

solutions

making life easier for you

Healthier and more active lifestyle

Today's older people are better off financially and retiring fitter, staying healthier and more active for much longer. Many of today's retired can realistically look forward to 25 years or more of active life ahead.



To reflect the fact that many people are enjoying a far more active retirement than previous generations our Solutions Team offer a flexible service tailored to the needs and wants of today's older people.

This means less of an emphasis on “dependency” with handrails and lifeline alarms, and more of a focus on the services that our older customers told us they wanted.

Over the last few years or so, Solutions have been collecting information, carrying out ongoing research and surveys to find out what our customers wanted.

We used a variety of research methods including a best Value Review, questionnaires, face to face interviews, snap shot surveys and focus groups, to find out what older people wanted from us.



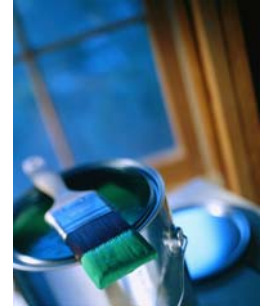
As a direct result of this research, we have been gradually altering the service we provide and increasing the range of help and advice we offer to our customers over the age of 55.

Offering the Services You Want

Not everyone needs handrails and a lifeline alarm as soon as they reach 55, and hopefully you'll have a long and active retirement enjoying the lifestyle of your choice. But we think that a wide range of help and support are there when you need it.

Our services now include:

- painting and decorating
- a handyman
- soft furnishings: carpets and curtains
- domestic cleaner
- gardening
- large white goods: washing machines, cookers and fridges
- a wide range of adaptations: from simple handrails to walk-in showers
- benefits advice including: making sure you are claiming all the benefits you are entitled to



We do charge for some of the new services, and you can either pay when you use the service or weekly on top of your rent.

All contractors and suppliers used are known to us, which removes the risk of “dodgy dealers” and people getting overcharged for goods and services.

Wellbeing Visits

Everyone's needs change as they get older, and we carry out routine Wellbeing Visits to tenants once they reach age 75.

The Wellbeing Visits are very popular. We have identified a number of small problems that people would not have thought about asking us for help with. Fitting lever taps on the bath and basin, or checking that people are getting all the benefits that they are entitled to can make a big difference.



Every who has had a Wellbeing Visit agreed that it really had been helpful with 75% wanting a regular visit and 50% an annual visit.

Electronic Aids

We are also looking into the benefits of a range of small 'electronic aids.' Some of these can just make life a little easier, for example, a window which you can't easily reach to open or close can be fitted with a small, easy to use gadget, allowing it to be opened or closed remotely.

Emergency Alarms

Many of our older tenants choose to be connected to a 24hr emergency alarm link, which can also have a burglar alarm attachment.



As well as the obvious security, many relatives also find it reassuring to know that help is at hand and that they too would automatically be contacted if their family member or close friend was in difficulty.

Any tenant, who wants this facility, should contact us and we can arrange to fit an alarm within a couple of days. The current charge for this service is under £2.00 per week.

Social Events

Our Social Events include

- monthly coffee mornings
- organised trips to the theatre and similar events
- lunch parties
- all day events e.g. Royal Welsh Show

If you want to receive information on our social events please ring on 01792 479266.



Location, Location, Location



Our research found that people over 55 do not necessarily want to live exclusively with others of the same age but enjoy living with a wide range of ages, close to all amenities, shops and transport services.

Living in more central locations often means easier access to shops, restaurants and theatres as well as a wider range of 50-plus activities including: dancing, yoga, keep-fit, computer classes, language lessons and other groups that cater for just about any interest

Moving Home

Need somewhere smaller because the children have all left home?



Finding upkeep and maintenance on a larger house too much?

Need a home more suited to your needs e.g. a flat with lift access?

Would you like to release some of the capital tied up in your home?

Do you want to change or improve your lifestyle?

Knowing that Coastal Housing Group homes are built to a high standard, easy to manage, cheap to heat and in places where people want to live, means that they are always a popular choice.

If you're thinking about moving Solutions will do a 'home assessment' to see if any of our homes are suitable.

The type of activities you enjoy could be an important consideration in choosing where you will live, however, one of the advantages of our services is that they can be provided in any house, flat or bungalow in any area.

If you are interested in then please get in touch – we are keen to hear from you.

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“Staying active, enjoying retirement”

Some comments About our Services

'It's nice to see someone there to answer your questions. I felt better knowing someone's there for me. Thank you.'

'You have been very helpful to my wife and me and the service you provide is first class.'

'It is comforting to know where I can find help when problems arise.'

'Thank you for you getting us the walk in shower it has made a difference to our lives.'

'Good to have someone to take an interest in our welfare.'