

Adult Social Care

Extra care services in North Tyneside 2025 – 2026

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North
Tyneside
Council

Introduction

This document provides an overview of North Tyneside's extra care services for older people.

What is extra care and who is it for

Extra care schemes offer both accommodation and care services for older people that have a care need, as assessed by Adult Social Care.

Generally speaking,

- An extra care building has a mix of private and communal areas, with safe and secure access. It is age and disability friendly in design and decor
- Is for older people who are aged 55 or over
- People live in their own apartments and can furnish and decorate them. Most extra care accommodation is available to rent and therefore tenants have tenancy rights; some extra care accommodation offers shared ownership options and therefore people have associated rights.
- Buildings are DDA (Disability Discrimination Act) compliant and each apartment can be adapted to accommodate an individual's care needs
- An on-site care team supports everyone living in the scheme and is available 24 hours per day, 7 days per week. The care provider is commissioned by the Council to deliver care and support services that
 - Aim to promote independence
 - Are delivered flexibly and in response to changes in need
 - Meet planned care needs as well as unplanned needs i.e., when a person is poorly for a short period, i.e., when a person requires immediate or emergency support through the night
- Activities are available for residents to enjoy
- A range of facilities are available, such as a café, hairdresser, therapy room, bathing suite, some of which charge for their services
- Some schemes run day services for people who live elsewhere in the borough

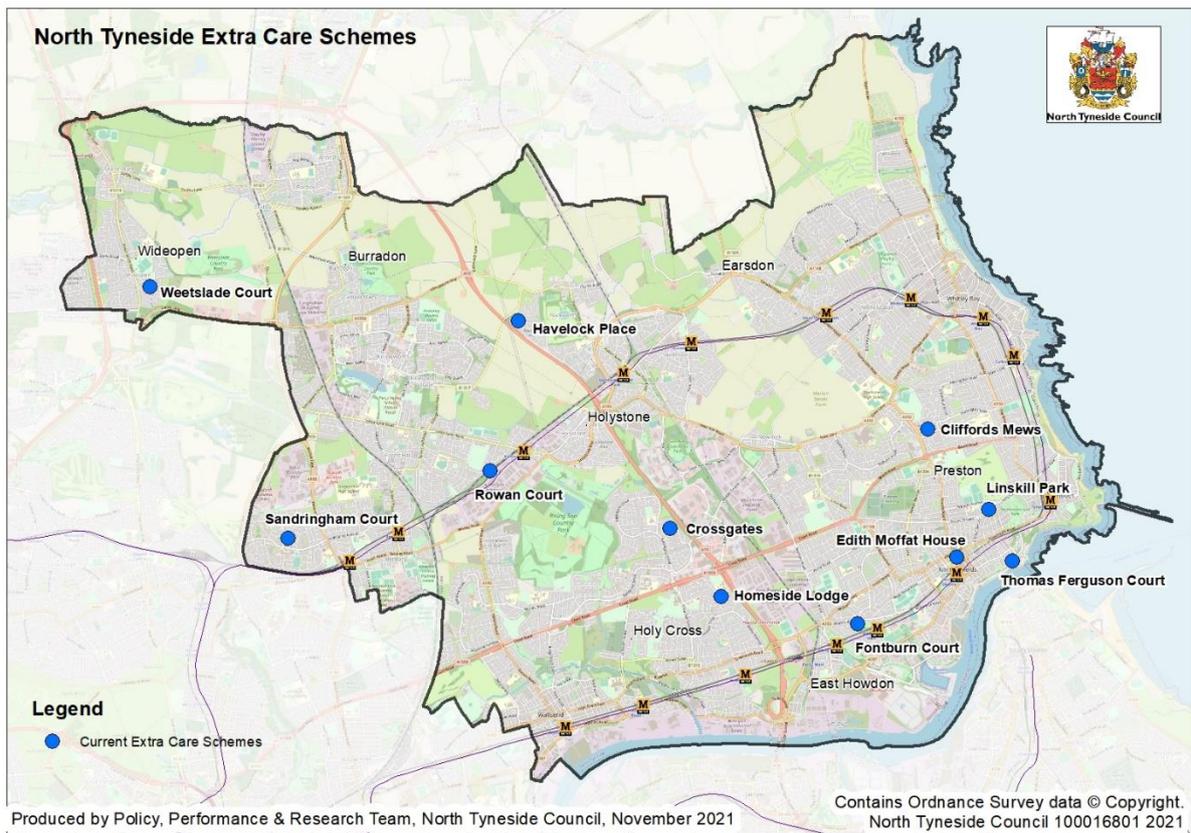
Some older people may not be able to sign a tenancy, for example if they do not have capacity to manage their finances or if they have advanced dementia. If someone is not able to sign their own tenancy, other legal arrangements must be in place for a tenancy to be signed. You can talk to your social worker about this.

Extra care schemes in North Tyneside

There are eleven extra care schemes in North Tyneside including one dementia focused scheme.

Name of scheme	Landlord	Care provider
Cliffords Mews	Housing 21	Housing 21
Crossgates	North Tyneside Living	EveryDay Care
Edith Moffatt	New Walk CIC	EveryDay Care
Fontburn Court	Anchor Hanover	EveryDay Care
Homeside Lodge	Home Group	EveryDay Care
Linskill Park	Housing 21	Housing 21
Rowan Croft	Housing 21	Housing 21
Sandringham Court	Anchor Hanover	EveryDay Care
Thomas Ferguson	Anchor Hanover	EveryDay Care
Weetslade Court	Riverside	EveryDay Care
Havelock Place *	Age UK North Tyneside	Every Day Care

- Dementia focused scheme



Care and support services in extra care

The Local Authority has a contract with each organisation that provides the on-site care service in each scheme.

The service will meet individuals' assessed care needs which may include:

- Personal care e.g., getting up and going to bed; dressing and undressing; washing and bathing; using the toilet;
- Domestic Care e.g., laundry; ironing; cleaning; preparing meals
- Support Services e.g., day to day budgeting; escorting to hospital appointments; enabling access to social activities
- Medication related support
- Food and nutrition related support
- Telecare / telemedicine (the use of technology)

Everyone living in an extra care scheme will have a pendant or something similar to seek assistance when needed. This may be used for example, when a person has a fall; or if a person needs assistance to go to the toilet. This may not be used to request basic errands, such as making a cup of tea; opening or closing curtains; operating the remote control. If a person needs help with these tasks, this will be identified through their assessment and identified in their support plan.

The service aims to ensure every person has a right to:

- Be treated equally and with dignity and respect at all times
- Have their privacy and property respected
- Make informed choices
- Feel safe and secure
- Realise their potential to achieve all they can living independently

The service

- Is required to be registered with the Care Quality Commission which will inspect services and publish their findings on their website. <https://www.cqc.org.uk/>
- Will employ care staff with the right skills and core values; use good quality recruitment techniques and require care staff to have an enhanced check from the Disclosure and Barring Service (DBS check)
- Looks at how best to utilise assistive technology so that needs can be met with as little intrusion as possible to an individual's daily lifestyle and routine
- Will be flexible and respond to an individual's changing needs
- Will agree any formal changes to an individual's package of support with the persons allocated worker in Adult Social Care.

The Local Authority monitors the service against five overarching aims that ask, is the service safe, effective, caring, responsive and well led. The local authority will monitor and visit the service as part of overarching performance monitoring arrangements.

Everyone who lives in an extra care scheme is expected to have their assessed care needs delivered by the on-site care provider.

How can you apply to live in extra care

If you wish to live in extra care, you should complete an application form, which the landlord will provide to you upon request. When an extra care scheme has a vacant property a panel will include including representatives from the landlord, the care provider and Adult Social Care; they will look at the applications received and the care needs of the applicants and use this information to determine who to offer a property to.

To visit a scheme and look around the building, you can contact individual extra care schemes directly and make an appointment.

Supporting a move into an extra care scheme

If you feel you need support you should contact Adult Social Care. If you already have some support from Adult Social Care, you can contact your allocated worker to discuss extra care. If you do not already have some support from Adult Social Care, you can find out more by contacting the Gateway Service on (0191) 643 2777.

Adult Social Care will assess your needs and create a support plan to meet your eligible care needs. A named or allocated worker will be identified to support you through the whole process; and will organise an annual review of your service which you and your care provider will be invited to.

When a person lives in an extra care scheme Adult Social Care will bill all new customers a customer core charge of £25 per week. The customer core charge contributes towards the cost of the on-site 24-7 care team, including the overnight service and ensuring additional needs can be met.

Adult Social Care will carry out a financial assessment which will calculate a maximum contribution that you will be asked to pay towards the cost of your care. An individual may be identified as a "self-funder" and they will be asked to pay the full cost of their care. For example:

- If a service costs £50 per week and an individual's maximum contribution is £20 per week, they will be charged £20 per week
- If a service costs £50 per week and an individual's maximum contribution is £100 per week, they will be charged £50 per week

- If a service costs £50 per week and an individual is a self-funder they will be charged £50 per week.

As part of North Tyneside Council’s financial assessment, the cost of the £25 core charge will be taken into account. In effect, an individual’s calculated maximum contribution will reduce because of this.

You can ask the care team to carry out other tasks that Adult Social Care has not commissioned for you e.g., housework and you will be billed by the care provider for this.

Costs and charges for extra care

North Tyneside Council has a care contract in place with the on-site care provider at all extra care schemes in the borough. The care contract ensures an on-site care team is available 24 hours per day, 7 days per week, with at least two members of staff on site at any time. The staffing requirement at the dementia focused extra care scheme, Havelock Place is in excess of this.

The service fees described below are for new customers moving into an extra care scheme and for organisations that are placing or supporting a person to move into an extra care scheme. These service fees do not cover the full cost of the care service that is provided across all extra care schemes in North Tyneside.

Annual uplifts will likely apply to all service fees.

Service fees for 2025/26

Customer service costs	
Hourly rate	£20.74
Hourly rate for the dementia focused extra care scheme, Havelock Place	£23.05
Weekly customer core charge	£25.00
Weekly external organisation charge	£25.00

Customer service cost – hourly rates: An individual customer’s support plan identifies what service and how many hours support are required to meet the care needs of that individual. The cost of that service is calculated by multiplying the number of hours required x hourly rate. This is the amount that the Local Authority pays to the on-site care provider for that service.

A customer will be charged a financial contribution towards this service, as determined via their financial assessment.

Weekly customer core charge: All new extra care customers will be charged £25 per week. The core charge contributes towards the cost of the on-site 24/7 on-site care service, including the overnight service, emergency response to pull cords/pendants and responding to adhoc additional needs.

As part of North Tyneside Council's financial assessment, the cost of the £25 core charge will be taken into account. In effect, an individual's calculated maximum contribution will reduce because of this.

Weekly external organisation charge: An external organisation may be one that is commissioning a service for a person, for example another local authority area or an Integrated Care Board (ICB).

When a person lives in another area and applies to live in an extra care scheme in North Tyneside, the local authority area where that person lives will be asked if they support such a move based on the person's care needs. When that local authority does support an application, that local authority area will be charged £25 per week.

Similarly, when a person has care needs that are funded by their local ICB via Continuing Health Care (CHC) funding, that ICB will be asked if they support such a move and they will be charged £25 per week.

The charge contributes towards the cost of the on-site 24/7 on-site care service, including the overnight service, emergency response to pull cords/pendants and responding to adhoc additional needs.

What you can do to find out more about living in extra care

To look for information you can visit the care and support website <https://mycare.northtyneside.gov.uk/web/portal/pages/home> and read some helpful factsheets here <https://mycare.northtyneside.gov.uk/web/portal/pages/help/facts> . You can find a copy of this brochure and the information pack for new extra customers here <https://my.northtyneside.gov.uk/category/786/our-commissioning-intentions>

CLIFFORDS MEWS

CONTACT DETAILS

Address Clifford's Mews, Stanton Road, North Shields, NE30 3RN
Telephone number 0300 790 1802 07764917680
Email Address Stacey.hillis@housing21.org.uk

THE SERVICE PROVIDERS

Landlord Housing 21
Care Provider Housing 21

THE BUILDING

Clifford's Mews opened in April 2022. The building has 3 floors with two lifts (one extra wide, one standard width) and three stairwells.

There is a large communal lounge and activities room. There is a Bistro and Hair salon, which the public can also access. There is a scooter room and laundry room. There is an assisted bathroom bathing suite available for residents to use. Clifford's Mews has an onsite Guest Suite that is available for people to stay at a cost of £20 per night.

Clifford's Mews is pet friendly and welcomes responsible owners who have first obtained the permission of Housing21 to keep a pet. Pets of families and friends are also welcomed to visit – all dogs must be kept on a lead when walking through communal areas and are not permitted in communal areas for prolonged periods of time (unless it is an assistance dog).

Residents may smoke within their own home providing they do so safely. Smoking is not allowed in internal communal areas. There is a local agreement in place that asks residents not to smoke within five metres of the perimeter of the building or outside of the main entrance in order to avoid cigarette smoke drifting into other people's homes.

OUTDOOR AREAS

There is a large communal garden with lawn and patio area. There is garden furniture available for residents to use as well as raised flower beds. There is also an equipped greenhouse and shed for communal use.

CAR PARKING

33 parking spaces

LOCAL PUBLIC TRANSPORT

Nearest Metro Station: Tynemouth 1.2 miles, North Shields 1.3 miles.

Nearest Bus Stop: 200 yards – links to North Shields, Tynemouth and Newcastle.

Nearest Train Station: Newcastle Central Station 7.5 miles.

THE ACCOMMODATION

There are 64 apartments available for rent including 45 one-bedroom apartments and 19 two-bedroom apartments.

Each apartment has:

- A fully fitted kitchen including an oven, hob top and hood, extractable storage rack and corner cupboard turntable shelves.
- An en-suite with walk in wet room, shower, shower screen, heated towel rail, toilet and basin.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a Bistro which is open between 8.30 and 2.00pm.

ACTIVITIES

There is an activities programme offering various activities through mornings, afternoons and evenings. This includes: coffee mornings/afternoons, dominos, monopoly, knit and natter, bingo, buffer/singer nights, church services, special occasion parties e.g. Christmas, Halloween.

TENANCY RELATED COSTS FOR 2025–2026

	1 bedroom apartment	2 bedroom apartment
Rent	£143.41	£170.07
Service Charge	£57.84	£57.84
Support Charge	£6.26	£6.26
Total Weekly Rent	£207.51	£234.17

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Service charge includes gardening, window cleaning, management fees, cleaning of communal areas.
- Each resident is responsible for paying their own Council Tax charges, their own electricity, water and gas charges for their flat and any phone/TV/broadband packages they may have within their home. Depending on age, there may also be a charge for the TV Licence though this is organised and collected by Housing21 as the building has a concessionary licence in place. Communal utility charges are included within the service charge.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2025

Information accurate at April 2025

CROSSGATES

CONTACT DETAILS

Address Crossgates, Bellshill Drive, Wallsend, Tyne & Wear, NE28 9TY
Telephone number 0191 643 6782

THE SERVICE PROVIDERS

Landlord North Tyneside Council
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Email Address Leanne.Henderson@everydayuk.org and
gemma.craig@everydayuk.org

THE BUILDING

Crossgates first opened in July 2017. It has two storeys, with two large lifts and four staircases. From the entranceway there is a lobby and reception area, from which the principle communal facilities are visible. Within the reception area there is a main office, communal toilets and hair / therapy room.

The main lounge is a flexible space; it can be subdivided to create smaller spaces for different activities; it has access to a kitchen so that people can make a cup of tea etc. There is a separate residents' lounge with access to the garden; and a quiet lounge on the first floor overlooking the garden.

A buggy and cycle store have internal and external access. Laundry facilities are available. No pets are allowed. Smoking is prohibited in all communal areas.

OUTDOOR AREAS

Crossgates has outdoor areas to the North and West of the building. To the North, there is a garden terrace and courtyard garden. To the West, there is a garden that includes residents' space for gardening activities.

CAR PARKING

11 car parking spaces available. With ambulance/drop-off point.

LOCAL PUBLIC TRANSPORT

Nearest Metro station Howdon
Nearest bus stop Addington Drive (160 metres from building)
Nearest train station Newcastle Upon Tyne

Local bus services from Addington Drive include: 40 - Every 30 mins. Tyne Met College, Howden, Rosehill, Wallsend; 11 - every 10 mins Tyne Met College, Hadrian Lodge, Wallsend; 58 - every 20 mins Battle Hill, Newcastle, Gateshead, Whitehills, Heworth; 335 - every 30

mins Cobalt Business Park; 335 – every 30 mins Tyne Met, Battle Hill, Benton Asda, DSS Tyneview Park; 391 – 1 x a day Tyne Met College, North Shields; 391 – 1 x a day Tyne Met College, DSS Longbenton, DSS Tyneview Park; N58 – every 60 mins [Sun] Tyne Met, Newcastle, Gateshead, Heworth.

Roads: The A19 is a few hundred yards away and intersects with the A1058 Coast Road just over 1 mile away.

THE ACCOMMODATION

Crossgates has 47 apartments: 14 two bedroom, 31 one bedroom and 2 Rehabilitation apartments. Each apartment has:

- Bay windows to all living rooms – Juliet balconies to upper floor apartments and french doors leading onto individual patios to ground floor apartments/bungalows
- Open plan kitchen leading off the lounge providing a modern layout with some natural light, whilst allowing for ease of access between rooms
- Storage (exceeding 2 m³) including a generous storage cupboard
- Low windowsills so that people can see outside when sitting down

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is no café in the building and there are no meal options as part of the tenancy.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building each week but is not available every day. A therapy room is available for health professions, chiropractors etc.

ACTIVITIES

Lots of activities are available throughout the week including coffee mornings, chatterbox, Bingo, Lunch club once per fortnight, Tenants Activity Group Sessions, Armchair Aerobics, Fish and chips Friday's, Sing along sessions, Special occasion parties e.g., Christmas, Halloween

TENANCY RELATED COSTS FOR 2025/26

	One bedroom	Two-bedroom
Basic rent	£85.05	£95.75
Heating	£16.22	£17.89
PFI service charge	£24.06	£25.57
Sheltered housing officer charge	£17.35	£17.35
Total Weekly Charge	£142.68	£156.56

Note:

- Prices vary throughout the scheme therefore it is advised queries are made directly with the landlord
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2025

Information accurate at April 2025

EDITH MOFFAT HOUSE

CONTACT DETAILS

Address 1-24 Albion Road, North Shields, NE29 0HA
Telephone Number (0191) 296 4170
Mobile Number (0191) 257 8176 (care staff handset)
Email address Siobhan.molloy@everydayuk.org

THE SERVICE PROVIDERS

Landlord New Walk CIC
Email address admin@newwalkcic.co.uk
Telephone number 01642 244448 (Option 1)
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Email address Angela.McDine@everydayuk.org and kate.patton@everydayuk.org
Telephone number 0191 2964170

THE BUILDING

Edith Moffat House opened in 1990 as an extra care scheme, prior to which it offered residential care. It has three floors, with one lift and two stairwells.

There are five lounge/dining rooms with kitchen facilities including kettle, fridge and toaster that residents can use at any time.

There are two separate bathing suites and a wet room for assisted showering.

There is a conservatory at the rear of building.

There is also a laundry facility.

OUTDOOR AREAS

There is a planted garden area with seating and tables which is regularly used for outside entertainment.

CAR PARKING

6 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest metro North Shields ¼ mile

Nearest bus Northumberland Square 200 yards – direct routes to Newcastle and the Coast

Train station Newcastle Central Station – 8.5 miles

THE ACCOMMODATION

Edith Moffatt has 24 one-bedroom studio apartments. Each studio apartment has a bathroom.

CAFÉ, RESTAURANT AND MEAL OPTIONS

All meals are included as part of the tenancy and offers hot and nutritious meals. Meals are freshly cooked on site and the kitchen has a Food Standards Agency 5-star food hygiene rating.

The meals and cleaning package costs £123.00 per week and is paid directly to Age UK North Tyneside.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building once a week.

A therapy room is available for health professionals/chiroprapist etc

ACTIVITIES

Age UK North Tyneside run regular activity sessions including singers, quizzes, dominos, wii fit sessions, HowFit programme and football related parties.

There are also parties for special occasions such as Halloween and Christmas and a singer once or twice per month.

TENANCY RELATED COSTS FOR 2025/26

Total weekly charge £330.33

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at May 2025
- Please note the weekly meals and cleaning charge of £123 per week is separate to and additional to the rental costs

Information accurate at May 2025

FONTBURN COURT

CONTACT DETAILS

Address Brahman Avenue, Off Waterville Road, North Shields, NE29 6UG
Telephone No 0191 2960921
Email address john.cusack@anchor.org.uk

THE SERVICE PROVIDERS

Landlord Anchor
Website www.anchor.org.uk
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Tel 0191 2585279 or 07718106909
Email address Angela.McDine@everydayuk.org and lyndsey.howe@everydayuk.org

THE BUILDING

Fontburn Court first opened in 1999. It has three storeys, with one lift (8-person capacity) and two stairwells. On the ground floor there is a large lounge/dining room and a large kitchen that can be used by residents to make tea and coffee at any time. On the top floor there is quiet room that can be used for hobbies such as reading, painting and sewing, as well as for meetings. The large kitchen can also be used for catering for parties and events.

Two separate bathing suites, with baths with raising mechanisms and hoists are available for residents to use.

A guest room is available that can be used by relatives or guests overnight, with an adjoining bathroom.

There is a scooter store / garage for 4 electric scooters. There is also a laundry room with two washers and two dryers.

New tenants are encouraged to move in with their pets when the pets care can be managed by their owner.

OUTDOOR AREAS

There is a very large south facing garden with a lawned areas, paved patio areas, benches and other seating, as well as several mature trees, fruit trees and shrubs. There is also a dedicated space for residents to do some gardening. A designated smoking area with shelter is also available.

CAR PARKING

12 parking spaces available.

LOCAL PUBLIC TRANSPORT

Nearest Metro station Meadowell ¼ mile; Percy Main ¼ mile

Nearest bus stop ¼ mile

Nearest train station Newcastle Central Station 8 miles

Local bus services run regularly to North Shields, the coast, Newcastle and Wallsend.

THE ACCOMMODATION

Fontburn Court has 31 one-bedroom apartments. Each apartment has:

- Ensuite with walk in showers, toilets and sinks
- Fully functional kitchen

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is no café in the building.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building once a week.

A therapy room is available for health professionals/chiroprapist etc

ACTIVITIES

Lots of activities are available throughout the week including bingo, fish and chip Fridays (including dessert), parties and special events for celebrations – e.g., birthdays, Halloween, Christmas; monthly singer, chair based exercises, quizzes and monthly religious services.

TENANCY RELATED COSTS FOR 2025/26

	<u>Amount</u>
Net Rent	£ 406.26
General Service Charge	£ 339.02
Support Costs	£ 22.47
Heating and Hot Water	£ 59.65
Water Rates	£ 8.36
Total Monthly Charge	£ 835.76

Note:

- Prices vary throughout the scheme therefore it is advised queries are made directly with the landlord
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at May 2025

Information accurate at May 2025

HOMESIDE LODGE

CONTACT DETAILS

Address Langdale Gardens, Howdon, Wallsend, NE28 0HG
Telephone Number (0191) 263 0028
Mobile Number 07423032114
Email address Jessica.holman@homegroup.org.uk

THE SERVICE

Landlord Home Group Ltd
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Email address leanne.henderson@everydayuk.org and
emily.proctor@everydayuk.org

THE BUILDING

Homeside Lodge first opened in 2000 as an extra care scheme, and prior to that offered residential care. The building has two floors with one lift and four stairwells.

There is a large communal dining room/lounge on the ground floor that leads to the garden. There are also three small kitchens and a dining room / lounge on each floor. There are laundry facilities available with three separate laundry rooms in the building.

A cinema room was created and opened in 2021.

OUTDOOR AREAS

There is a large garden with grassed areas, walkways and various seating. In the summer various activities are held in the garden which include planting flowers, picnics and BBQs.

CAR PARKING

14 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest metro station Howdon ¾ mile
Nearest bus stop 100 yards-direct to Newcastle, North Shields & Wallsend
Nearest train station Newcastle Central Station – 6 miles

THE ACCOMMODATION

Homeside Lodge has 46 studio apartments.

Each apartment has a wet room with walk in shower, sink and toilet. While apartments do not have kitchens in them, residents can use one of six kitchen / lounges on each floor, all of which have a dishwasher, fridge, microwave and cooker.

A furniture pack is available which includes a bed, wardrobe, bedside table and draws. This costs £8.10 per week and if you receive Housing Benefit this cost is covered with your rent.

CAFÉ, RESTAURANT AND MEAL OPTIONS

A meals package is available to all and is part of the tenancy which you can opt into or out of. With the meals package, all meals are offered including breakfast, lunch, tea, evening meal, supper and snacks. The package includes freshly prepared meals including homecare soups etc.

ADDITIONAL SUPPORT AND COSTS

A hairdresser is available fortnightly, on a Wednesday and any treatments are paid directly to her.

ACTIVITIES

Various activities are provided every afternoon and a singer entertains once month. Activities include therapy dogs, pamper sessions, carpet bowls, quizzes, sing along sessions, bingo, jigsaws and domino night, film night (in the cinema room), crafts and use of the pub themed room which has darts and a pool table.

TENANCY RELATED COSTS FOR 2025/26

	Furnished bedsit	Unfurnished bedsit
Weekly cost	£437.39	£429.29

Note:

- Prices vary throughout the scheme therefore it is advised queries are made directly with the landlord
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Care costs are separate to the tenancy costs
- Food package costs are in addition to tenancy costs above
- Rental information provided is accurate at June 2025

Information accurate at June 2025

LINSKILL PARK

CONTACT DETAILS

Address Linskill Terrace, North Shields, NE30 2AY
Telephone Number 0370 192 4310
Mobile Number 07804 882981
Email address karla.mcarthur@housing21.org.uk

THE SERVICE

Landlord Housing21
Care Provider Housing21

THE BUILDING

Linskill Park first opened in 2010. The building has 3 floors with two lifts (one extra wide, one standard width) and three stairwells. There is a large lounge and restaurant, that the public can access, as well as a scooter room, library, small quiet room and activities room.

There is an assisted bathroom bathing suite available for residents to use. There is also a laundry facility.

Linskill Park is pet friendly and welcomes responsible owners who have first obtained the permission of Housing21 to keep a pet. Pets of families and friends are also welcome to visit - all dogs must be kept on a lead when walking through communal areas and are not be allowed into the communal areas for prolonged periods of time (unless it is an assistance dog)

Residents may smoke within their own home providing they do so safely. Smoking is not allowed in internal communal areas. There is a local agreement in place that asks residents not to smoke within five metres of the perimeter of the building or outside of the main entrance in order to avoid cigarette smoke drifting into other people's homes.

A guest room is available for people to stay.

OUTDOOR AREAS

There is a large garden with lawn and patio area

CAR PARKING

20 parking spaces

LOCAL PUBLIC TRANSPORT

Nearest Metro station Tynemouth ½ mile, North Shields ¾ mile
Nearest Bus 100 yards - links to North Shields, Tynemouth and ferry

Nearest Train Newcastle Central Station 8½ miles

THE ACCOMMODATION

There are 63 two-bedroom flats.

Each apartment has a fully fitted kitchen; en suite with walk in wet room, shower, toilet and basin.

Most of the flats are rented. There are some shared ownership options available also.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a restaurant which is open between 8.30 and 2.00pm.

ADDITIONAL SUPPORT AND COSTS

A hairdresser is available

ACTIVITIES

There is an activities programme offering various activities through mornings, afternoons and evenings. This includes: ukelele group, coffee afternoons with puzzles, knit and natter, art sessions, bingo 3 x a week, tai chi, buffet/singer nights, rookie golf, special occasion parties e.g., Christmas, Halloween

TENANCY RELATED COSTS FOR 2025/26

Net Rent	£170.52
Service Charge	£ 57.88
Utility Charge	£ 0.35
Support / housing management charge	£ 5.95
Total Weekly Rent	£234.70

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Service charge includes gardening, window cleaning, management fees, cleaning of communal areas.
- Each resident is responsible for paying their own Council Tax charges, their own electricity charges for their flat (communal utility charges are included within the service charge) and any phone/TV/broadband packages they may have within their home. Depending on age, there may also be a charge for the TV Licence though this is organised and collected by Housing21 as the building has a concessionary licence in place.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2025
- Shared ownership costs are not available. To find out more about this option, you can enquire directly with Housing21.

Information accurate at April 2025

ROWAN CROFT

CONTACT DETAILS

Address	Goodwood, Killingworth, Newcastle upon Tyne NE12 6HT
Telephone Number	0370 192 4027
Mobile Number	07764917500
Email address	mollie.charlton@housing21.org.uk

THE SERVICE

Landlord	Housing 21
Care Provider	Housing 21

THE BUILDING

Rowan Croft opened in 2010. The building has three floors, with two lifts (one 'ambulance lift' and one wide lift) as well as four stairwells.

There is a large dining room and large lounge.

There is an assisted bathroom bathing suite available for residents to use.

There is a laundry facility.

OUTDOOR AREAS

There is a garden with lawn and shrubbery including two separate patio areas and seating.

CAR PARKING

20 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest Metro station	Benton 2 miles
Nearest Bus	¼ mile with links to Newcastle
Nearest Train	Newcastle Central Station – 7 miles

THE ACCOMMODATION

Rowan Croft has 45 two-bedroom apartments.

Each apartment has a

- Fully fitted kitchen
- Ensuite with wet rooms, with shower, sink and toilet

The majority of flats are rented. There are some shared ownership options available also.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a café in the building which is open 9.00am – 2.00pm and has a 5-star food hygiene rating.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building on a Wednesday and Thursday each week.

ACTIVITIES

The Residents Association is run by residents of the scheme and is independent of landlord and care provider. Some of the activities include bingo, armchair aerobics, knit and natter, karaoke, crafts afternoon

TENANCY RELATED COSTS FOR 2025–2026

Rent	£173.65
Service Charge	£73.84
Support Charge	£ 6.73
Utility Charge (water and gas)	£ 0.11
Total weekly rent	£254.33

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Support Charge covers pendants and night staff charges
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at April 2025

Information accurate at April 2025

SANDRINGHAM COURT

CONTACT DETAILS

Address Blackfriars Way, Longbenton, Newcastle upon Tyne NE12 8SW
Email address matthew.carr@anchor.org.uk
Telephone Number 0191 270 1478
Mobile Number 07526 913 258

THE SERVICE PROVIDERS

Landlord Anchor
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Telephone Number 0191 2702158
Email address audra.proud@everydayuk.org and sian.brown@everydayuk.org

THE BUILDING

Sandringham Court first opened in 1998. The building has three floors, with one extra wide lift and two stairwells with stairlift.

There is a large dining room on the ground floor and a separate lounge.

There are two quiet rooms.

There is a guest room available that can be used by relatives or guests overnight (that includes a bathroom).

There is a laundry facility in the building with three washing machines and two dryers.

There is a local shopping centre and NHS surgery is 300 yards away.

OUTDOOR AREAS

There is a garden, with lawned areas, patio with seating

CAR PARKING

11 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest Metro station Longbenton ¼ mile
Nearest bus stop 20 yards, with direct links to Newcastle
Nearest train station Newcastle Central Station – 5 miles

THE ACCOMMODATION

Sandringham Court has 40 apartments: 35 one bedroom and 5 two bedroom.

Each apartment has a

- Fully fitted kitchen with plumbing for a washing machine. Newly fitted kitchens were installed in 2021
- Walk in shower, toilets and sink
- Most apartments have newly fitted carpets

CAFÉ, RESTAURANT AND MEAL OPTIONS

Lunch is included as part of the tenancy, provided by a company called Elixor, with a 5-star food hygiene rating. Lunch is always served as a hot meal and is available in the dining room from 12 midday. Pay As You Go (PAYG) options are available for breakfast and teatime.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building one day each week.

A therapy room is available for health professions, chiropodists etc.

ACTIVITIES

Activities include bingo, quizzes, fish and chips, occasional singers, jigsaw and dominoes, Pilates and DVD film club; and the option to link to Anchor's online resident engagement services such as chair exercises and virtual coffee/tea morning/afternoons via zoom.

TENANCY RELATED COSTS FOR 2025/26

Monthly costs	One bed apartment	Two bed apartment
Rent	£982.85	£1,099.79
Service Charge	£300.41	£300.41
Support Charge	£17.37	£17.37
Heating	£30.25	£34.57
Water	£13.05	£14.92
Catering Infrastructure	£219.07	£219.07
Catering Ingredients per person	£95.51	£95.51
Total	£1,658.51	£1,781.64

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower.
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at May 2025

Information accurate at May 2025

THOMAS FERGUSON COURT

CONTACT DETAILS

Address Beacon Street, North Shields, NE30 1EP
Telephone Number (0191) 296 2687
Email address angela.fox@anchor.org.uk

THE SERVICE PROVIDERS

Landlord Anchor
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Telephone number 0191 296 1518
Email address dawn.barker@everydayuk.org

THE BUILDING

Thomas Ferguson opened in 2002. The building has three floors, with one extra wide lift and three stairwells.

There is a large lounge/dining room on ground floor and a large kitchen as well as a quiet lounge with kitchen facilities.

There is a laundry facility available with two washers and two dryers

A guest room is available that can be used by relatives or guests (up to 2 people) overnight (that includes a bathroom).

Two assisted bathrooms are available for residents to use.

Pets are allowed and permission to have a pet at the scheme must be sought from the Manager first.

Smoking is allowed in each apartment and in an outdoor designated area.

OUTDOOR AREAS

There is a lawned garden with raised flowerbeds, a paved area and seating.

CAR PARKING

20 parking spaces available

LOCAL PUBLIC TRANSPORT

Nearest Metro station North Shields ½ mile
Nearest bus stop 50 yards – direct links to North Shields centre, ferry terminal, Newcastle, Wallsend and the coast

THE ACCOMMODATION

Thomas Ferguson has 32 apartments, including 29 one bedroom and 3 two-bedroom flats.

Each apartment has a

- fully functioning kitchen
- Ensuite with walk in showers, toilets and sinks.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is no café within the scheme.

ADDITIONAL SUPPORT AND COSTS

A hairdresser visits the building once per week. A chiropodist visits every 6-8 weeks.

ACTIVITIES

Activities include lunch club takeaway service (Tuesday £4.45-£4.95; Friday £4, Sunday £5.50); coffee mornings once a month; special events e.g., Christmas dinners, Summer Fayres; dominos, HowFit programme and jigsaw nights. Chair pilates once a week.

TENANCY RELATED COSTS FOR 2025/26

	1 bedroom	2 bedroom
Rent	£445.36	£476.73
Service charge	£281.86	£281.86
Support charge	£22.12	£22.12
Heating and hot water	£41.22	£47.11
Water rates	£14.78	£16.89
TOTAL MONTHLY COST	£805.34	£844.71

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower
- Costs do not include electricity. Tenants must organise their own supply and are billed accordingly
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at May 2025

Information accurate at May 2025

WEETSLADE COURT

CONTACT DETAILS

Address Dunnock Place, Wideopen, Newcastle upon Tyne NE13 6LG
Key contact Rebecca Terry, Retirement Living Coordinator
Telephone Number 0191 236 1080
E-mail address Rebecca.terry@riverside.org.uk

THE SERVICE PROVIDERS

Landlord Riverside Housing
Care Provider EveryDay Care & Support (Age UK North Tyneside)
Email address audra.proud@everydayuk.org and dawn.wallace@everydayuk.org

THE BUILDING

Weetslade Court opened in 2014. The building has three floors, with one wheelchair accessible lift (capacity for 13 people) and four stairwells.

There is a large lounge with café on the ground floor.

There are small seating areas on all floors that everyone can use and an atrium on the first floor with comfortable seating.

There is a large buggy store, bathing suite and laundry facility available.

A guest room is available, with twin beds and an en-suite bathroom for guests and visitors at a cost of £10 per night.

OUTDOOR AREAS

There is a large garden to the rear of property with lawns, shrubs and flowers, as well as a patio with seating.

Ground floor apartments facing the garden can open their patio doors to have direct access.

CAR PARKING

13 parking spaces available for residents.

LOCAL PUBLIC TRANSPORT

Nearest Metro Station Regent Centre, Gosforth (2.5 miles)
Nearest Bus Stop 100 yds-direct links to Gosforth, Newcastle, Cramlington
Nearest Train Station Newcastle Central Station (8 miles)

THE ACCOMMODATION

Weetslade Court has 51 two-bedroom apartments. Each unit has a:

- Fully fitted kitchen with plumbing and space for a washing machine
- Bathrooms with shower, WC and basin
- Open plan living room/kitchen
- Electric underfloor heating

The majority of flats are rented. There are some shared ownership options available also.

CAFÉ, RESTAURANT AND MEAL OPTIONS

There is a café in the building run by Greenfield Catering Company, with a 5-star food hygiene rating. The café offers meals, desserts, sandwiches, salads, omelettes and jacket potatoes, is reasonably priced and is open 9.30 am to 1.30 pm, seven days per week.

ADDITIONAL SUPPORT AND COSTS

There is a hairdresser and beauty therapist on site whose businesses are open to the general public. A mobile podiatrist/chiroprapist also visits and reduced prices are available to residents.

ACTIVITIES

Activities include: bingo – 3 evenings per week; dominoes and cards; Friday afternoon matinee with afternoon tea; Tai Chi session – once per week (small cost per person attending); HowFit programme and various other ad-hoc events and sessions throughout the year such as

- 'Sport Works' (organised by Everyday Care & Support)
- 'Singing Back the Memories' (organised by Riverside and North Tyneside Council)
- Monthly themed event nights with 3 course meal or BBQ held on Saturday's (organised by Riverside and Catering Company on site) £6.95 per head)
- A 'What's on at Weetslade' leaflet is produced and delivered by Riverside weekly to inform residents of available activities on scheme

TENANCY RELATED COSTS FOR 2025/26

Rent	£136.26
Service charge	£83.99
Total weekly cost	£220.25

Note:

- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower
- Care costs are separate to the tenancy costs
- Rental information provided is accurate at June 2025

Information accurate at June 2025

HAVELOCK PLACE – dementia focused extra care scheme

CONTACT DETAILS

Address	Briardene Rd, Backworth, NE27 0XQ
Key contact	Customer Service Team
Telephone Number	0191 2808484 Option 1
E-mail	enquiries@ageuknorthtyneside.org.uk

THE SERVICE PROVIDERS

Landlord	Age UK North Tyneside
Provider	EveryDay Care & Support (part of Age UK North Tyneside)

THE NEW SERVICE

Havelock Place opened in April 2022. The development has three separate buildings – a main building and two bungalows.

Havelock Place offers

- A larger building with 28 one-bedroom apartments with fully fitted kitchen, bathrooms with shower, open plan living room/kitchen
- Two bungalows each with six en-suite studio apartments, designed for those with more complex needs

The main building has two floors, with one wheelchair accessible lift and three stairwells. There are two bungalows, designed to each support six people.

Within the main building, there is a large communal area with access to gardens, an activities room, cinema room and a number of smaller communal areas with seating that people can use.

Within each bungalow, there is an open plan lounge kitchen diner; with partition doors to separate the large space into two rooms; and doors with access to the gardens.

There is a garden to the rear and sides of the property with seating areas and raised planters. There is ample parking and electric vehicle charging. On site there is also a bathing suite, buggy store, a guest room and communal laundry facilities.

Activities are on offer such as bingo, arts and crafts, pilates, quizzes, gardening and entertainment.

Please note the scheme offers tenanted accommodation only. If a person has advanced dementia they may not be able to sign a tenancy therefore it is recommended all

prospective tenants have appropriate legal arrangements in place for a tenancy to be signed.

TENANCY RELATED COSTS FOR 2025/26

Weekly costs	Smaller apartment	Larger apartment	Room in Fenwick bungalow
Rent	£272.21	£278.21	£314.82
Service charge	£145.38	£145.38	£161.57
Total	£417.59	£423.59	£476.39

Note:

- The tenancy includes the cost of heating
- If you are eligible to receive Housing Benefit then the cost you pay may be a lot lower
- Care costs are separate to tenancy costs
- Rental information provided is accurate at June 2025

Information accurate at June 2025