



how are we doing?

services for older people

• reach

reach now supports over 150 people living in four Extra Care schemes in Cardiff and Caerphilly.

reach has expanded its learning and development curriculum for staff, particularly for those working in services for older people.

reach has been approved as a provider for domiciliary care in Newport and is investing in the technology infrastructure to deliver this service.

reach has been awarded a contract to providing Housing Related Support services in Caerphilly to support around 100 older people with tasks relating to keeping their accommodation.

reach has acquired a new domiciliary care company based in Newport.

reach 



services for older people

• Care & Repair

Care & Repair, hosted by Fairlake, continues to help over 2,000 people every year to live independently in their own homes, by providing advice and practical solutions for home repair and adaptations.

For every £1 spent on the Rapid Response Adaptations Programme, £7.50 is saved by the Health & Social Services. As hospital admissions are reduced and discharges are quicker, keeping people at home is key, linking in with the Gwent Frailty Programme.



Newport Care & Repair
Gofal A Thrwsio Casnewydd

“ An unequalled service caring and effective, day and evening. Unforgettable and truly appreciated by patient and elderly family members. Bless you all. ”

- Care & Repair Customer

Care & Repair are piloting a safe homes for Stroke patients service across Gwent, in collaboration with other agencies.

• Charter

Charter has reviewed its social alarm monitoring contract, making improvements to the service and reducing costs to residents. Worcestershire Telecare are TSA accredited and deliver a high quality service that supports Charter's sheltered and lifeline residents.

We know that many older people on a limited income have to make choices about expenditure on heating, food etc, which can have an adverse effect on their lives. Charter's Moneysaver project has worked with 67 people over 50 years of age in the last year, to maximise their income and reduce bills. Total savings gained are £70,000.

Charter has upgraded its social alarm services to older person's properties. Lifeline social alarms have been fitted, providing greater flexibility in alarm provision, which includes options for telecare equipment in the future.



Disability amongst older people can restrict their enjoyment of their home, so Charter has enabled 28 older tenants to access grants averaging £3,330 in 2010/11 to adapt their homes to ensure they suit their needs.

Charter recognise that older people can become socially isolated, so we have developed a range of intergenerational projects and activities to promote health and wellbeing and to help engage older people with their wider communities.



listening to older people

Working closely with our local authority partners, we are inviting older people to talk to us about a range of issues regarding the type of accommodation they might need in later life. Events are being held in Caldicot, Abergavenny, Monmouth and Newport. This will benefit the Group and help inform the design and build of accommodation for older people.

Fairlake and Charter hosted open events for people aged 50 and up in January 2011, in conjunction with Monmouthshire County Council and Newport City Council.

Fairlake ensured 50 and up played a key role in last year's Gwent Wide Forum for Older People.

Charter have started a review of its housing service for older people.

Charter's older tenants are playing an important role in the review of sheltered housing schemes. Tenants received a questionnaire and were either visited individually or in groups. The information was collated in March 2011 and has provided a detailed understanding of the support and housing needed. The next stage is to review the physical environment.



new homes **for** older people

The Group's latest development, being built in Caldicot, will consist of 33 homes for rent or sale on a neutral tenure basis.

Fairlake will be developing 24 apartments for shared ownership and outright sale for older people, on land secured in Bassaleg, Newport.

At Cwrt Twyncarn in Caerphilly County Borough Council, we have delivered one of the first grant funded systems in Wales to provide flexible ownership options for older people.

Our recently completed apartments at Cwrt Twyncarn in Caerphilly County Borough Council include a range of specification enhancements to suit the needs and lifestyle aspirations of older people.

All future new housing developments for older people are being promoted and branded as 50 and up properties.



promoting 50 and up

50 and up was launched with a direct e-mail marketing campaign to our business partners. 50 and up also has a prominent place on the Seren Group website.

50 and up has been promoted at many events including:-

Charter's Older Person's Independence Day

Held at Cefn Glas, our award winning extra care scheme in Blackwood, the event was attended by Alun Thomas, Head of Review, Examinations and Policy at the Older People's Commission for Wales.

Care and Repair 10th Anniversary

10th Anniversary celebrations were held in partnership with Newport City Council, with a Tea Dance at Newport Central Market.



Seren's Business Partner event

Following the Business Partner event, Seren Group showcased its community regeneration work and 50 and up services to some 250 invited guests.

Newport Senior Citizens Information Day

This event was attended by over 500 older people.



Community Housing Cymru Roadshows

Community Housing Cymru hosted a series of - Are you on board? Roadshows for prospective Assembly Government candidates where 50 and up was showcased.

50 and up is being promoted and advertised on the back cover of Community Housing Cymru's Housing Directory for 2010/11.



our plan

There will be further announcements about:

- Older people renting from Charter at less than market rent levels.
- Fairlake's equity release plans which will help people to stay in their own homes.
- reach's aspirations are to increase its Extra Care services and to support older people to make fuller use of assistive technology in order to promote independence.
- Pen yr Enfys helping older people with drug and alcohol problems.
- reach plans to further expand its domiciliary care services in Newport.
- Charter's review of its sheltered accommodation, making housing for older people fit for the 21st Century.
- Older people will benefit from the energy efficiency measures being made to Charter housing stock. This will improve their wellbeing and financial status.

50 and up are housing and support services designed for older people and provided by the Seren Group.

'Nothing was too much trouble. Fantastic service and a pleasure to have in our home'

our purpose

We provide housing and support which makes a real difference to people's lives. We do this by putting people first and shaping our services to each and every person.

our values

This isn't just a list of good words. Our values describe the people we are. They describe the way we have always done things and the way we always will.

our values...

- *openness*
- *fairness*
- *integrity*
- *respect*
- *ambition*
- *responsibility*

Seren Group...

where older people matter

To find out more about us: Call us on **01633 233838**
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