Flexicare housing

What is flexicare housing?
Flexicare housing provides you with more support than sheltered housing and more independence than a residential care home. You live in your own home with the privacy of your own front door, but have care available 24 hours a day if you need it.

Flexicare housing offers:
- a one or two bedroom flat or bungalow
- support provided by on-site care staff and housing staff
- emergency support available 24 hours a day
- care that can be adjusted as your needs change
- extra support to regain skills if you have been unwell or after a stay in hospital
- communal facilities like gardens and lounges and optional social activities

It may be right for you if:
- you find it hard to cope where you live now and want to retain your independence
- you already receive homecare services
- the level of care you need can be unpredictable
- you have few care needs now but want to prepare for the future
- you or your partner needs a lot of care
- your needs are such that you are thinking about residential care

The benefits of flexicare housing include:
- you are less likely to need to move into residential care
- solving problems early and getting care at the right time
- couples with different care needs can usually stay together in flexicare housing
- you could come home sooner from hospital or even avoid a hospital stay
- meeting other people is another bonus and you can join in a range of activities such as gardening, committees, social events and trips out
- you have the privacy of your own flat and front door

Apply for flexicare housing
To apply for flexicare housing, contact your local district or borough council or speak to your social care worker.

You can contact some housing associations yourself but others need a referral from us. You can also rent or buy a flexicare (often called extra care) property from private developers.

The levels of support they offer may vary, and you will need to discuss this with them.
Paying for a flexicare home
Flexicare homes are rented from a district or borough council or housing association.

How much you pay depends on your financial situation. There is a charge for care which reflects the level of care required and subject to an assessment of your ability to pay. Some people on low incomes are entitled to Housing Benefit and free home care.

Flexicare housing locations
There are a number of flexicare housing schemes around Hertfordshire and you can get more details from www.hertfordshire.gov.uk/flexicare or from your care manager, or by contacting us.

You can also look in the Hertfordshire Care Services Directory, published by Care Choices, which you can see at www.carechoices.co.uk or order your own free copy by phoning 01223 207770

If you want to know more about a particular scheme, contact them to arrange to look around.

Your local district or borough council

Broxbourne Borough Council:
www.broxbourne.gov.uk
Tel: 01992 785555

St Albans and City District Council:
www.stalbans.gov.uk
Tel: 01727 866100

Dacorum Borough Council:
www.dacorum.gov.uk
Tel: 01442 228000

Stevenage Borough Council:
www.stevenage.gov.uk
Tel: 01438 242242

East Herts Council:
www.eastherts.gov.uk
Tel: 01279 655261

Three Rivers District Council:
www.three rivers.gov.uk
Tel: 01923 776611

Hertsmere Borough Council:
www.hertsmere.gov.uk
Tel: 020 8207 2277
Watford Borough Council:
www.watford.gov.uk
Tel: 01923 226400

North Hertfordshire District Council:
www.north-herts.gov.uk
Tel: 01462 474000

Welwyn Hatfield Borough Council:
www.welhat.gov.uk
Tel: 01707 357000
Contact Us
For adult care services and to comment or complain:

- [www.hertfordshire.gov.uk/adults](http://www.hertfordshire.gov.uk/adults)
- [contact@hertfordshire.gov.uk](mailto:contact@hertfordshire.gov.uk)
- 0300 123 4042
- Textphone: 01992 555506

British Sign Language (BSL) video interpreting service available.

Money Advice
Factsheets and advice on benefits and debt issues

- 0300 123 4040
- [www.hertfordshire.gov.uk/money](http://www.hertfordshire.gov.uk/money)

HertsHelp
Independent information and advice on local community services, finances and care funding.

- 0300 123 4044
- [info@hertshelp.net](mailto:info@hertshelp.net)
- Text Hertshelp to 81025
- Textphone: 0300 456 2364

If you are worried that you or someone you know is at risk of abuse or neglect Call us on 0300 123 4042 (24 hours a day)

Calls to 0300 cost no more than a national rate call to a 01 or 02 number.

If you need help to understand
Call [0300 123 4042](tel:0300%20123%204042) if you would like help to understand this information or need it in a different format. You can also ask to speak to someone in your own language.

Find a local community service:
- [www.hertfordshire.gov.uk/directory](http://www.hertfordshire.gov.uk/directory)
- or drop into your local library

Produced
Aug 2019