How to apply for flexicare housing
You can apply for a place or join the waiting list for a flat at Bircherley Court or Calton Court by contacting:

East Herts District Council
Housing Options team
Tel: 01279 655 261
Email: housingoptions@eastherts.gov.uk

More information
For more information on Flexicare housing please contact Network Homes on 0300 373 3000 or the Flexicare Manager at:

Calton Court
Windsor Drive
Hertford, SG14 2EG
Tel: 01992 509385
Email: info@networkhomes.org.uk
Web: www.networkhomes.org.uk

For more information on care services and costs, contact
Hertfordshire County Council
Health and Community Services
Tel: 0300 123 4042
Web: www.hertsdirect.org.uk

Network Homes
36 Ware Road
Hertford
SG13 7HH
Bircherley Court and Calton Court in Hertford are our state-of-the-art Flexicare housing complexes with the needs of older people in mind.

Easily accessible flexible care, coupled with well-designed accommodation and facilities, means that Flexicare housing can really improve choice and quality of life for many older people in Hertfordshire.

What is flexicare housing?
Flexicare is a housing option that can create a positive lifestyle for older people. It helps you keep your independence while ensuring you have all the care you need from on-site care staff from 7am – 10pm with emergency response from 10pm – 7am, seven days a week. A Flexicare Manager is also available on weekdays to deal with your support needs and any housing issues.

You have your own flat with the added sense of safety and security that allows you to get on with your own life. Communal areas including lounges and outdoor spaces create opportunities to meet up with friends or join in with social activities as you choose. Flexicare housing can offer an alternative to a residential care home. For many, Flexicare creates a home for life.

If flexicare isn’t right for you...
If you are finding your home too big to manage or feel you need extra support, our older persons’ housing may be an ideal choice for you.

Our purpose built flats and bungalows across East Herts for overs 50s and disabled people can enable you to live independently. Some properties have the benefit of extra facilities such as laundry rooms and communal lounges. For further information, contact East Herts Council. Our Neighbourhood Support Officers are also available to support and help you sustain your independence.

For further information on anything in this leaflet visit www.networkhomes.org.uk or call our Customer Service Centre on 0300 373 3000
Benefits of flexicare housing
Most Flexicare housing schemes have a mix of tenants - from those who currently have very few personal care needs to those who need a lot of help. In a Flexicare, even if you only have a very basic personal care need now, help can be arranged as your needs change. Perhaps you have had a fall or a stay in hospital and need some help for a short time, or maybe you require gradually increasing levels of care.

Potential problems can be caught early and care at the right time can even prevent hospital admissions. If you do have a stay in hospital, you could return home much sooner because after-care is on hand. This means you, your relatives and friends can be confident about what happens when you get home from hospital.

Couples who have different care needs can usually stay together in Flexicare housing. The support you get in caring for your partner means you both have peace of mind and can enjoy your time together much more.

Putting the ‘care’ into flexicare
The care provided in a Flexicare housing scheme aims to keep you independent. It does not mean nursing or specific medical care but it will cover helping you with bathing or washing, getting you up and dressed, managing your prescription medicines or perhaps assisting you with meal preparation.
Levels of flexicare
The amount you pay for your care depends on the level of care you need and your financial situation - you will have a financial assessment by someone from Health & Community Services will discuss your care needs.
Care charges are paid separately from your rent and council tax and are paid to Hertfordshire County Council (not your housing association).

Jean & Ron's story
Jean and Ron have been together for 67 years. However, it might not have been that way without Flexicare. Ron's increasing care needs for his dementia left Jean worried that she might not be able to cope. In many circumstances like that, couples are often separated when one goes into a nursing home. At Bircherley Court - and they have now lived there for three years. With their own sunny, bright flat, and a care package to suit them, they can also get out into the busy town as much as they want. During a short spell in hospital Jean was confident knowing that Ron was comfortable with his carers - and regular visits by family to keep him company and make him meals - while she could concentrate on getting well.

Jean says "We’re so happy here and have made lots of friends. The staff work with me and the family to make sure Ron is happy – which has really helped me.”

Jean says: “There is so much life at Bircherley Court for us to enjoy -like the spa bathroom, the hairdressers, the activities and network of friends. We wouldn’t have all this if we’d stayed where we were. We feel really lucky to have found this place”

Bircherley Court, Hertford town centre

- 65 one and two bed flats
- leasehold properties available
- hallways and rooms large enough to accommodate wheelchairs
- bathrooms equipped with level access showers for ease of use
- each floor level is colour coordinated to aid orientation
- large communal atrium
- communal lounge areas
- wifi facilities and internet area
- hairdressing and beauty salon
- bathing spas and treatment rooms
- guest suite for visitors
- roof top garden
- security doors/secure access
- close to shops and bus station