

Extra Care services in Bolton and Wigan are where friends are made and life is for living



Retirement Living

EXTRA CARE is a lifestyle choice available to people over the age of 55. Offering peace of mind in a safe and secure environment with staff available on-site to respond in emergencies.

Our schemes provide supported, independent living within self-contained accommodation with a range of shared facilities and activities on-site for tenants and the wider community to enjoy.

You will hold your own tenancy and be in control of your own front door.



What are the benefits of Extra Care?

- Your own home within a safe and secure environment
- You maintain your independence and do things that are important to you.
- Peace of mind with staff on-site to support in an emergency.
- A home for life
- On-site housing support
- Telecare enabled properties.
- Keeping you engaged and involved within your community, offering a community within a community.
- Eligible care needs designed your way.

Care delivery within Extra Care

Our on-site care team will assess your eligible care needs with you. They will ensure that the care you receive is tailored to you and is delivered within the comfort and privacy of your own home. Care can range from a daily visit to a full package of care dependent on your needs.



Bolton Cares is regulated by CQC.

Our on-site care team will respond to emergency pendant calls and are able to flex care delivery in the event of ill health.





Frequently Asked Questions

What can I use my pendant for?

Your pendant is for emergency calls only. The call will go through to either the on-site care team or an emergency response team.

What is classed as an emergency?

An emergency is an episode of ill health such as chest pain, severe bleeding, severe headache, falls, a need for urgent medical attention, a care emergency, a security concern or fire or flood risk.

What is a care emergency?

These are care needs that occur outside of your planned package of care, general feeling of ill health, for example coughs, colds or an upset stomach. As part of our ongoing support, we would monitor care emergencies and if need be review your care package accordingly.

What isn't an emergency?

Emergency responses that the staff are there to deliver do not include assistance with making hot drinks, closing curtains or picking up dropped items, for example. If support for these actions' is required, we can build this into your care package.

What other support is available in an Extra Care Scheme?

We provide support with emotional wellbeing and social interaction. We will also offer a range of advice and signposting facilities. The housing team can support with housing related issues such as benefit, queries around your rental and maintenance support.

What happens if I need care?

A full and comprehensive needs assessment will be completed for all people requiring care and support. A personal support plan will be prepared with the individual to ensure their needs and wishes are identified and met.



Using our on-site team to meet the support and care needs of an individual ensures a guaranteed speedy and efficient response to any

increase or decrease in services or short term care emergency.

How do I pay for care?

We can put you in contact with the local authority who will arrange a financial assessment and discuss and agree a suitable care plan with you. They will discuss charges with you and let you know if you have to make a financial contribution. Alternatively, you can make arrangements directly with us to discuss and pay for your support needs.

Please get in touch

- Telephone **01204 331111**
- Email mandy.grant@boltoncares.org.uk
- Visit our website **Extra Care Housing - Bolton Cares**