



SANCTUARY

RETIREMENT LIVING



POPLAR HOUSE

Basildon, Essex



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Welcome to Poplar House, where you can experience a happy, fulfilling retirement.

You deserve to enjoy your retirement, and to be as independent and active as you want to be. But we know that living in your own home can become a bit too much sometimes, and it can be lonely, even if there are two of you.

Here at Poplar House, you can enjoy the best of both worlds. You'll live in your own rented or leasehold apartment, but have peace of mind knowing that a dedicated team is on hand 24 hours a day and new friends are never far away.

Don't wait any longer, come and visit us and see for yourself what we have to offer.

# LIFE AT POPLAR HOUSE

At Poplar House, you choose the lifestyle that suits you.

In the morning, a local shop can deliver your milk or newspaper, and during the day we'll give you a call to check you're okay. After breakfast in your apartment or the restaurant, you might choose to meet friends in our lounge, or take part in one of our regular activities.

At lunchtime, the restaurant serves delicious hot meals, or you may want to prepare lunch for yourself, or for friends or family in your apartment.

If you fancy a change of scenery, you might visit nearby Northlands Park and enjoy its fishing lakes and rose gardens.

Alternatively, you could head to Basildon town centre or Eastgate Shopping Centre for a spot of shopping, or even catch the train and spend the day in London.

In the afternoon, you might join us in the lounge for one of our regular social events, take part in our book or knitting clubs, go on a wellbeing walk, or just relax and enjoy an afternoon film.

By evening you may want to take it easy after all the activity! If not, you can always join friends to watch TV, or for a chat, a game of cards, or a mutual hobby.



## WHAT MAKES US SPECIAL?

- Our caring team is highly trained and passionate about what they do.
- A strong sense of community, where you can share your views and shape our services.
- Regular social events, including coffee mornings, book club and knitting club.
- Bright and airy communal areas, lifts to all floors and fully accessible throughout.
- Attractive décor and furnishings.
- Accessible landscaped garden.

# YOUR NEW HOME

You'll feel right at home in your apartment. It has everything you need and is unfurnished so you can make it your own and make adaptations to suit your needs. Features include:

- open plan lounge and kitchen
- one or two bedrooms
- fitted kitchen with fridge-freezer, washer-dryer, oven and hob
- level-access shower room
- emergency alert system featuring intercom, pull cord and pendant or wrist alarms – our friendly team is only a call or a buzz away, 24 hours a day, 365 days a year



## EVERYTHING YOU NEED

While you'll be self-sufficient in your own spacious apartment, you may feel like stretching your legs and seeing what else is available to you. Our onsite services and facilities include:

- communal lounges with comfy seating and TVs
- games room with pool table, dartboard and TV
- hairdressing and beauty salon
- well-stocked library room
- accessible bathroom so you can enjoy a bath in safety and comfort
- buggy store with charge points for mobility scooters
- guest suite for visiting family and friends
- daytime reception and secure door entry to the building and your apartment
- organised activities and social events
- post, newspapers and pharmacy orders delivered directly to Reception

Our **tasté** restaurant is open seven days a week for breakfast, lunch and snacks. It is open to the public so you can enjoy a meal with your friends and family. Our in-house catering team take pride in preparing seasonal meals using fresh ingredients, as well as creating regular themed menus to celebrate special occasions throughout the year.

# IDEAL LOCATION

- Local shops, restaurants and other amenities are within a 10 minute walk.
- There are several GP surgeries nearby.
- Basildon Hospital with A&E is less than 15 minutes away by car.
- There is a railway station and a bus station in Basildon.
- The regular bus service, Dial-a-Ride and low-cost local taxis make journeys easy.



# HELP ON HAND

At Poplar House, you can live as independently as possible in the security and privacy of your own home. You can focus on living your life to the full, with the peace of mind that someone is on call if you need any help, and support is available if your needs change.

Nothing is too much trouble for our wonderful care team. If you need it, we can work with you to create a personalised care plan. It will take into account your likes and dislikes, the emotional and social side of your life, your skills and abilities, religious, cultural and leisure preferences, and much more. We'll review it together on a regular basis and you can involve your family and friends. We also have strong links with local doctors, dentists, hospitals and social workers, to ensure you receive the best possible care and support.

Our staff also provide support with housing management, correspondence and money matters, and general household maintenance.

## CARE AND DOMESTIC SERVICES

Some of the things we can support you with include:

- washing, dressing, bathing, personal care and hygiene
- getting in and out of bed
- preparing meals
- taking medication
- shopping
- making appointments e.g. with your GP
- cleaning and vacuuming
- laundry

We are regulated by the Care Quality Commission.

Inspected and rated

Good



## AM I ELIGIBLE?

To be eligible to live at Poplar House, you must:

- be aged 55 or over, or have long-term care needs
- reside in, or have a family connection to the local area
- have your care and support needs assessed and approved by Basildon Borough Council (rental only)

We aim to offer a lively atmosphere and mixed community of people with a range of care needs. Our kind and caring staff can support you if your needs change. Poplar House may not be suitable if you require a substantial amount of regular nursing care.

## HOW MUCH DOES IT COST?

Prices vary, so please ask a member of staff for a price list. We have options for:

- private or local authority-paid rent agreements
- leasehold agreements

As well as your rent or leasehold costs, you will need to pay:

- a peace of mind charge for your 24-hour pull cord alert system
- a service charge, which covers your heating and water usage, maintenance costs and utilities charges for the communal areas and gardens, and buildings insurance for leasehold properties
- fees for any care and support or domestic services you require, which may be paid for by Basildon Borough Council, if you have had

your needs assessed and approved by the adult social care team

You will also be responsible for paying for council tax (band B or C), electricity usage, TV licence (if applicable) and any additional television package, telephone and line rental, internet and contents insurance.

Meals, snacks and drinks at our **taste** restaurant, and overnight stays in our guest suite for visitors are all charged separately.

## HOW DO I APPLY?

1. Contact us for an application form, or contact Basildon Borough Council's adult social care team.
2. We'll arrange for you to visit and meet us.
3. We'll help you to complete a housing assessment and affordability form, as you may be eligible for financial assistance towards your rent and part of your service charge.
4. While you're here, we may assess if you would benefit from our care and support services, and we may arrange to visit you at home to discuss your needs. For your care to be funded by Basildon Borough Council, you must have had your needs assessed and approved by the adult social care team.

We also encourage you to discuss your housing options with your family and friends, and to seek independent advice, support and representation as appropriate. Organisations such as your local authority, Age UK, Citizens Advice or the Elderly Accommodation Counsel (EAC) can help.

*"At Poplar House, you can live as independently as you want, and have support when you need it. It's a lovely community with regular social activities and lots of people to talk to."*

C Jordan, resident

## CONTACT US

Come and see a new style of living for your retirement years. Contact us to arrange a no-obligation visit.

**01268 727 364**

**Poplar.House@sanctuary-housing.co.uk**

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For more details of all Sanctuary Retirement Living properties, visit our website or contact us if you would like this publication in an alternative format.



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IN PEOPLE**

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