

	INDEPENDENT LIVING (Cottages)	EXTRA-CARE (Huntley House)	NURSING-CARE (Eliza Palmer Hub)
Cost	Weekly Maintenance Charge + Service Charge	Weekly Maintenance Charge + Service Charge + Personal Charge (utilities) WIFI & laundry included	Weekly Residential Care Charge Room, Nursing Care, WIFI, Laundry & Meals included
Daily Living – Care	Onus on Resident to initiate – Arranged by Resident with support from family/friends or Support Worker	Staff observe Residents and will action if needed or requested – Arranged by Staff with support from Resident and family/friends	Staff assist Residents and will ensure they are as independent as possible, whilst maintaining their safety
Daily Living - Social	Arranged by Resident	Arranged by Staff. Also, Resident-led activities with support from Staff. Optional lunch service in dining room.	Arranged by Staff. Meals can be taken in community in the dining room.
Community Design	Common spaces and amenities are more spread out	Amenities are centrally located within the building for easier accessibility	The lounge and dining room are centrally located on each floor with easy accessibility
Property Design	Stepped access rooms in a variety of sizes and shapes – majority are not level access.	Wheelchair accessible rooms and level access utilising the available lifts throughout building	Nursing and wheelchair accessible rooms and level access utilising the available lifts throughout building
Family Involvement	Encouraged to visit to spend time with Resident	More active role and an integral part of the team	More active role and an integral part of the team
Amenities and Services	Common areas, private cottages that range in size and style, social options and facilities spread throughout the Village	Common areas, medium sized private flats, social options & facilities within the main building and care options & facilities within the building	Two common lounge and dining room areas, and large sized private rooms with ensuite shower, toilet and sink facilities
Activity & Wellbeing Programming	Robust calendar driven by Resident interests	Robust calendar, typically with more hours of programming specific to Resident's physical/cognitive needs	Regular calendar of events and wellbeing activities, with programming specific to Resident's physical/cognitive needs
Security	Resident responsibility	24/7 staff presence and security alarm system in the building	24/7 nursing and care staff presence and secure access to the building
Personal Alarm/Pendants	I'm OK service	Personal alarm service in individual properties (lounge, bathroom and bedroom) and across wider building. Pendant (optional)	Personal alarm pendants for the person and call bell cords/buttons in individual rooms and across the whole building.
Support	2 x part time Support Worker for 261 properties (40 hours pw)	1 Enhanced Support Worker for 51 properties on duty 24/7	Dependency led nursing and care staff ratio to resident establishment

Updated 2023