

***The Future looks good, building on the
successes of Extra care***



LOVELL

**HAPPI Hour HLIN
28 Nov 2023**

LOVELL
LATER
LIVING 

A MORGAN SINDALL GROUP COMPANY

Listening and Learning?
*‘What do customers need to live
their best lives?’
and
‘What do our partners need to
deliver sustainable and meaningful
services / outcomes?’*



LOVELL

A MORGAN SINDALL GROUP COMPANY

LOVELL
LATER
LIVING 

Designing through the eyes of our Customers

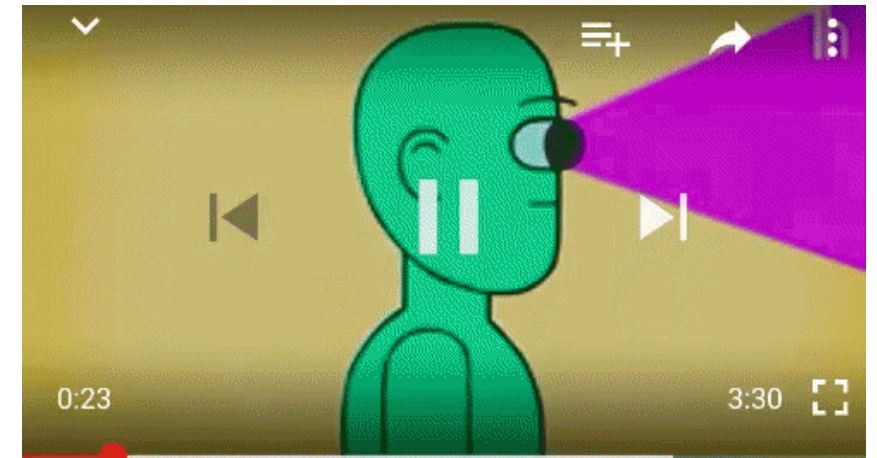
Innovation supporting the wellbeing of our customers to live safely and live well in a supportive and sustainable environment.

Outcomes

- ✿ Independence / Control / Dignity
- ✿ Wellbeing, physical and mental health
 - ✿ Communication, social impact preventing isolation
 - ✿ Health, home based healthcare
 - ✿ Intelligent home individual to the individual
- ✿ Community, connected and engaged
 - ✿ What's going on locally
 - ✿ Education, sharing and learning
- ✿ Connected home
 - ✿ Energy analysis, preventing fuel poverty
 - ✿ Peace of mind Servicing, Repairs, Security
 - ✿ Customer care excellence communication/audit trail

Empathy is...

Seeing with the **eyes** of another
Listening with the **ears** of another
Feeling with the **heart** of another





'NEXT CHAPTER' PLANS TELFORD

Future Proofing

LOVELL
LATER
LIVING

A MORGAN SINDALL GROUP COMPANY

Telford - Inclusive Community in a Community

Combining specialist housing and health solutions for older and vulnerable people with general needs homes, commercial and hospitality:

extra care apartments & communal facilities

care hotel and dementia wing

'Telford Next Chapter' - building on the concept of ECH to enable access to:

Open plan supported living apartments designed to accommodate Dementia, Physical and Sensory impaired including Bariatric residents

Registered residential/nursing beds

EC one and two bedroom apartments

Total:

88 - Homes/Housing

14 - Residential/Nursing Care

We have support of regulators...

The Telford 'Next Chapter' proposals were presented to CQC regulators and received positive feedback; Peter Nunn – Registration lead and David Badham Inspector with responsibility for Telford & Wrekin stated.

' We would support these proposal's which are exceptional and innovative in thinking about the needs and safe guarding of older & vulnerable people. This is an inclusive and flexible approach which we are keen to remain involved with, to provide our support to ensuring the registration is made correctly to support the availability of all care including nursing services to all living in the whole building. We see this provision could make a considerable impact to local health services, in both preventing the need for hospital care and freeing up hospital beds.'



We ask the same five questions of all the services we inspect:

- Are they safe? Safe: you are protected from abuse and avoidable harm.
- Are they effective? ...
- Are they caring? ...
- Are they responsive to people's needs? ...
- Are they well-led?

Who we are :

A wholly owned subsidiary of Lovell Partnerships Ltd developing Later Living solutions

What we do:

Develop future proof solutions which deliver best outcomes for our customers and Public services, through working in partnership, driving health and social care efficiencies, by supporting people to age well, live well and be cared for in their own homes until end of life.

Partner / Specialist Developer and Innovator:

Next Chapter Local authority housing based solutions which offer access to 24/7 care and support and challenge the status quo, placing services at the heart of the community driving delivery the of; inclusive homes for older & vulnerable people including regulated nursing care and rehabilitation/short stay delivering health & social care efficiencies in line with local demand.

Specialist Housing developer of Care ready adaptive homes for sale or rent:

Lifelong homes - Freehold sale, No service charges, No ground rent or exit fees, only restrictions age of occupation in planning condition. Inspiring lifestyle moves earlier in later life to right size, enabling independence and preventing avoidable move's to institutional care..

Paula Broadbent Managing Director

Paula.broadbent@lovelllaterliving.co.uk

Tel; 07929 745015

Teresa Snaith Business Development Director

Teresa.snaith@lovelllaterliving.co.uk

Tel; 07929 725491