

The ExtraCare Charitable Trust

Our integrated model

Our integrated model



Our mission: Creating sustainable **communities** that provide **homes** older people want, **lifestyles** they can enjoy and **care** if it's needed



- Mixed tenure
- Balanced village profile
- Residents from the community
- Facilities open to the community
- Friends of the village/volunteers
- Intergenerational focus



'Smart' Homes
Accessible
Secure
Outdoor Space



Smart Technology Use



Lifestyle

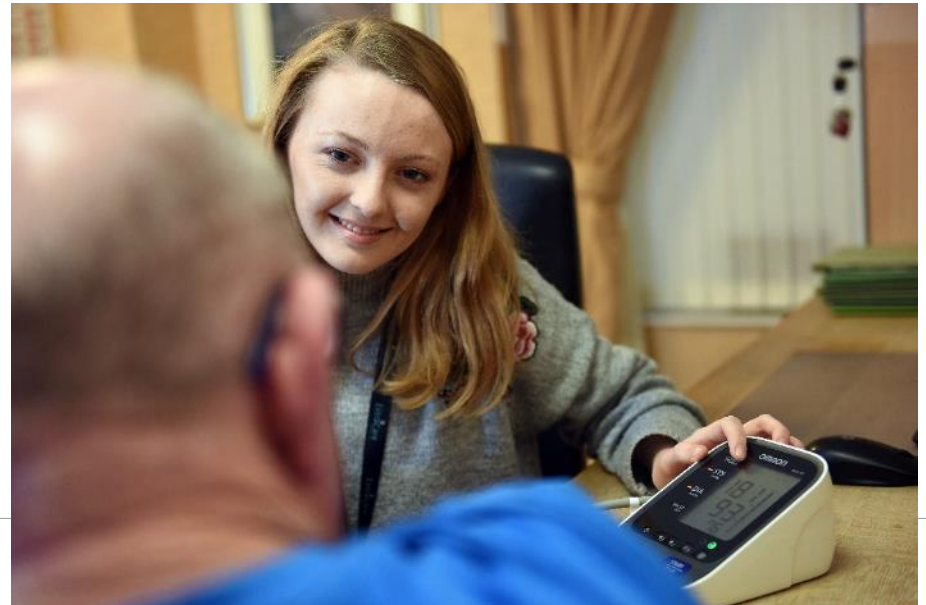
- Open to the community
- Facilities include: village hall, gym, craft room, bistro, shop, greenhouse, hair/beauty salon
- Activity co-ordinator
- Up to 50 activities per week
- 2,200 volunteers



- Care team on-site 24/7
- Wellbeing service
- Award winning dementia and mental health support programme
- End of life care (GSF)
- Bereavement support



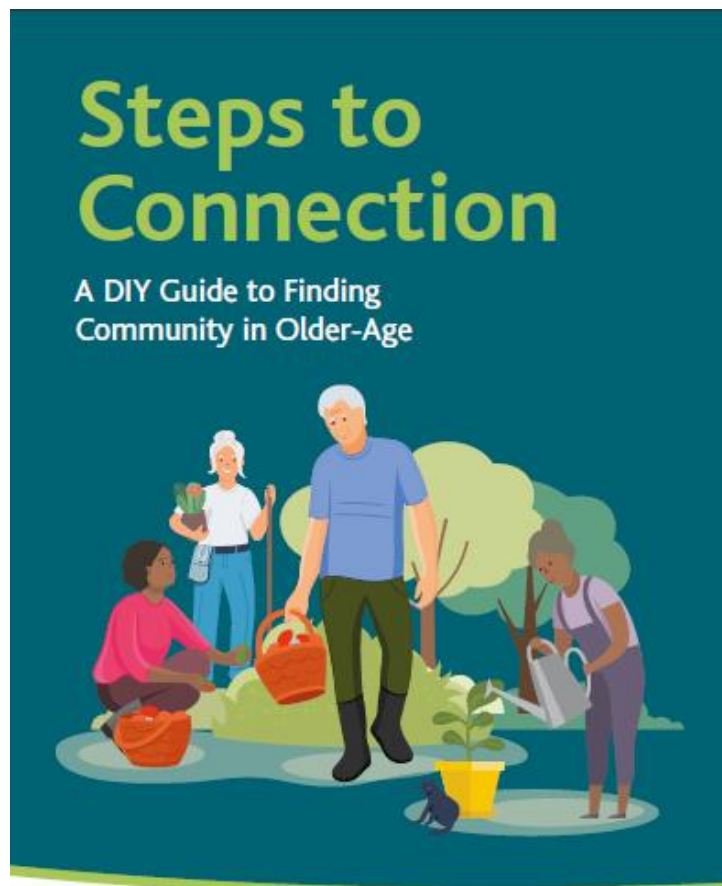
**INVESTORS
IN PEOPLE** | Gold



- ExtraCare's Wellbeing Service provides regular health checks for residents, as well as advice about diet and exercise.



- The service is delivered by a Wellbeing Advisor in each location – usually a Registered Nurse



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PART 2

ExtraCare and Cruse Bereavement:

- Five year partnership funded by the Big Lottery Fund
- Residents involvement at the heart of the programme
- Roll out started January 2018
- All locations trained by 2021

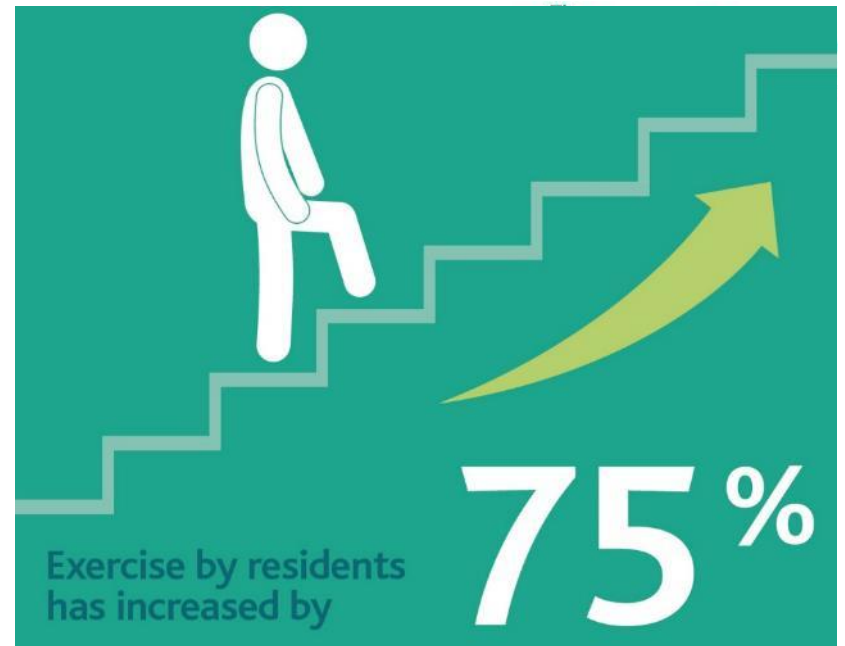
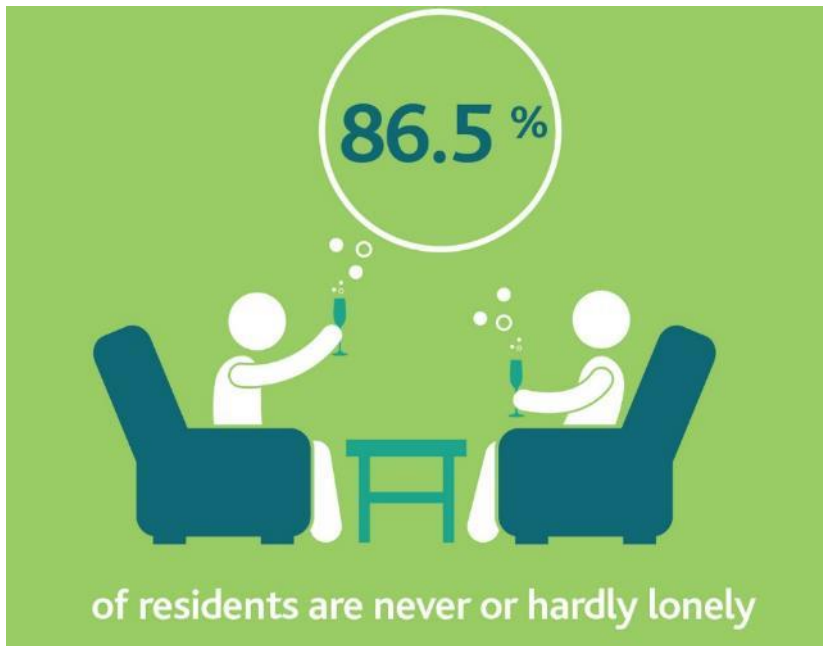


“The training was very good. It helped learning to support the person and not ‘take over’.
Millie, Pannel Croft

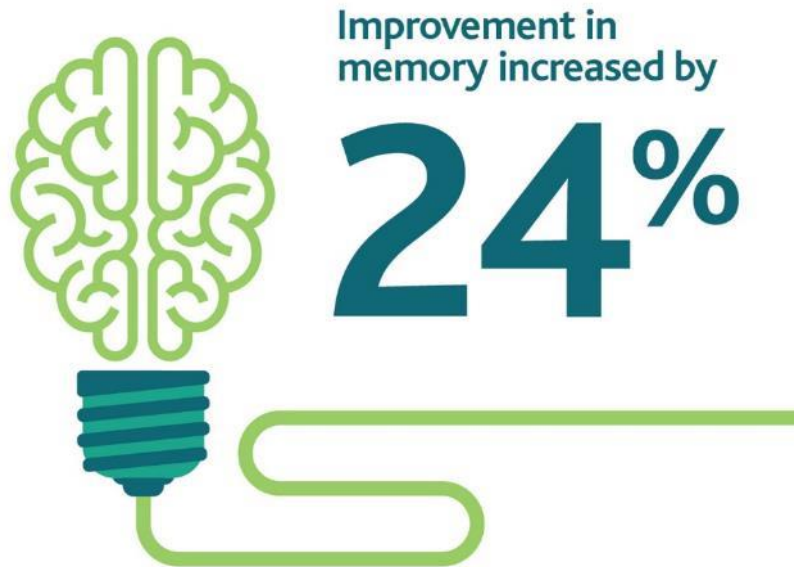
Intergenerational focus

The
ExtraCare
Charitable Trust





ASTON VIDEO



What next? Future of extra care and retirement housing

Learning from the pandemic

Things that made a real difference to supporting our staff and residents in locations

- Locking down locations early
- Regular resident communications (written and calls)
- Having sufficient PPE
- Daily wellbeing calls
- Grocery delivery service
- Meals to take away and for delivery
- Outdoor/corridor/virtual physical and mental wellbeing activities

Covid - what our residents told us

90%+

agree with ExtraCare's lockdown measures, even though

40% find it has affected their mental health and social isolation

37%+

Suffered a bereavement during lockdown. Many felt supported by staff and residents

80%+

felt safe living in an ExtraCare location during national lockdown

72%+

Were frustrated about the lack of physical exercise

80%+

Felt supported in areas including obtaining essential shopping and medication

Local Lockdown

Was notably more difficult for residents' mental health and wellbeing

The future

- What is the current local provision
- What are the plans in the Local Plan for housing for older people, in particular retirement housing
- How have commissioners identified needs/gaps and what local older people want?
- Who are key providers in the local area to link in with now for planning for the future?
- When will more provision be needed?

The future market place

- All older age groups are set to grow, but single male households and couple households are particular growth groups. How can you plan and adapt provision for these groups?
- People's choice to move is more driven by satisfaction, than by financial reasons
- If retirement communities don't grow in line with demand, there is a risk that mainstream housing providers will offer bespoke housing for older age groups
- We need to understand our future customers and their drivers for moving better. In particular; are our people by and large seeking security, or are they people who value their independence?



Better Lives for Older People

