



**Extra
Care
services**

Extra-Care

Guide for Applicants

BCHA is committed to providing individual and high quality housing, care and support for our residents

What is BCHA?

Bedford Citizens Housing Association (BCHA) was formed in 1957 and is a not for profit organisation with charitable status run by an unpaid Board of Directors. BCHA provides non-sheltered, sheltered & extra-care housing and residential care in Bedford. This brochure is for people seeking advice on whether extra-care will meet their housing and care needs.

What is Extra-Care Housing?

Extra-care housing is a type of specialist housing available to older people who have some care needs and is designed to help them live independently in their own specifically designed flat as part of a mixed community.

BCHA currently has one extra-care scheme located at Oak Way House, 1A Kimbolton Road, Bedford. The scheme consists of 17 one bedroom flats and 25 two bedroom flats. These properties are available for rent only.



What facilities are available at Oak Way House?

- ✓ Each flat has one or two bedrooms, a spacious lounge & kitchen area, a wet room and storage space. Most flats have large balconies, many of which overlook the communal landscaped garden.
- ✓ Under floor heating, wi-fi, flooring and some white goods are provided in each flat.
- ✓ Landscaped fully accessible gardens.
- ✓ There is an emergency alarm system throughout the building, communal laundry, lifts and space for one motorised buggy per flat.
- ✓ Extensive communal spaces exist on each floor including communal dining & lounge areas, separate arts & crafts spaces and a reception atrium.
- ✓ Assisted bathing facilities are also available.

What services are available at Oak Way House?

- ✓ It is a condition of your occupancy of a flat at Oak Way House that you require care. This can be anything from 5 to 30 hours of care per week. You can buy your own care from any care provider, including BCHA.
- ✓ BCHA provides emergency 24 hour support giving you and your family security and peace of mind should you become ill or have a fall in your own home. The cost of this service is included in your charges.
- ✓ Three meals per week are included in your charges and additional meals can be purchased. Meals are served in your flat or in a communal dining area of your choice.
- ✓ All communal areas are cleaned and heated and these costs are included in your charges. If you require housekeeping or handyman services in your flat, these can be purchased separately from BCHA or any other service provider.
- ✓ As well as care staff, a part-time Scheme Manager is on site. The Scheme Manager provides support & advice regarding claiming benefits, organising care and will check on your well-being regularly. Along with the Activities Team, the Scheme Manager will organise activities in consultation with tenants (additional charges may apply).

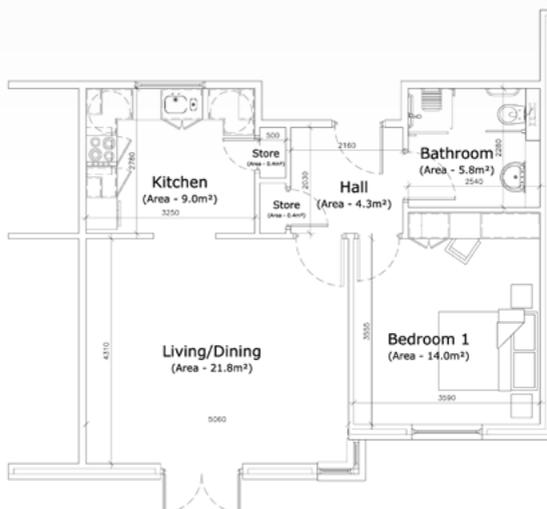
What makes BCHA Extra-Care different?

Oak Way House is part of a larger development on our Kimbolton Road site and we are able to offer a much larger range of facilities & services than most other extra-care schemes. Immediately adjoining Oak Way House are the Club House and our residential care home, Bedford Charter House.

We have a full programme of activities in the Club House including morning and afternoon activities Monday to Friday, monthly themed

supper nights and some weekend activities. Regular outings and external speakers & entertainers are part of the programme. There is a small variable extra charge for activities.

Club House membership is open to tenants of Oak Way House and facilities include a gym, library/IT suite, large multipurpose activities space, a hairdressing/beauty salon and a sensory room.



1 Bedroom Apartment Plan
Total Area - 58m²

This development has been designed to enable couples with differing care needs to lead fulfilling lives that meet their different interests and abilities. To help achieve this, we provide on site staff who are skilled and enthusiastic and able to provide a range of services, for example for people living with dementia.

Respite care is available at Bedford Charter House to give primary carers a break. A guest room is also available in the care home for the use of Oak Way House visitors. This needs to be booked and there is a small charge to cover housekeeping costs.



2 Bedroom Apartment Plan
Total Area - 70m²



How much will it cost?

You will need to pay rent. The rent is broken down as follows:

- Service charge
- Heat & light for your own flat
- Meals charge
- Well-being charge

A full breakdown of current charges is available separately as these charges are reviewed annually. Some Government help may be available to help cover your rent and service charges. Full details are available on request.

How do I apply?

You will need to complete an application form and undertake a care assessment which is carried out by Bedford Borough Council. Full details are available online at www.bchal.org, by telephone on 01234 321400 or by calling into our residential care home at Bedford Charter House and speaking to the reception team.

What happens if I am successful?

Once we have received your application, we will check your eligibility for extra-care housing. Full details of our eligibility criteria are available online at www.bchal.org, by telephone on 01234 321400 or by calling into our residential care home at Bedford Charter House and speaking to the reception team.

You will be notified the result of your application and, if appropriate, you will be offered a property as and when vacancies occur.

If we are unable to accept your application, we will write to you explaining our decision. If you are unhappy with the decision, you can appeal using

our complaints procedure. Full details of our complaints procedure are available online at www.bchal.org, by telephone on 01234 321400 or by calling into our residential care home at Bedford Charter House and speaking to the reception team.





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