

Annexe 2. Case studies of contemporary housing suited to older people

Changes to existing housing for older people

CASE STUDY

Name: Worsnop House

Location: Colchester

Developer/landlord: Colchester Borough Homes

Scheme overview:

Worsnop house is in Old Heath Road Colchester. There are 28 one-bedroom and 3 two-bedroom self-contained modern apartments located in a two-storey building with two lifts. Set in attractive gardens with a large garden leading from the communal facilities on the ground floor with a conservatory, seating area and water feature. Mobility scooter storage and parking spaces are available on site for residents and visitors. All apartments benefit from a balcony or terrace space and are complemented by a range of communal facilities including guest room facilities for friends or family who may wish to stay nearby when visiting.

In 2015 the scheme saw a refurbishment of the 1978 property that modernised the communal areas. The refit of at Worsnop House, carried out by Colchester Borough Homes and Colchester Council, was the winner of the efficiency and innovation in property prize at the Colchester Business Awards.

Tenure mix/affordability: Social rent

Housing/care provider arrangement: Colchester Borough Homes – no care provider as sheltered housing

Link: <https://cbhomes.org.uk/find-a-home/sheltered-housing-and-extra-care/worsnop-house/>



CASE STUDY

Name: Llys y Mynydd, Rhos and Tir y Capel, Llay

Location: Wrexham, North Wales

Developer/landlord: Wrexham Borough Council

Scheme overview:

Wrexham Borough Council has embarked on an ambitious Sheltered Housing Remodelling and Refurbishment Programme which has involved the remodelling and refurbishment of two sheltered housing schemes at Llys y Mynydd, Rhos and Tir y Capel, Llay and complementary new build apartments to the rear of the existing scheme at Llay.

The new assisted living apartments are designed to be 'care ready' with the latest technology improving health and wellbeing. The council aims to help older people remain independent in their own home for longer by investing in the upgrades. The main works to be carried out include:

- Remodelling the existing layout to increase the sizes of the flats
- Provide good storage facilities within the flats
- Refurbish the communal lounges
- Improve the energy efficiency of the scheme
- Increase the car parking provision around the scheme

Tenure mix/affordability: Social rent

Housing/care provider arrangement: Wrexham Borough Council

Link: <https://www.wrexham.gov.uk/sites/default/files/2021-05/Sheltered%20housing%20newsletter%20-%20Jan%202020%20en.pdf>



CASE STUDY

Name: Castle Court

Location: County Durham

Developer/landlord: Derwentside Housing

Scheme overview:

Derwentside Housing's Castle Court, a remodelled sheltered housing scheme on a site which brought together three separate buildings, including a dated sheltered housing scheme, children services and temporary accommodation units for the NHS in County Durham. The intention has been to:

- Redesign and refashion existing sheltered housing.
- Improve age friendliness.
- Extend the building's useful lifespan.
- Focus on making sheltered housing a more attractive housing choice with a focus on the 'pull' factors (that will attract older people to want to move there).

Tenure mix/affordability: Social rent and rent to buy

Housing/care provider arrangement: Derwentside Housing

https://www.housinglin.org.uk/assets/Resources/Housing/Practice_examples/Housing_LIN_case_studies/HLIN_CaseStudy90_Derwentside.pdf



Care ready housing

CASE STUDY

Name: +Home

Location: Sunderland

Developer/landlord: Igloo Regeneration and Sunderland City Council

Scheme overview:

Igloo's +Home was the joint winner of the UK government's Home of 2030 competition and working with Sunderland City Council they now plan to build the scheme at the month-long Future Living Expo in Sunderland in 2023.

Igloo's +Home helps communities to build green, walkable, vibrant neighbourhoods, bypassing traditional housebuilders. +Home's 'care readiness' is demonstrated by its flexible and customisable build, meaning they can meet every occupier's individual needs during their lifetime. As well as being equipped with the infrastructure to provide smart and connected homes.

Instead of traditional house designs +Home proposes community-led and self-build that people can design themselves. The homes are simple to build with affordable frames and components, are climate friendly and can be recycled at the end of their lives.

At the heart of the model is the +Home connected platform, a collective database that developers, manufacturers, installers, and homeowners can all use in the delivery process.

Link: <http://www.iglooregeneration.co.uk/2020/12/04/igloo-joint-winner-home-of-2030-competition/>



CASE STUDY

Name: Bruyn's Court

Location: South Ockendon, Thurrock, Essex

Developer/landlord: Thurrock Council

Scheme overview:

Bruyn's Court features 25 flats, all of which are flexibly designed to adapt to meet the changing needs of residents as they grow older. The scheme does not provide care and support services, but the aim of the scheme is to radically improve the standard of living for older people in Thurrock, taking account of their social and physical needs, and encouraging social interaction and mutual support. The development has also been designed to help revitalise the town centre, modernising the local built environment while adding further commercial viability to the town centre shops. It has been designed to HAPPI standard, lifetime homes and Sustainable Code Level 4.

Tenure mix/affordability: Social rent

Housing/care provider arrangement: Housing Management provided by Thurrock Borough Council. The scheme does not provide care and support services.

Link:

https://www.housinglin.org.uk/assets/Resources/Housing/Practice_examples/Housing_LIN_case_studies/HLIN_CaseStudy_145_BruynsCourt.pdf



CASE STUDY

Name: Tree Top Village

Location: Newcastle

Developer/landlord: Newcastle City Council & Your Homes Newcastle

Scheme overview:

This is not an extra care scheme, though each apartment can be easily adapted to respond to a range of needs and has a level access shower, a transfer area and access to an on-site scooter store. The scheme offers 75 sheltered housing apartments, bordered by 36 one and two-bedroom homes and 8 bungalows with gardens.

Tenure mix/affordability: Social rent

Housing/care provider arrangement: Non-resident housing management staff (Your Homes Newcastle). No onsite care provider

Link: <https://www.housinglin.org.uk/News/New-Housing-LIN-Case-Study-Tree-Top-Village-in-Walker-Newcastle/>



CASE STUDY

Name: Steepleton Retirement Community

Location: Tetbury

Developer/landlord: PegasusLife

Scheme overview:

PegasusLife's Steepleton's retirement community in Tetbury offers a collection of 68 Later Living apartments for older people. It also features the Barn which acts as a community hub, with the restaurant open to the public and communal lounge area. The development has been designed to address the issues of loneliness and social isolation with grouped seating situated outside entrances and the Barn encourage neighbourly contact. Gardening facilities, a natural swimming pond, hydrotherapy pool, gym and treatment rooms allow for social and physical health benefits.

Designed to HAPPI design principles, and winner of the 2019 National Housing Design Awards Neighbourly attraction was designed as part of the initial design – the cloistered walkways around the courtyards have additional seating for residents to socialise.

Welcoming appeal to development – café on development that faces main road, connects with community with café and restaurant.

Tenure mix/affordability: Sale / Private Rental

Housing/care provider arrangement: Non-resident housing management staff (PegasusLife).
No onsite care provider

Link: <https://lifestory.group/pegasus/our-developments/steepleton-tetbury/>



Older people and specialised housing needs assessment

Housing with care and retirement villages - Extra Care Housing

CASE STUDY

Name: Nightingale Lodge

Location: Romsey, Hampshire

Developer/landlord: Places for People

Scheme overview:

Nightingale Lodge includes 54 one- and two-bedroom apartments for people over the age of 55.

Its facilities include, a 'pay as you dine' restaurant, a wellness suite and on-site salon. Each apartment has its own private balcony or outside terrace.

It is an example of a housing provider seeking to rebrand 'extra care', it has chosen the terminology 'Living Plus'.

Tenure mix/affordability: Affordable Rent and Shared Ownership

Housing/care provider arrangement: Housing Management and care is provided by Places for People's supported living provider, Living Plus

Mix of support/care needs accommodated: Mix of care needs accommodated.

Link: <https://www.livingplus.co.uk/find-a-home/nightingale-lodge/>



CASE STUDY

Name: Tamar Court

Location: Worle, Western-super-mare

Developer/landlord: Alliance Homes

Scheme overview:

Tamar Court is an Extra Care scheme consisting of 65 one- and two-bedroom apartments capable of accommodating residents with early to severe forms of dementia, whilst also incorporating a council run 'daycare' dementia wellbeing centre.

The range of shared facilities include, a restaurant, communal lounge on each floor, pamper room, shared gardens and a guest room.

They have found the tenure mix has led to a younger demographic of resident, requiring a greater ability to manage their own future.

Tenure mix/affordability: 50% Affordable Rent and 50% Shared Ownership

Housing/care provider arrangement: Housing Management is provided by Alliance Homes. The care service is provided by Access your Care

Mix of support/care needs accommodated: Mix of care needs accommodated. Apartments accommodate residents with early to severe forms of dementia.

Link: <https://www.alliancehomes.org.uk/find-a-home/tamar-court/>

Link: https://www.housinglin.org.uk/assets/Events/2017-09/Tansill_120917.pdf



CASE STUDY

Name: Quayside

Location: Totnes, Devon

Developer/landlord: Guinness Partnership

Scheme overview:

Quayside is Guinness's latest extra care housing development, located in Totnes close to the River Dart, for people aged over fifty-five. The development has 30 apartments for shared ownership and 30 for affordable rent. The communal facilities include a café bistro, activity areas, and a 'pamper suite' where residents can arrange haircuts, manicures and beauty treatments. There is no large communal lounge; rather, smaller sitting areas take advantage of the views from the site. The internal decor and layout are designed to be dementia friendly but in a way that is attractive and luxurious.

Tenure mix/affordability: Affordable rent and shared ownership

Housing/care provider arrangement: Housing Management is provided by The Guinness Partnership. There is a 24/7 staff presence including a Registered Manager, Concierge and care staff. The care service is provided by Guinness Care. 24 hours a day, 7 days a week.

Mix of support/care needs accommodated: Mix of care needs accommodated:

- Low being 0 – 5 hours of care per week (20% of the flats are allocated on this basis)
- Moderate being 10 – 5 hours of care per week (30% of the flats are allocated on this basis)
- High being more than 10 hours of care per week (50% of the flats are allocated on this basis)

Link: <https://www.guinnesshomes.co.uk/our-developments/quayside-totnes>



CASE STUDY

Name: The Orangery

Location: Bexhill, East Sussex

Developer/ landlord: AmicusHorizon (now Optivo), in partnership with East Sussex County Council (ESCC) and Rother District Council (RDC)

Scheme overview:

The Orangery, a scheme developed by AmicusHorizon (now Optivo), in partnership with East Sussex County Council and Rother District Council, in Bexhill, East Sussex. It has 58 fully accessible, affordable apartments with six fully wheelchair accessible 'open market' sale houses. The community space is also easily accessed by local people, used for a range of activities. All the rented apartments are let to people with care needs, and the aim is to maintain a mix of people with low, medium and high care needs.

Tenure mix/affordability: Social rent and shared ownership (between 40% and 75%).

Housing/care provider arrangement: Care provider is Mears Care. Housing management is provided by Optivo. A 24/7 care team is based on site.

Mix of support/care needs accommodated: The aim is to maintain a balance of those with low, medium and high needs.

https://www.housinglin.org.uk/assets/Resources/Housing/Practice_examples/Housing_LIN_case_studies/HLIN_CaseStudy_138_The-Orangery.pdf



CASE STUDY

Name: Waterside Court

Location: Loughborough, Leicestershire

Developer/landlord: EMH Homes

Scheme overview:

Waterside Court is located approximately ½ mile from Loughborough town centre and has been designed specifically for people with care and support needs. The three-storey scheme combines 62 one- and two-bedroom self-contained apartments. There is a range of communal spaces; including an arts and crafts room, lounges, restaurant, cinema room, hairdressers, library and guest suite.

Tenure mix/affordability: Social rent

Housing/care provider arrangement: EMH Homes manages housing, property and tenant involvement. Care Provider – Key 2 Care Ltd.

Mix of support/care needs accommodated: Applicants require a minimum of 3.5 hours care per week; eligibility is assessed by Leicestershire County Council. Support is offered for residents with dementia, sensory impairments, learning difficulties and disabilities, autism, medical conditions and health difficulties, physical conditions or difficulties as well and speech language and communications needs. There is a mix of tenants with high / medium / low care needs.

Link: <http://lin.housingcare.org/housing-care/facility-info-162734-waterside-court-loughborough-england.aspx>



CASE STUDY

Name: Limelight

Location: Old Trafford

Developer/landlord: Trafford Housing Trust

Scheme overview:

Located at Old Trafford, the development integrates 81 one and two-bed apartments extra-care apartments with GP surgeries and community facilities, including a café, event space, library and nursery. Offices for council services and social enterprises are also provided, together with sports and recreation facilities and the re-provision of St Brides Church. Limelight is one of the first integrated hubs to be delivered in the UK and is a model for future age friendly developments.

Tenure mix/affordability: 21 two-bed extra care apartments Older People's Shared Ownership (OPSO) and 60 one and two-bed properties available to rent.

Housing/care provider arrangement: Housing provider - Trafford Housing Trust. Onsite care provider - Trafford Housing Trust (Trustcare)

Mix of support/care needs accommodated: The service aims to support people with a range of care needs, from a relatively low level of need to those with a high level of dependency.

Alongside the provision of 24/7 formal care for extra care housing residents, Limelight has been pioneering a signposting approach (sometimes referred to as 'social prescribing'), with qualified health practitioners working alongside other service providers to steer people towards physical, social and mentally stimulating activities. The aim is to help reduce many of the health and care issues faced by older and vulnerable people.

https://www.housinglin.org.uk/assets/Events/2018-02/WhyLimelight_070218-.pdf



Housing with care and retirement villages - Retirement Villages

CASE STUDY

Name: Bishopstoke Park

Location: Eastleigh, near Southampton

Developer/landlord: Anchor

Scheme overview:

Bishopstoke Park is a retirement village that offers a range of one- and two-bedroom independent living apartments which all have access to all of Anchor's Homecare services on a menu basis. At the heart of the village sits Orchard Gardens, a care home with en-suite bedrooms for 48 residents.

It is an example of a housing association providing its equivalent to luxury retirement living. As demonstrated by the quality of the apartments and onsite features which include a state-of-the-art wellness centre and spa offering a luxurious swimming pool, hot tub, steam room, sauna, and fully equipped gymnasium.

Tenure mix/affordability: Ownership and shared ownership

Housing/care provider arrangement: Housing management is provided by Anchor. Care is provided by Anchor's care and support service AnchorHomecare

Mix of support/care needs accommodated: There is a mix of care needs supported, from none, to people with a high level of need for care and support. There is an on-site care staff team (24/7 days) and a care home situated onsite.

Link: <https://www.anchor.org.uk/our-properties/bishopstoke-park-bishopstoke>



CASE STUDY

Name: The Chocolate Quarter

Location: Keynsham, Somerset

Developer/landlord: St Monica Trust (SMT)

Scheme overview:

The village consists of 136 one and two-bed apartments and a 93-bed nursing care home. The care home includes provision for dementia care, general nursing beds, palliative care and intermediate/rehab care. There is also a GP practice on site and co-working opportunities through separate commercial ventures. The development is located on the site of the former Cadbury's chocolate factory within a larger site known as Somerdale.

Offers some 'intergenerational' aspects, due to sharing its site with a number of facilities which are open to the public, including a cinema, restaurants and a health spa.

Tenure mix/affordability: 100% Leasehold. Relevant to owner occupiers and higher income groups.

Housing/care provider arrangement: The care and the housing management is provided by St Monica Trust.

Mix of support/care needs accommodated: There is a mix of care needs, from none to people with a high level of need (especially in the care home). Housing with care scheme with on-site care staff (24/7).

Link: <https://www.stmonicastrust.org.uk/villages/the-chocolate-quarter>



CASE STUDY

Name: Elker Meadows

Location: Billington, Lancashire

Developer/landlord: Mossacre St Vincent's Housing Association

Scheme overview:

Situated on Elker Lane between the villages of Whalley and Langho in the beautiful Ribble Valley District of Lancashire, Elker Meadows is a scheme of 19, two-bedroomed apartments developed by Mossacre St Vincent's Housing Association with Homes England and Department of Health capital funding.

The homes offer a new style of 'HAPPI' living available for both rent and shared ownership sale, designed with character yet all the comforts of modern life. Positioned not far from both Whalley and the thriving market town of Clitheroe, the scheme offers the opportunity for peaceful living whilst being close to nearby local amenities including supermarkets, surgeries, restaurants, bars and leisure activities. Elker Meadows offers excellent transport connections, being just a stone's throw away from the A59 with convenient bus and rail connections.

With specific regard to rural consideration of the HAPPI design principles, the materials used were particularly sensitive to the site's location and the building has enhanced the local environment. 'The materials used on the new development are in-keeping with the local vernacular which includes nearby stone-built farm building.

Tenure mix/affordability: Ownership and Shared Ownership, and Rent (social landlord)

Housing/care provider arrangement: The care and the housing management is provided by Mossacre St Vincent's.

Mix of support/care needs accommodated: A variety of care needs accommodated.

Link:

https://www.housinglin.org.uk/_assets/Resources/Housing/Support_materials/Reports/HAPPI-4-Rural-Housing-for-an-Ageing-Population.pdf



CASE STUDY

Name: Stoke Gifford Retirement Village

Location: Stoke Gifford, Bristol

Developer/landlord: The ExtraCare Charitable Trust

Scheme overview:

Stoke Gifford Retirement Village, features 261 apartments and a large variety of facilities, for example: a village hall, shop, a hair and beauty salon, a public library, an IT centre and a fitness centre.

The buildings have natural ventilation, green roofs and balconies ensure that building maintains a cool temperature during summer – additionally, each building follows point 9 of the HAPPI framework. Bathrooms additionally feature self-draining and slip-resistant floors which provide extra safety for residents. Other service innovation includes the Gold Standards Framework (GSF) accreditation programme which supports residents to remain at home with the right care and support at the end of life too.

Apartments are fitted with a 'tablet' that allows the residents to contact the site staff to say they are ok, or in an emergency. The show case innovation apartment has smart technology devices set up to show residents technology such as voice-controlled lighting, and a robotic vacuum cleaner.

Tenure mix/affordability: 69 Ownership and 111 Shared Ownership, and 81 Rent (social landlord).

Housing/care provider arrangement: The care and the housing management is provided by the ExtraCare Charitable Trust

Mix of support/care needs accommodated: Care can be provided for up to a third of residents living in the community as part of a pre-agreed care package to help them to live independently. Additionally, on-site there is a Wellbeing Advisor who is a Registered Nurse to offer health information, wellbeing assessments, and advice about healthy lifestyles.

Link: <https://www.extracare.org.uk/stoke-gifford-village/about-stoke-gifford-retirement-village/>

Older people and specialised housing needs assessment

Intergenerational Housing

CASE STUDY

Name: Ravensbury regeneration

Location: Merton

Developer/landlord: Clarion Housing

Scheme overview:

Ravensbury is part of a £1bn Merton Regeneration Project creating 2,800 homes: replacing 1,000 existing homes and building 1,800 new homes. The aim is to create a multi-generational community with a variety of housing options designed to age-friendly principles. Flats for older people are discretely situated within the development, designed much the same but elevators and stairwells have slightly more width and space to allow for easier adaptation if needed.

Larger, two-story units can be subdivided into smaller spaces and flex as needs change: stairwells are designed to accommodate stair-lifts and the dining room can become a ground floor bedroom. The homes are orientated to allow and encourage social connectedness; they also sit on short streets with green spaces nearby that provide opportunities for community stewardship.

Tenure mix/affordability: Social rent and ownership

Housing/care provider arrangement: None provided

Mix of support/care needs accommodated: Not known

Link: <https://www.myclarionhousing.com/my-community/regeneration-projects/merton-london/ravensbury>

CASE STUDY

Name: Melfield Gardens

Location: Lewisham

Developer/landlord: Phoenix Community Housing

Scheme overview:

Melfield Gardens is a highly sustainable, affordable housing scheme on a constrained infill site in the London Borough of Lewisham for Phoenix Community Housing, a not-for-profit resident-led housing association. It is designed to a Passivhaus standard as the first step towards zero carbon.

Tenure mix/affordability: Most of the new homes are for people aged over 55 years, with some accommodation allocated for postgraduate students to bring the benefits of intergenerational housing. In return for spending time each week with older residents, the students will be charged a sub-market rent.

Housing/care provider arrangement: Affordable housing

Mix of support/care needs accommodated: The intention that the intergenerational concept will help create a community that cares for one another. The postgraduate students will be encouraged to spend time with older residents, offering company or participating in recreational activities in the communal spaces. There are all sorts of ways in which the students could contribute to the community being created – whether simply chatting or arranging and participating in social activities, students can all help combat loneliness.

Link: <https://www.levittbernstein.co.uk/portfolio/melfield-gardens/>



Cohousing Examples

CASE STUDY

Name: Marmalade Lane

Location: Cambridge

Developer: TOWN in partnership with Trivselhus & Mole Architects

Landlord: Cambridge Cohousing Limited

Scheme overview:

Marmalade Lane is a developer-led cohousing scheme that involved close collaboration with resident group K1 Cohousing and involved two local authorities Cambridge City Council and South Cambridgeshire District Council. Marmalade Lane provides a mix of 2- to 5-bedroom terraced houses and 1- and 2- bedroom apartments.

Marmalade Lane's shared spaces and communal facilities are designed to foster community spirit and sustainable living. These include extensive shared gardens as the focal space of the community, with areas for growing food, play, socialising and quiet contemplation, and a flexible 'common house' with a play room, guest bedrooms, laundry facilities, meeting rooms, and a large hall and kitchen for shared meals and parties.

The scheme is designed to exceptionally high environmental standards, using passive design principles and the houses are built using Trivselhus' Climate Shield prefabricated timber frame panel system, which is manufactured in Sweden. Mechanical ventilation and heat recovery (MVHR) systems in all homes ensure a comfortable internal environment, and air source-heat pumps provide low carbon electricity.

Tenure mix/affordability: Ownership and private rent

Housing/care provider arrangement: None provided. The intention is that as a cohousing community, residents look out for and provide informal support for each other.

Mix of support/care needs accommodated: None accommodated at present.

Link: <https://marmaladelane.co.uk/>



CASE STUDY

Name: New Ground

Location: High Barnet, London

Developer/landlord: Housing for Women and OWCH (Older Womens' Co-Housing)

Scheme overview:

New Ground is a collaboration between the Housing Association, Housing for Women, and OWCH, a group of women over fifty who were seeking to create their own community as an alternative to living alone.

It is a new build development of 25 self-contained flats with shared communal facilities and gardens, managed on cohousing principles. It consists of 11 one-bed, 11 two-bed and 3 three-bed room flats plus a common room, guest room, laundry and attractive gardens.

Buildings are geared toward promoting social connection and to provide mutual support.

OWCH also work with other similar cohousing groups at an early stage, offering advice mentoring and funding. OWCH also works with London councils and housing professionals to help setup similar projects in other areas.

Housing for Women's role was to 'broker' relationships with larger housing associations with development capacity and access to land. This was needed because, from the start, the New Ground women were keen to be socially inclusive and provide for women who lacked equity and needed social rentals.

Tenure mix/affordability: 17 owner occupancy (leasehold 250 year) 8 for social rent (provided by Housing for Women – Housing Provider and Charity)

Housing/care provider arrangement: Care needs of any residents are provided for externally to OWCH. The intention is that as a cohousing community, residents look out for and provide informal support for each other.

Mix of support/care needs accommodated: None accommodated at present.

Link: <https://www.owch.org.uk/structure-of-owch>



CASE STUDY

Name: The Threshold Centre

Location: North Devon

Developer/landlord: Synergy (now part of the Aster Group) and Threshold Community Interest Company

Scheme overview:

The Threshold Centre was the first co-housing scheme in England to involve a partnership between a group of residents and a housing association.

The cohousing group made a direct approach to a local housing association. Synergy (now part of the Aster Group) had prior experience of working with local communities, particularly on supported housing. The umbrella organisation is Threshold Community Interest Company, which owns the freehold of all properties.

Threshold Cohousing is an eco-community that comprises 14 new build self-contained homes that are situated around a communal green. The site also encompasses a 18th Century farmhouse which has spare rooms for guests, has a communal kitchen, sitting room, dining room and meditation room.

North Dorset Council provided £20,000 of capital to help fund the scheme. They also supported EDHA and Threshold by lobbying the Homes and Communities Agency (now Homes England) to provide a higher-than-normal grant rate to cover abnormal scheme costs. Aster Housing Association financed 7 of the leasehold units and the others were funded privately by individuals.

Tenure mix/affordability: 7 Owner occupancy (leasehold from CIC), 7 Owner occupancy (leasehold) or rented from Aster Housing Association, 3 rented rooms in the farmhouse (rented from CIC)

Housing/care provider arrangement: None. As a cohousing scheme the community looks out for one another.

Mix of support/care needs accommodated: Not known

Link: <https://cohousing.org.uk/case-study/partnership-route-cohousing/>



The use of technology

CASE STUDY

Name: Blackwood Housing Group

Location: Scotland

Overview:

Blackwood Housing Group is a Scottish housing association and care provider specialising in homes and care services for people with an independent living need. Codesign and co-creation are embedded into the creation of their products and services, involving customers, their families and staff teams. For example, the Blackwood House and Design Guide sets a new standard for beautiful, affordable, accessible and connected homes, providing homes that will adapt to tenants needs now and into the future.

Blackwood's CleverCogs™ customisable digital system enables residents to access many of Blackwood's services online using a tablet-based app. As part of the wider Blackwood CleverCogs™ offer, all tenants can have WiFi connectivity in their home, are offered a Blackwood tablet device, are provided with free digital skills training for all levels to get online with confidence and ease as well as the CleverCogs™ Digital System. CleverCogs™ enables emergency alarms, care planning, home automation, communication including family and friends video calls, health and wellbeing advice as well as entertainment functions. CleverCogs™ enables tenants to achieve new levels of independence, promotes choice and control and, because the system is based around a series of tiles onscreen, it can be adapted to the individual needs of the user.

One example is their new development in the Helenvale area of Glasgow. Many of their tenants have moved from residential care to independent living. They receive care and support from Blackwood, as well as the peace of mind that a 24/7 responder service is there to assist at the touch of a button. Staff can video call the tenants, triage the situation and respond as required. The homes achieve new levels of home automation and accessibility including rise and fall kitchen units and worktops, a rail system in the bathroom that make the space adaptable to suit individual needs.

Link: <https://www.blackwoodgroup.org.uk>



CASE STUDY

Name: The ExtraCare Charitable Trust

Location: Nationwide

Overview:

The ExtraCare Charitable Trust are an extra care housing provider seeking to embed assistive and smart technology and digitalisation within their corporate plans. Through their Knowledge Transfer partnership with the University of West England (UWE) they learnt that a key to success is making sure that technology isn't just an add on. In practice this meant, introducing two 'innovation apartments' in every new village that showcased smart technology. This gave residents the opportunity to trial technology in real life environments. In turn, this enabled ExtraCare to better understand customer expectations and the impact technology has on residents' lives. As well as enhancing staff technology skills and confidence. To encourage uptake ExtraCare also embarked on a loan scheme in two villages – a 'smart market' – that aimed to give residents the opportunity to trial devices without the pressure to commit to a purchase.

The innovation apartment at Solihull goes one step further, incorporating a new kitchen and bathroom with all features from their accessible design standard, produced in partnership with Motionspot. It showcases features such as drop-down cupboards in the kitchen, a rise and fall hob, grab rails in the bathroom that can easily be retrofitted or, for example, look like a normal shower rail. Better lighting and contrasts, sensors and smart tech devices demonstrate how residents can continue to live independently or just make life easier.

Link: <https://www.extracare.org.uk/newsroom/news/charity-opens-doors-to-innovationapartment-for-stoke-gifford-s-older-people>



CASE STUDY

Name: Spey House - Astraline and Johnnie Johnson Housing (JJH)

Location: North of England

Overview:

JJH is a not – for – profit housing association with properties across the north of England. Astraline is the in-house telecare, monitoring and response service providing support to over 70,000 customers across the UK.

In November 2020, they embarked on a codesigned research project at one of their WiFi flooded schemes at Spey House, Stockport, Greater Manchester, and the Centre for Housing and Planning Research at the University of Cambridge. Funded by Dunhill Medical Trust, the purpose was to work with a group of residents with varying digital skills to understand how different digital and mobile technologies can enable them to live independently.

With the customer at the centre of all that they do and using a variety of tools including pilot groups and personas, they were able to step into the customer's shoes and introduce practical solutions to everyday problems. A range of devices were selected, individual needs were assessed, and testing took place over several months.

Researchers captured their views which were then reviewed to assess the outcomes, noting, amongst many benefits, that residents felt more independent and safer, loved ones felt assured that support was only a call away and the burden on emergency services reduced. One resident used a smartwatch for the trial and reported that one of the benefits was that it looked like a normal watch but with added functionality. She felt that the watch gave her added security explaining; "I had a bad fall, and I pressed the button and they got in touch. They checked that I was okay and then called my daughter for me." The 'smartwatch has also increased the resident's confidence as she commented; "It has built my confidence up quite a bit...., I go and visit my friend who lives upstairs, I go in the lift."

Link: <https://www.astraline.co.uk/>

