

Housing with care services at McCarthy & Stone

Introduction

At McCarthy & Stone, we provide CQC-regulated personal care, domestic assistance and property management services to more than 5,000 homeowners across our 92* Retirement Living PLUS developments. These services are a key part of how we support and care for our residents and create retirement communities that enrich their quality of life.

As the largest provider of new housing with care developments each year and the largest private operator in the sector, we recognise the growing importance of this form of housing in helping older people maintain their independence, reduce loneliness and address the challenges of an ageing population.

This factsheet provides more information about this service.

Our care services

Our Retirement Living PLUS developments typically feature:

- Private apartments for those aged 70+
- Dedicated Estate Managers and on-site teams of up to 17 people
- CQC-registered care and support, available 365 days a week
- 24-hour site presence
- Emergency call systems
- Homeowners' lounge
- Full-service restaurant/bistro, with all meals freshly prepared on-site
- Laundry
- Function room
- Wellbeing suite
- Guest suite
- Landscaped grounds
- Mobility scooter store
- Bungalows at selected sites

These developments are an attractive alternative to residential or home care. They provide extra support if and when needed, whether it is for shopping, cleaning or care services. Tailored and flexible care and support packages mean customers only pay for the additional help they use, and can be dialled up and down as needs change.

We will open c.17 new Retirement Living PLUS developments in 2018/19, the most of any housing with care provider, and will first-occupy our 100th Retirement Living PLUS scheme in the next few months.



Key facts about our Retirement Living PLUS developments*

2010 our first Retirement Living PLUS development opens, managed by McCarthy & Stone

92 Retirement Living PLUS developments currently under management

c.5,000 homeowners

c.1,200 members of staff

83 average age of customers at the point of purchase

99% CQC 'Good' rating across all inspected developments to-date

c.35,000 hours of care and support delivered a month (including 13,300 hours of regulated care)

c.74,000 meals provided per month

c.£3,500 saving per person per year on public health and care services (HCA, 2010, updated for inflation)

£13,270 potential saving in care costs per year per person living in a Retirement Living PLUS development, compared to a similar service in residential care (internal research)



Popular services provided by our on-site team

- Bathroom assistance
- Support with dressing
- Medication
- Meal planning and nutrition
- Housekeeping
- Shopping
- Laundry
- Exercising



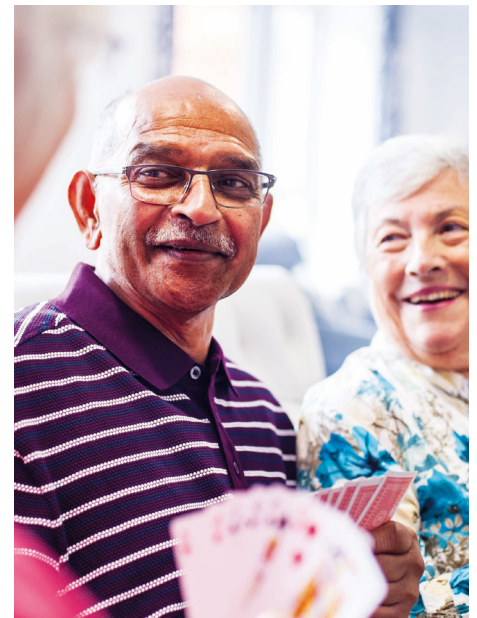
In-house management services and our new strategy

All management services are provided by our dedicated in-house team. Our management services business in our Retirement Living PLUS developments is known as YourLife Management Services.

We are also developing the next generation of our products and services in line with our new strategy to create even deeper and longer relationships with our customers. We are transitioning the business from being seen just as a housebuilder to becoming the UK's leading developer, owner and manager of retirement communities. This includes:

- The roll out of several new services across our developments, including smart technology, electric car clubs, and new catering options
- Expanding our care offering into Retirement Living developments, our traditional retirement housing product
- The launch of multi-tenure options, including rental and part rent, part buy.

We continue to operate our 293 Retirement Living developments, in addition to our 92 Retirement Living Plus developments.



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Making a profound difference to the lives of our customers and society



9 out of 10
customers say their
new property improved
their quality of life¹



93.5%
of customers would
recommend McCarthy & Stone
to a friend²



83%
of customers say they
experienced a sense of community
in their new property
compared to 51% of older people in general³



96%
of customers said they
feel safe and secure
in their new property⁴

91%

of customers said
they have good access
to local amenities⁴

92%

of customers feel that
their House and Estate
Managers listen to
their needs⁴

94%

of customers said
that their new home
is easier to maintain⁴

52%

of customers move into
our properties because
of concerns about
home maintenance in
previous properties⁴



Notes:

1. Survey of homeowners by the NHBC and HBF (2017)
2. Survey of homeowners by the NHBC and HBF (2017)

3. Homeowner survey (2017) and research by Demos (2016)
4. Homeowner survey (2017)

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McCarthy & Stone