



Sheltered Housing and Extra Care

We will support you to live independently for as long as possible. If you need us to, we can make regular visits and calls to make sure you are ok and we will help you deal with other organisations and agencies.

Our accommodation is maintained and presented to a high standard. Alarms are fitted which you can use to call for help if you need it, we hope this gives you peace of mind, 365 days a year. The alarms will help you in instances of feeling unwell, slips trips or falls.



The level of support you'll receive is flexible and lead by you. We will review it each year with you to make sure it helps you with your needs.

What you can expect from us:

We will:

- ✧ Provide you with a dedicated Housing or Support worker
- ✧ Offer you a free comprehensive welfare benefits advice service
- ✧ Provide you with a tailor made support service to meet your individual needs
- ✧ Access to a low cost handyman service
- ✧ Offer accommodation solutions for anyone receiving individual personal care packages
- ✧ Offer you a range of tenant involvement opportunities to help shape and improve the services we deliver to you
- ✧ Offer a range of activities and social events within our sheltered and extra care schemes
- ✧ Offer a range of IT facilities within our sheltered and extra care schemes

Endeavour House, St. Mark's Court,
Thornaby, Stockton-on-Tees, TS17 6QN

14A Redwell Court, Harmire Enterprise
Park, Harmire Road, Barnard Castle,
County Durham, DL12 8BN

For more information, contact
Customer Services on: 03000 11 00 11 or
email info@northstarhg.co.uk