailored to the needs of residents
2. The most popular services are:
 - ❑ Assistance in dressing
 - ❑ Bathing
 - ❑ Supervising medicines
 - ❑ Toileting
 - ❑ Assistance in retiring to bed
 - ❑ Escort services to hospital and GP appointments

Delivering Extra Care Accommodation

Unit design:



Cat 2 B10
6914 x 6157 mm
45.12 sq m saleable



AL B10
7484 x 6428 mm
51.25 sq m saleable

Delivering Extra Care Accommodation

Cherret Court, Dorset

- ❑ Opened July 2010
- ❑ 46 apartments
- ❑ 65% sold
- ❑ From: £211,000
- ❑ Accepted at planning committee
- ❑ S106 agreement:
at least 40% of residents
to be 'in need of
Extra Care'



Delivering Extra Care Accommodation

Claridge House, Littlehampton, Sussex

- ❑ Our first Tailored Care Living scheme
- ❑ Opened November 2011
- ❑ 58 apartments
- ❑ 20 apartments sold off plan
- ❑ Average age 85
- ❑ 37 hours of care on entry for six resident
- ❑ Attracting couples where one is the main carer for their partner
- ❑ Refused at planning committee, won on appeal



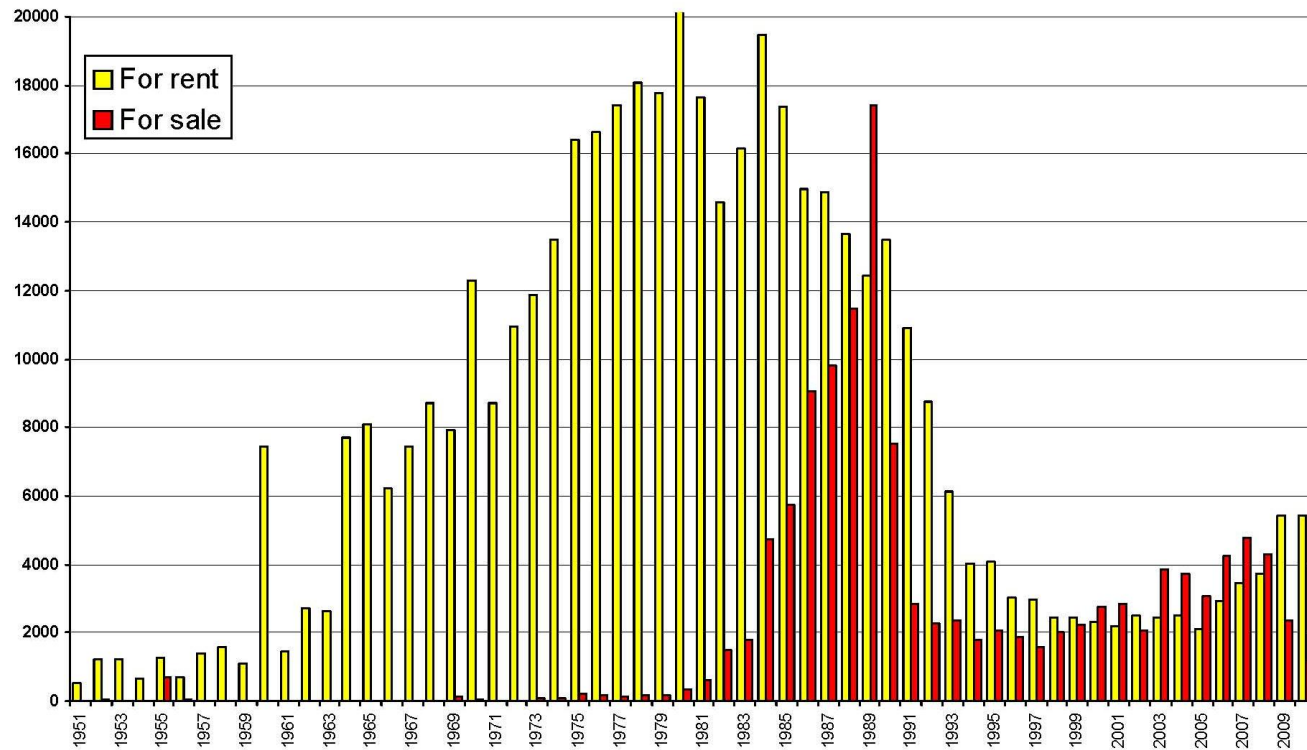
Planning for Extra Care

The numbers

1. Over 65s will grow from 11m to nearly 17m by 2033. 80% of older people are home owners
2. 60% of all household growth will be by those aged over 65
3. Reduced Government grants, but £1.15 trillion held in housing equity by the over 65s
4. 35,000 Extra Care units exist in the UK. 500,000 exist of all types of specialist accommodation for the elderly
5. Just 2% of our housing stock is specialist accommodation (the USA has around 9%)
6. The UK is building fewer specialist homes now than in the 1980s

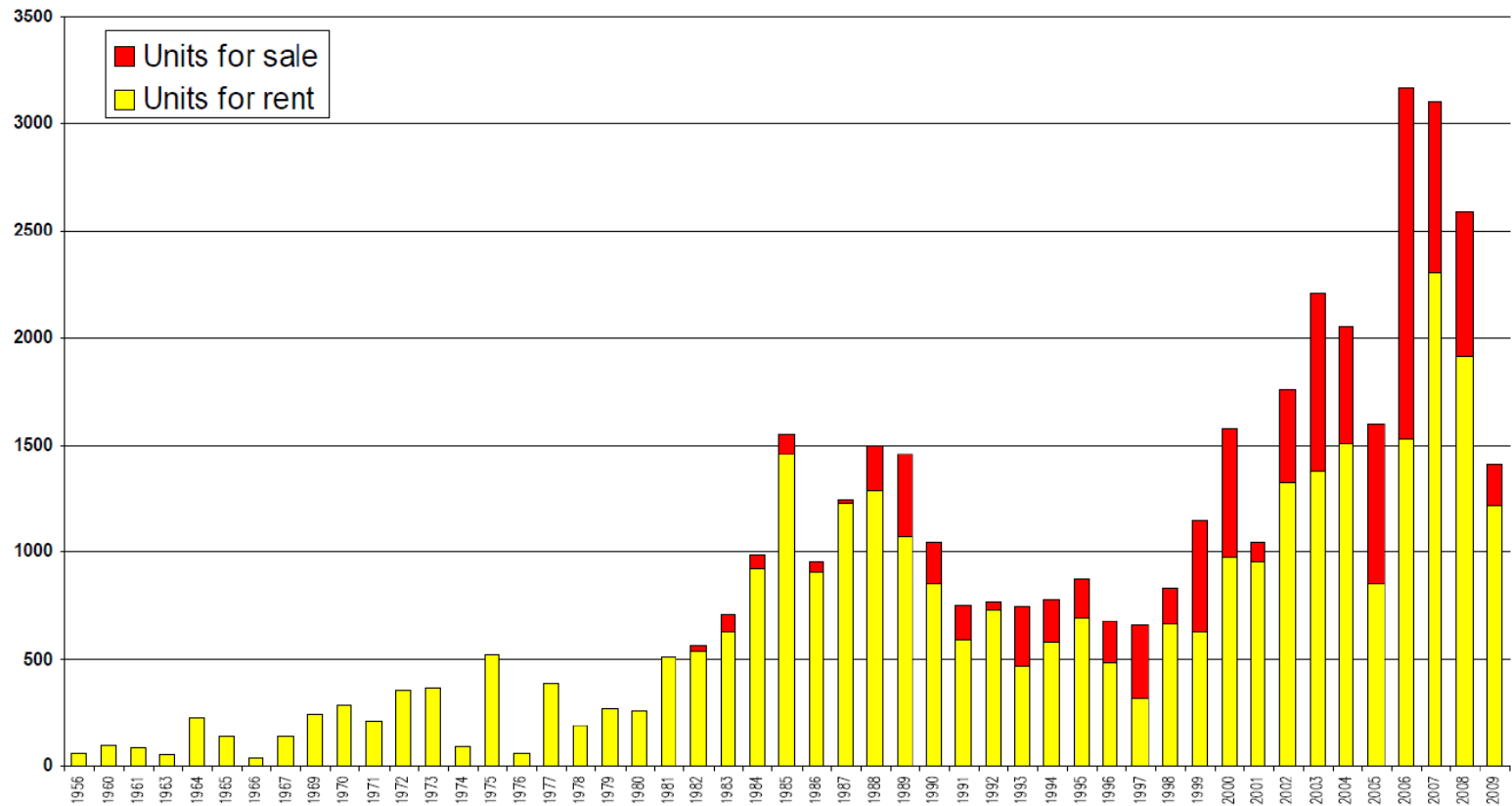
Planning for Extra Care

All retirement units built by year (UK) (EAC)



Planning for Extra Care

Extra Care units built by year (UK) (ILC)



Planning and Extra Care

Why has it been so difficult to deliver specialist accommodation in the private sector?

1. Financial impact of design and care provision
2. Need for ongoing services
3. Difficulties in finding, and competing for, suitable sites
4. Need for high-density buildings and limited parking
5. Brownfield sites, often windfall and unplanned
6. Financial outlay in completing schemes and employing care teams before any purchases
7. Impact of affordable housing contributions (confusion between C2 & C3)
8. Little recognition of the differences to traditional housing

Planning for Extra Care

Laying the Foundations:
A Housing Strategy
for England

 HM Government

A suggested approach (1)

1. What does national policy say?
 - ❑ **The National Planning Policy Framework:**
*“Local planning authorities should: plan for a mix of housing based on current and future demographic trends, market trends and the needs of different groups in the community (such as families with children, **the elderly** and people with disabilities); and identify the size, type, **tenure** and range of housing that is required in particular locations, reflecting local demand. (Para 111)*
 - ❑ **The new Housing Strategy:**
*“We will encourage local authorities to make provision for a wide range of housing types **across all tenures**, including accessible and adaptable general-needs retirement housing, and specialised housing options including sheltered and **Extra Care** housing for older people with support and care needs.” Page 47*
 - ❑ **The forthcoming Adult Social Care White Paper....?**



Planning for Extra Care

A suggested approach (2)

1. Need for cross-departmental working (at Chief Executive level?)
2. Important points to consider:
 - ❑ Growing unmet need in the provision of domiciliary care
 - ❑ Health and community benefits of specialist housing
 - ❑ Reducing pressure on Adult Social Care budgets
 - ❑ The need for older people to release housing equity
 - ❑ The growing levels of under-occupancy
 - ❑ Use of the New Homes Bonus



Planning for Extra Care

A suggested approach (3)

1. Ensure policy is joined up:
 - ❑ Housing assessments /strategies / plans
 - ❑ Localism and neighbourhood plans
 - ❑ Allocate specific sites and unit numbers
 - ❑ Consideration of all tenures
 - ❑ Community Infrastructure Levy
 - ❑ Key population statistics broken into ward data
 - ❑ Consideration of all types of housing for older people
 - ❑ Consider policies that assist older people downsize and free up existing housing stock



Housing Toolkit

Helping local authorities plan for specialist housing for older people

1. Technical steering group established, led by DCLG
2. To complement the publication of the NPPF in spring 2012
3. Objective is to increase specialist delivery
4. Aims to promote cross-departmental working
5. Provide tools and policy suggestions
6. Will be issued to every local authority



Thank you. Any questions?

Paul Teverson, Head of Public Affairs: paul.teverson@mccarthyandstone.co.uk / 01202 508096
Beverley Chase, Group Commercial Solicitor and Director, YourLife: beverley.chase@mccarthyandstone.co.uk /
01202 508187