Webinar

Later Living: Housing with Care

Date: March 05, 2020

00:00:00 --> 00:00:03: Hello and welcome to the UI UK's webinar on later
00:00:03 --> 00:00:05: living housing with Care Guide.
00:00:05 --> 00:00:09: My name is Stephanie McMahon and alongside my day job
00:00:09 --> 00:00:13: of being head of research for BNP Parabol real estate
00:00:13 --> 00:00:14: in the UK.
00:00:14 --> 00:00:18: I have had the great pleasure of sharing the delivery
00:00:18 --> 00:00:20: of this guide over the next hour.
00:00:20 --> 00:00:25: We aim to bring you exciting discussion around the latest
00:00:25 --> 00:00:29: publication and I'll introduce our two experts in just a
00:00:29 --> 00:00:29: moment.
00:00:29 --> 00:00:32: The publication is called. Later living,
00:00:32 --> 00:00:36: there's a very diverse spectrum of residential offers for older
00:00:36 --> 00:00:36: people.
00:00:36 --> 00:00:40: From retirement housing to care homes and dementia care still
00:00:40 --> 00:00:42: again will pick up on exactly what it is we're
00:00:42 --> 00:00:45: talking about as we go through so important Lee joining
00:00:45 --> 00:00:48: us today or two of the chapter leads there another
00:00:48 --> 00:00:48: day,
00:00:48 --> 00:00:52: Estacio or Fremantle trust hero Chapter 3 on delivering Care,
00:00:52 --> 00:00:54: and Patrick Devlin, a partner at Pollard.
00:00:54 --> 00:00:57: Thomas Edwards, who rate Chapter 4 on design.
00:00:57 --> 00:01:00: Welcome to you both. So the format of our webinar
00:01:00 --> 00:01:00: today.
00:01:00 --> 00:01:02: I will introduce the breadth of the guide.
00:01:02 --> 00:01:07: And the opportunity for housing with care before handing over
00:01:07 --> 00:01:08: to our two experts,
00:01:08 --> 00:01:10: we have time for Q&A at the end,
00:01:10 --> 00:01:13: so please post your questions as we go along and

00:01:13 --> 00:01:16: we'll get through as many of them as we can.
00:01:16 --> 00:01:18: But just in terms of context,
00:01:18 --> 00:01:21: you'll be. I'm adding most of you on the web
00:01:22 --> 00:01:25: and R will be aware and very familiar with the
00:01:25 --> 00:01:29: best practice and good practice guides that come out from
00:01:29 --> 00:01:32: the UI. Whether that's globally or locally in the UK.
00:01:32 --> 00:01:36: And the UI ready Council in the UK has a
00:01:36 --> 00:01:39: has a good long tradition of this.
00:01:39 --> 00:01:41: With the bill to rent,
00:01:41 --> 00:01:45: practice guides, both of which were released in the last
00:01:45 --> 00:01:47: four to five years.
00:01:47 --> 00:01:52: So we're continuing with that tradition when we're thinking about
00:01:53 --> 00:01:54: housing with care.
00:01:54 --> 00:01:57: So before I hand over to our experts,
00:01:57 --> 00:02:01: let me pick up on what the opportunities are for
00:02:01 --> 00:02:03: this sector within.
00:02:03 --> 00:02:07: The UK, and really we're kind of focusing on three
00:02:07 --> 00:02:08: main drivers here.
00:02:08 --> 00:02:12: The first is around age and I think we have
00:02:12 --> 00:02:16: people on the call who are from various parts across
00:02:16 --> 00:02:21: the world and I think that kind of demographic environment
00:02:21 --> 00:02:25: will be one that several of you are familiar with.
00:02:25 --> 00:02:29: But if we just think particularly about the UK,
00:02:29 --> 00:02:33: those aged over 65 are set to increase to 14.3
00:02:33 --> 00:02:34: million by 2020.
00:02:34 --> 00:02:37: And the homeowners that we have in the UK at
00:02:37 --> 00:02:40: the moment over the age of 65 have high levels
00:02:40 --> 00:02:45: of equity in their homes owning about 1.5 trillion Sterling
00:02:45 --> 00:02:48: within their homes. So there's a a financial.
00:02:48 --> 00:02:50: Aspect to the aging population,
00:02:50 --> 00:02:54: but it's important, and I think when we come to
00:02:54 --> 00:02:55: the later chapters,
00:02:55 --> 00:02:57: this will come through as well.
00:02:57 --> 00:03:01: It's important to think about who we're really talking about,
00:03:01 --> 00:03:05: demographically, which cohort are we really talking about?
00:03:05 --> 00:03:09: On average, residents will be in their late 70s and
00:03:09 --> 00:03:10: early 80s,
00:03:10 --> 00:03:13: so if we just turned to NHS England for example,
00:03:13 --> 00:03:16: only 35% of those aged 80 to 84 are considered
00:03:16 --> 00:03:16: fit.
00:03:16 --> 00:03:19: So if we think specifically about.

00:03:19 --> 00:03:22: The older cohort. We know that by 2041 and seven
00:03:22 --> 00:03:26: people within the UK will be aged over 75,
00:03:26 --> 00:03:29: so there's a big kind of demand side opportunity.
00:03:29 --> 00:03:33: Secondly choice and aspiration there are in the UK lower
00:03:33 --> 00:03:38: levels of people living within retirement communities in their kind
00:03:38 --> 00:03:42: of broader sense when we compared to other parts across
00:03:42 --> 00:03:45: the world, whether that be in the US,
00:03:45 --> 00:03:49: Australia or NZ. So we think that there is a.
00:03:49 --> 00:03:53: A second aspirational aspect to this and Age UK have
00:03:53 --> 00:03:57: done some great research asking people over the age of
00:03:57 --> 00:04:01: 65 whether they would like to buy retirement property in
00:04:01 --> 00:04:03: 25% of them said that they would.
00:04:03 --> 00:04:06: So I think when we come onto design,
00:04:06 --> 00:04:10: Patrick will be talking about how do we create aspirational
00:04:10 --> 00:04:12: places for people to live?
00:04:12 --> 00:04:14: And Thirdly, let's think about supply.
00:04:14 --> 00:04:18: We have lower levels of delivery than some of our
00:04:18 --> 00:04:19: global counterparts,
00:04:19 --> 00:04:24: particularly in the. Private sale and leasing space,
00:04:24 --> 00:04:29: and it's expected that will have a shortfall of about
00:04:29 --> 00:04:34: 68,500 units in England and Wales by 2030.
00:04:34 --> 00:04:37: Excuse me, unlike the bill to rent sector,
00:04:37 --> 00:04:39: this is quite a mature sector.
00:04:39 --> 00:04:42: It's it's not just growing or just starting,
00:04:42 --> 00:04:46: but it is pretty fragmented and the guide is here
00:04:46 --> 00:04:51: to help with the development of an institutional asset class
00:04:51 --> 00:04:55: and we have seen more engagement from institutional investors.
00:04:55 --> 00:04:59: The likes of energy with inspired villages,
00:04:59 --> 00:05:03: an acsr with retirement villages group.
00:05:03 --> 00:05:06: So as I said, it's a bit of a fragmented
00:05:06 --> 00:05:10: sector and there is a real kind of spectrum through
00:05:10 --> 00:05:14: the later living space and this particular chart has been
00:05:14 --> 00:05:18: lifted from the guide, and it shows the the spectrum
00:05:18 --> 00:05:23: from downsizer housing through to housing with support housing with
00:05:23 --> 00:05:25: care and care homes,
00:05:25 --> 00:05:29: and in the legend underneath it gives the other names
00:05:29 --> 00:05:33: of those particular typology's are are given and also.
00:05:33 --> 00:05:34: The the level of care,
00:05:34 --> 00:05:38: an amenity and service that you can expect within each
00:05:38 --> 00:05:41: of them serves a slightly opaque space,

00:05:41 --> 00:05:44: and there is a bit of a blurred boundary from
00:05:44 --> 00:05:46: one type of housing to the next.
00:05:46 --> 00:05:49: So within the guard we wanted to be quite specific
00:05:50 --> 00:05:53: about what we are talking about an we have a
00:05:53 --> 00:05:54: definition to cover that.
00:05:54 --> 00:05:57: As you can see it's quite a long definition,
00:05:57 --> 00:06:01: but let me just pick up the highlights from it.
00:06:01 --> 00:06:05: So the schemes within the scope of the guide really
00:06:05 --> 00:06:09: are aimed at long-term operating a long term operating model
00:06:09 --> 00:06:10: and ownership.
00:06:10 --> 00:06:14: This really is to enable the growth of the sector
00:06:14 --> 00:06:19: within the institutional asset class and and attracting that patient
00:06:19 --> 00:06:19: capital.
00:06:19 --> 00:06:24: That's the fundamental point that that we're pulling in with
00:06:24 --> 00:06:26: this particular part of later living.
00:06:26 --> 00:06:28: It is likely to be of scale.
00:06:28 --> 00:06:32: We're using a minimum number of about 60 units.
00:06:32 --> 00:06:34: Plus however, that's for affordability,
00:06:34 --> 00:06:37: either geographically and or to deliver services and immunities,
00:06:37 --> 00:06:40: but I suspect that some of the case studies that
00:06:40 --> 00:06:43: that will talk about today and certainly some of the
00:06:43 --> 00:06:46: case studies in the guide are also just looking at
00:06:46 --> 00:06:48: the the best of delivery,
00:06:48 --> 00:06:53: even if it doesn't necessarily fit fully within that definition.
00:06:53 --> 00:06:55: 10 year agnostic. So it could be for rent or
00:06:55 --> 00:06:59: for sale or shared ownership community and well being is
00:06:59 --> 00:07:02: is very important and again we'll pick this up as
00:07:02 --> 00:07:05: we go through the rest of the session.
00:07:05 --> 00:07:07: In terms of regulated care,
00:07:07 --> 00:07:10: not necessarily regulated care services on site,
00:07:10 --> 00:07:13: but I think the important thing to pick up here
00:07:13 --> 00:07:16: is that that is the direction of travel is to
00:07:16 --> 00:07:19: deliver regulated care services on site,
00:07:19 --> 00:07:22: so it is more likely than not that future schemes
00:07:23 --> 00:07:24: will have that element.
00:07:24 --> 00:07:29: What it's not though, is a care home.
00:07:29 --> 00:07:32: For care homes, accommodation and support are both provided by
00:07:32 --> 00:07:34: the same operators within housing with care,
00:07:34 --> 00:07:36: people can have access to personal care,

00:07:36 --> 00:07:39: but they can choose where they buy that from.
00:07:39 --> 00:07:42: So Lastly, from me before I hand over,
00:07:42 --> 00:07:45: let me just introduce the rest of the chapter leads
00:07:45 --> 00:07:45: as well.
00:07:45 --> 00:07:50: So Jeremy Porteous from Housing Lynn wrote our Opportunity section,
00:07:50 --> 00:07:52: chapter one, Deborah Rudolph from say,
00:07:52 --> 00:07:56: property consulting, authored the operational Chapter 2 and picking up
00:07:56 --> 00:07:59: on the fact that there are some similarities to build
00:07:59 --> 00:08:00: to rent,
00:08:00 --> 00:08:03: but it's fundamentally a different group of people to be
00:08:03 --> 00:08:04: accommodated,
00:08:04 --> 00:08:07: and I think that's a a very specific aspect that
00:08:08 --> 00:08:10: will come out through today's.
00:08:10 --> 00:08:13: Weapon are fairly days who will be Smokey speaking to
00:08:13 --> 00:08:17: in very shortly on Chapter 3 delivering Karen Patrick Devlin
00:08:17 --> 00:08:18: on Chapter 4 Design,
00:08:18 --> 00:08:22: then final two chapters Phil Schmidt from CBR E talked
00:08:22 --> 00:08:25: about 10 year and funding and Chapter 5 where again
00:08:25 --> 00:08:28: picking up on the fact that this is a longer
00:08:28 --> 00:08:31: term model and predicated on a greater use of income.
00:08:31 --> 00:08:35: Whether that's true event please rental 10 years or shared
00:08:35 --> 00:08:38: ownership and Lastly Michael Rose from our code,
00:08:38 --> 00:08:42: talked about policy and planning and I think there was
00:08:42 --> 00:08:42: some.
00:08:42 --> 00:08:46: An interesting points coming through here on the kind of
00:08:46 --> 00:08:49: regulatory opacity that we have at the moment and the
00:08:49 --> 00:08:51: need to get greater clarity.
00:08:51 --> 00:08:55: Today, though, we're concentrating on the most important bit which
00:08:55 --> 00:08:57: is people and the human factor,
00:08:57 --> 00:09:00: and I'm with that. I'd really like to hand over
00:09:00 --> 00:09:01: to our two experts first.
00:09:03 --> 00:09:07: Patrick and then Sarah to talk about chapters four and
00:09:07 --> 00:09:07: three.
00:09:07 --> 00:09:10: Thank you very much, then a little bit about Paula
00:09:10 --> 00:09:12: Thomas Edwards PT.
00:09:12 --> 00:09:15: And about me. So we were practicing for about 150
00:09:15 --> 00:09:17: architects and staff not far from here.
00:09:17 --> 00:09:20: And is Newton north London and I run the third
00:09:20 --> 00:09:24: age housing team among other things and importantly for this
00:09:24 --> 00:09:27: discussion we talk about third age housing because people

who
00:09:27 --> 00:09:30: are older maybe doing all sorts of things in the
00:09:30 --> 00:09:31: UK.
00:09:31 --> 00:09:34: We don't have an official retirement actually.
00:09:34 --> 00:09:38: People are working indulging in educational activity,
00:09:38 --> 00:09:42: socializing and the message of both this design section and
00:09:42 --> 00:09:43: of the guide as a whole.
00:09:43 --> 00:09:46: Is that the longer you are sociable,
00:09:46 --> 00:09:51: active and enjoying life, the longer and happier your life
00:09:51 --> 00:09:52: will be.
00:09:52 --> 00:09:56: So this section is about designing a good place to
00:09:56 --> 00:09:57: live.
00:09:57 --> 00:09:59: And a good place to live as you get older
00:09:59 --> 00:10:01: means one that also supports your changing needs,
00:10:01 --> 00:10:05: and we're concentrating on principles and talking points.
00:10:05 --> 00:10:07: I'm not going to go into the detail in this
00:10:07 --> 00:10:10: for questions about that because that depends on where it
00:10:10 --> 00:10:11: where the development is,
00:10:11 --> 00:10:14: who the client is for your intended resident group is.
00:10:16 --> 00:10:20: And the location of budget of course.
00:10:20 --> 00:10:23: So sheltered housing as we used to talk about and
00:10:23 --> 00:10:26: came up in steps chart came from the Arms House
00:10:26 --> 00:10:29: tradition in Europe and it is about where can we
00:10:29 --> 00:10:33: put people when they're no longer able to look after
00:10:33 --> 00:10:34: themselves.
00:10:34 --> 00:10:37: We're thinking about designing housing for the third Age of
00:10:37 --> 00:10:37: life.
00:10:37 --> 00:10:40: Housing with Care now. It's helpful to think about.
00:10:40 --> 00:10:42: Where do I want to live?
00:10:42 --> 00:10:45: When I get older? And we've got a slide here
00:10:45 --> 00:10:48: of a group of people who spent nearly 20 years
00:10:48 --> 00:10:51: bringing about their own housing development,
00:10:51 --> 00:10:55: which they Co designed with PT and all the Women's
00:10:55 --> 00:10:56: Co housing or out.
00:10:56 --> 00:10:59: Not everybody is prepared to or able to spend 20
00:10:59 --> 00:11:02: years designing their own last home to be their best
00:11:03 --> 00:11:03: home,
00:11:03 --> 00:11:05: which many of the women would say.
00:11:05 --> 00:11:08: This is so the role of the sector is filling
00:11:08 --> 00:11:10: this huge gap in supply,
00:11:10 --> 00:11:13: for which there is a massive demand.
00:11:13 --> 00:11:16: One of the interesting things about this group.

00:11:16 --> 00:11:18: There was less than 3 minutes snippet on BBC News
00:11:18 --> 00:11:21: when this development opened in the next week they had
00:11:21 --> 00:11:22: 4000 emails.
00:11:22 --> 00:11:25: People wanted to know how they could come and live
00:11:25 --> 00:11:28: with them even though they didn't give out their email
00:11:28 --> 00:11:28: address.
00:11:28 --> 00:11:30: So if we ever think about demand,
00:11:30 --> 00:11:33: it's massive and it's out there.
00:11:33 --> 00:11:35: So principles and talking points.
00:11:35 --> 00:11:37: This is a really obvious one,
00:11:37 --> 00:11:40: but it needs mention right at the beginning where development
00:11:40 --> 00:11:43: is will have a huge influence on what you're providing
00:11:43 --> 00:11:45: beyond the homes of the individual residents.
00:11:45 --> 00:11:49: So Town Center development will be looking to allow residents
00:11:49 --> 00:11:52: to use this facilities that are around will be encouraging
00:11:52 --> 00:11:54: interaction with the neighborhood,
00:11:54 --> 00:11:57: and that's not really that difficult in the development is
00:11:57 --> 00:12:01: properly designed because you're in the middle of town or
00:12:01 --> 00:12:04: city life with all the activities going on around you.
00:12:04 --> 00:12:08: In a rural development, there will be things happening around
00:12:08 --> 00:12:08: the place,
00:12:08 --> 00:12:12: but there's also the need to generate a certain amount
00:12:12 --> 00:12:15: of social life in the in the development itself and
00:12:15 --> 00:12:18: in certain places it may be that a well designed
00:12:18 --> 00:12:21: development becomes the heart and soul of part of town
00:12:21 --> 00:12:22: or a village,
00:12:22 --> 00:12:25: and that would be a really positive outcome for the
00:12:25 --> 00:12:27: happiness and longevity of residents.
00:12:31 --> 00:12:32: This example is in London,
00:12:32 --> 00:12:34: but it's in a suburb of London,
00:12:34 --> 00:12:37: Wolfenstein front door that you can see there.
00:12:37 --> 00:12:40: On the left is noticeable as you can see right
00:12:40 --> 00:12:42: through the garden.
00:12:42 --> 00:12:44: This isn't how we used to do it,
00:12:44 --> 00:12:47: but it has become a focus for local activities.
00:12:47 --> 00:12:48: The rooms are common room.
00:12:48 --> 00:12:51: You see there is available for hire,
00:12:51 --> 00:12:55: residents are extremely sociable. It's been open couple years and
00:12:55 --> 00:12:58: is already a neighborhood hub for all the people that
00:12:58 --> 00:13:00: not just for old people.

00:13:00 --> 00:13:02: For activities in the area.
00:13:02 --> 00:13:05: Groups that like to meet and will use this becausw.
00:13:05 --> 00:13:09: It embodies many of the design principles if not all
00:13:09 --> 00:13:13: of the management principles and we can talk about that
00:13:13 --> 00:13:17: because it's not staffed 24 hours although 24 hour care
00:13:17 --> 00:13:22: is available by telecare up in Walthamstow.
00:13:22 --> 00:13:25: So the invitation from the outside of the building needs
00:13:25 --> 00:13:28: to be mirrored by thought about how the internal spaces
00:13:28 --> 00:13:29: of the building operate.
00:13:29 --> 00:13:33: So in this example, the circulation how people get into
00:13:33 --> 00:13:36: the building around to their rooms into the restaurant and
00:13:36 --> 00:13:39: so forth passes a garden which helps people orientate themselves,
00:13:39 --> 00:13:41: brings in lots of daylight,
00:13:41 --> 00:13:44: which we'll talk about a little more later and also
00:13:44 --> 00:13:48: provides little informal sitting spaces like this.
00:13:48 --> 00:13:50: The way to think about designing the public spaces of
00:13:50 --> 00:13:51: building,
00:13:51 --> 00:13:52: and we often talk about this,
00:13:52 --> 00:13:54: is the idea of progressive privacy.
00:13:54 --> 00:13:55: So you start on the street,
00:13:55 --> 00:13:58: that's the most public place you come into the building.
00:13:58 --> 00:14:00: That's a security line for this resident group.
00:14:00 --> 00:14:01: As for all of us,
00:14:01 --> 00:14:03: it is really important to be secured,
00:14:03 --> 00:14:06: so if you're inviting people into the building,
00:14:06 --> 00:14:09: you need to control that access seems self evident.
00:14:09 --> 00:14:13: Thinking about progressive security, progressive privacy sorry is away.
00:14:13 --> 00:14:15: Just a structure that thinking,
00:14:15 --> 00:14:18: so we're going from public to communal where events take
00:14:18 --> 00:14:21: place where you're inviting lots of people in.
00:14:21 --> 00:14:24: There's then an expected privacy which is about social spaces,
00:14:24 --> 00:14:26: which are shared by the residents,
00:14:26 --> 00:14:29: but usually probably not by the world at large.
00:14:29 --> 00:14:31: Busted by people they invite in,
00:14:31 --> 00:14:34: and then the final step.
00:14:34 --> 00:14:37: Is about your own front door.
00:14:37 --> 00:14:40: Now this is a crucial distinction between talking about housing
00:14:41 --> 00:14:44: with care and talking about counter staff mentioned earlier that

00:14:44 --> 00:14:46: when people's medical needs and other needs may mean come
00:14:46 --> 00:14:48: with their own front door,
00:14:48 --> 00:14:51: the lock on it because they need help supervision on
00:14:51 --> 00:14:52: these things.
00:14:52 --> 00:14:55: This is your home. It's located in a development which
00:14:55 --> 00:14:57: enables support to be provided to you,
00:14:57 --> 00:14:59: but it also enables you to be sociable.
00:14:59 --> 00:15:03: Mixing with the other residents and with the neighborhood around
00:15:04 --> 00:15:06: you so you have a front door which you can
00:15:06 --> 00:15:08: leave open or closed.
00:15:08 --> 00:15:10: Doesn't mean your friend will have to be closed.
00:15:10 --> 00:15:13: We often, as in this scenario we provided Windows from
00:15:13 --> 00:15:14: kitchens.
00:15:14 --> 00:15:17: Add onto a social deck.
00:15:17 --> 00:15:19: We give people the options have Annette curtain,
00:15:19 --> 00:15:21: most of them here choose not to.
00:15:21 --> 00:15:24: Somebody comes fast and it's almost always another resident and
00:15:24 --> 00:15:25: these are very sociable places.
00:15:25 --> 00:15:29: It doesn't explain why the picture with the people in
00:15:29 --> 00:15:31: it just have to trust me on that.
00:15:31 --> 00:15:36: The other thing about. This particular development is the door
00:15:36 --> 00:15:37: to the outside.
00:15:37 --> 00:15:40: Not into.
00:15:40 --> 00:15:42: A bigger building?
00:15:42 --> 00:15:44: The emphasis for this actually came from the woman that
00:15:45 --> 00:15:47: you saw at the beginning from out who said they
00:15:47 --> 00:15:49: would prefer their front door to be into the fresh
00:15:49 --> 00:15:52: air. We have a preconception that oh that's going to
00:15:52 --> 00:15:53: be cold for older people,
00:15:53 --> 00:15:56: but they're going to go down to the shots that
00:15:56 --> 00:15:59: feels like going outside anyway and that was a preference
00:15:59 --> 00:16:01: and it's proved very popular with the residents here,
00:16:01 --> 00:16:04: some of whom are very frail and some of whom
00:16:04 --> 00:16:05: are very vulnerable.
00:16:05 --> 00:16:08: So the lesson from that is don't assume things like
00:16:08 --> 00:16:12: everybody needs to be centrally heated all the time.
00:16:12 --> 00:16:15: It is about how to live your life while supporting
00:16:15 --> 00:16:18: all those things that need to happen.
00:16:18 --> 00:16:21: As your health conditions develop.

00:16:23 --> 00:16:27: So hit your home. It needs to be domestic in
00:16:27 --> 00:16:28: character.
00:16:28 --> 00:16:31: At the same time, it needs to provide for all
00:16:31 --> 00:16:34: sorts of developing conditions which has to do with age
00:16:34 --> 00:16:37: and will talk about daylight in later,
00:16:37 --> 00:16:39: but mobility issues. Issues of cognition.
00:16:39 --> 00:16:42: Do I understand my surroundings really well?
00:16:42 --> 00:16:46: Issues where you may need assistance need to be provided
00:16:46 --> 00:16:48: for within the home as well as in the larger
00:16:49 --> 00:16:49: development.
00:16:49 --> 00:16:51: And so this means that.
00:16:51 --> 00:16:53: The size of doors to take.
00:16:53 --> 00:16:56: Something really obvious needs to be big enough for somebody
00:16:56 --> 00:16:58: to get through in a wheelchair with a walking frame
00:16:58 --> 00:16:59: with somebody assisting them.
00:16:59 --> 00:17:02: A bathroom needs to be big enough to wheelchair in,
00:17:02 --> 00:17:06: but also for somebody to assist somebody to shower.
00:17:06 --> 00:17:08: And that applies to other spaces in the home as
00:17:08 --> 00:17:08: well.
00:17:10 --> 00:17:15: There are different levels of regulated design for different levels
00:17:15 --> 00:17:15: of access,
00:17:15 --> 00:17:18: and if you're interested in the UK condition that we
00:17:19 --> 00:17:20: can certainly go into,
00:17:20 --> 00:17:24: but I thought of that too technical for this.
00:17:24 --> 00:17:27: There's been a stage of development of housing repair,
00:17:27 --> 00:17:30: which has been about the common areas are very beautiful,
00:17:30 --> 00:17:32: very homely and you get to a bathroom.
00:17:32 --> 00:17:35: Looks like a hospital. This is not necessary from a
00:17:35 --> 00:17:38: health point of view from an infection control point of
00:17:38 --> 00:17:40: view it can be beautiful.
00:17:40 --> 00:17:45: And it can prevent that infection and not have services
00:17:45 --> 00:17:47: where damaging things gather.
00:17:47 --> 00:17:49: I've mentioned natural light a lot.
00:17:52 --> 00:17:55: And that's because not only does it become increasingly important
00:17:55 --> 00:17:56: as we get older,
00:17:56 --> 00:17:57: the receptors in the eye,
00:17:57 --> 00:18:00: as I'm sure everybody is interested in the subject,
00:18:00 --> 00:18:04: knows become less receptive. We need larger quantities of like
00:18:04 --> 00:18:07: to do the same tasks to see the same things.

00:18:07 --> 00:18:09: But also it turns out that contact in nature is
00:18:09 --> 00:18:13: extremely important and views of the changing seasons.
00:18:13 --> 00:18:17: That asks for big windows from designers.
00:18:17 --> 00:18:21: Big windows, however not designed facing right way or not
00:18:21 --> 00:18:22: carefully designed,
00:18:22 --> 00:18:25: can produce big increases in solar gain,
00:18:25 --> 00:18:29: overheating all of the technical issues that go with providing
00:18:29 --> 00:18:30: lots of light.
00:18:30 --> 00:18:32: These can all be overcome,
00:18:32 --> 00:18:36: and we've already seen this example where on the West
00:18:36 --> 00:18:40: facing side these gallery's also provide shade to the flat
00:18:40 --> 00:18:41: he also provide.
00:18:41 --> 00:18:45: Daylight from both sides and enable natural ventilation so we
00:18:45 --> 00:18:47: don't have air conditioning.
00:18:47 --> 00:18:52: This building becausw passive design of the building does that.
00:18:52 --> 00:18:55: When you're older, you better be spending more time at
00:18:55 --> 00:18:56: home.
00:18:56 --> 00:18:58: We're not going out to work for all the social
00:18:58 --> 00:19:00: activity might indulge in.
00:19:00 --> 00:19:02: You are also likely to be less receptive to heat
00:19:02 --> 00:19:04: and cold in terms of sensation,
00:19:04 --> 00:19:07: so your home needs to look after you better.
00:19:07 --> 00:19:11: And in this example, as in many we have underfloor
00:19:11 --> 00:19:14: heating which retains it regular temperature.
00:19:14 --> 00:19:17: Also, with heating elements that can be turned up and
00:19:17 --> 00:19:17: down,
00:19:17 --> 00:19:20: so that if you're at home not moving around much,
00:19:20 --> 00:19:24: you'll be captured. A good temperature will have lots of
00:19:24 --> 00:19:27: data and you have these important visual connections,
00:19:27 --> 00:19:30: both nature and the life of the developers around you.
00:19:30 --> 00:19:34: As you can see, working really well here.
00:19:34 --> 00:19:39: The last thing I dislike Thereses discussion topic is landscape
00:19:40 --> 00:19:40: so.
00:19:40 --> 00:19:42: We spoke about having many different locations.
00:19:42 --> 00:19:46: Evidently some developments will be in cities on small sites
00:19:46 --> 00:19:49: where you might think there isn't a huge possibility for
00:19:49 --> 00:19:50: landscape development.
00:19:50 --> 00:19:53: What's important is the quality of landscape.
00:19:53 --> 00:19:57: The outlook from the homes in the development.
00:19:57 --> 00:20:00: The landscape design needs to encourage people to come out

00:20:00 --> 00:20:00: into it,
00:20:00 --> 00:20:03: which may sound obvious, but you quite often see and
00:20:03 --> 00:20:05: all sorts of development,
00:20:05 --> 00:20:08: sloping lawns, which are great until you have a walking
00:20:08 --> 00:20:10: frame until your mobility is restricted,
00:20:10 --> 00:20:13: and then that's something which is not usable for you.
00:20:13 --> 00:20:16: So we need to think really carefully about getting everybody
00:20:16 --> 00:20:19: out into the landscape to enjoy varieties of planting seasonal
00:20:20 --> 00:20:20: planting.
00:20:20 --> 00:20:24: So that's been shown increasing in research and awareness of
00:20:24 --> 00:20:26: the changing seasons is very good for us.
00:20:26 --> 00:20:28: That said, the garden areas,
00:20:28 --> 00:20:30: the landscape areas in whatever size should allow for some
00:20:30 --> 00:20:31: of that,
00:20:31 --> 00:20:34: some deciduous planting. And then they need to think about
00:20:34 --> 00:20:35: maintenance.
00:20:35 --> 00:20:40: So something a complicated landscape design which requires a lot
00:20:40 --> 00:20:43: of maintenance is unlikely to continue to thrive.
00:20:43 --> 00:20:46: And that also applies to what kind of materials?
00:20:46 --> 00:20:49: For hard landscaping? So here we have hardwoods.
00:20:49 --> 00:20:51: Resilient gravel, high quality lighting fixtures,
00:20:51 --> 00:20:54: and these are things which are going to be on
00:20:54 --> 00:20:55: long maintenance cycles,
00:20:55 --> 00:20:59: which is just as well because this landscape is actually
00:20:59 --> 00:21:03: very heavily used outside the comment that we can see
00:21:03 --> 00:21:03: there.
00:21:03 --> 00:21:07: So that's the overview. The thing to have in mind
00:21:07 --> 00:21:11: when designing for housing care is we're designing homes where
00:21:11 --> 00:21:13: we would like to live,
00:21:13 --> 00:21:17: but which support both the assistance we may need and
00:21:17 --> 00:21:20: our social and thermal activity in comfort so that we
00:21:20 --> 00:21:21: can.
00:21:21 --> 00:21:24: We run true Sivley enabled to live as we want
00:21:24 --> 00:21:26: to live as we get older.
00:21:29 --> 00:21:33: Thank you. Hello, I'm Sarah Livadia Stan I'm the chief
00:21:33 --> 00:21:36: executive of the Fremantle Trust,
00:21:36 --> 00:21:39: which is a not for profit middle sized provider of
00:21:39 --> 00:21:44: care homes for older people and supported living for younger
00:21:44 --> 00:21:45: disabled people.
00:21:45 --> 00:21:50: And I'm going to particularly talk about care this afternoon,

00:21:50 --> 00:21:53: but I want to put up talk about how care
00:21:53 --> 00:21:54: supports healthy aging,
00:21:54 --> 00:21:58: so Steph said, housing with care communities offer and.
00:21:58 --> 00:22:03: Aspirational lifestyle that promotes well being very much a buzzword
00:22:03 --> 00:22:04: at the moment,
00:22:04 --> 00:22:08: well being and the design the employees all work together
00:22:08 --> 00:22:13: and the facilities work together to create an environment for
00:22:13 --> 00:22:14: healthy aging.
00:22:14 --> 00:22:17: And also, resident participation is really important.
00:22:17 --> 00:22:19: How you work with residents,
00:22:19 --> 00:22:22: and I'm hoping that there might be some residents of
00:22:22 --> 00:22:26: housing with care communities listening to this web and R
00:22:26 --> 00:22:30: and perhaps challenging those or sending their comments comments in
00:22:30 --> 00:22:34: later. But that's key to creating a really good community
00:22:34 --> 00:22:37: as is connecting to the local area.
00:22:37 --> 00:22:40: So I want to just start off with a great
00:22:40 --> 00:22:43: example of residents wanting individual.
00:22:43 --> 00:22:49: The individual residents needs and preferences taken into account.
00:22:49 --> 00:22:52: And this is Mrs. Howe who lives in a housing
00:22:52 --> 00:22:56: with care facility in Edgbaston and I went to meet
00:22:56 --> 00:23:00: her and she showed me all around her home and
00:23:00 --> 00:23:04: where she lived. She's a regular user of the gym
00:23:04 --> 00:23:07: and she also has a personal trainer.
00:23:07 --> 00:23:09: But when we were in the flat,
00:23:09 --> 00:23:12: she showed me the walk-in cupboard and told me her
00:23:12 --> 00:23:16: story about how the shelves were in the wrong place
00:23:16 --> 00:23:18: and she told her son on the phone who lived
00:23:18 --> 00:23:22: far away that the shelves were in the wrong place
00:23:22 --> 00:23:23: and for her 89th birthday,
00:23:23 --> 00:23:25: which was a week or so later,
00:23:25 --> 00:23:28: a drill arrived in the post so that which is
00:23:28 --> 00:23:30: how could move her own shelves,
00:23:30 --> 00:23:33: which she then preceded. Preceded to do so.
00:23:33 --> 00:23:36: I think that's a really good example of how promoting
00:23:36 --> 00:23:38: well being independent.
00:23:38 --> 00:23:42: Choice and control are really part of the offer,
00:23:42 --> 00:23:47: with care very much in the background and acting as
00:23:47 --> 00:23:48: an enabler.
00:23:48 --> 00:23:52: So here's another example of how care really sits in
00:23:52 --> 00:23:53: the background.

00:23:53 --> 00:23:56: Mrs. Harding, who is another lady that I met living
00:23:57 --> 00:23:59: in a housing with care facility,
00:23:59 --> 00:24:02: and she talked to me about how she was 90
00:24:02 --> 00:24:02: three.
00:24:02 --> 00:24:06: She moved in at 91 after her husband had died
00:24:06 --> 00:24:09: and she told me how really living there gave her
00:24:09 --> 00:24:13: freedom from from worry and I'm just going to quote.
00:24:13 --> 00:24:18: I'm just going to quote from her because it captures
00:24:18 --> 00:24:19: quite well.
00:24:19 --> 00:24:21: The the thinking my husband died and I was on
00:24:21 --> 00:24:24: my own and that's how this tale begins.
00:24:24 --> 00:24:25: I've had a very happy,
00:24:25 --> 00:24:29: wonderful life, but I didn't want to worry about the
00:24:29 --> 00:24:32: fence laying down or the chimney pop falling off.
00:24:32 --> 00:24:35: There's a lot of responsibility in owning a property and
00:24:35 --> 00:24:39: even an impact on the neighbors if something goes wrong.
00:24:39 --> 00:24:42: Living here, I'm still a homeowner,
00:24:42 --> 00:24:45: but without the worry and responsibility of maintenance.
00:24:45 --> 00:24:49: I've got my own home privacy and friendship on the
00:24:49 --> 00:24:50: doorstep.
00:24:50 --> 00:24:55: So that really describes how those facilities giving you freedom
00:24:55 --> 00:24:58: from worrying means you can focus on your own,
00:24:58 --> 00:25:03: your own well being or making friends and really enjoying
00:25:03 --> 00:25:04: life.
00:25:04 --> 00:25:07: One of the things that housing with care often offers
00:25:07 --> 00:25:09: is a 24 hour emergency on call,
00:25:09 --> 00:25:12: which again six in the background.
00:25:12 --> 00:25:16: Knowing that there's somebody there 24 hours a day should
00:25:16 --> 00:25:17: you need them,
00:25:17 --> 00:25:20: and it's really important that all the employees,
00:25:20 --> 00:25:23: all the staff taken enabling approach.
00:25:23 --> 00:25:25: So whether it's the bar staff,
00:25:25 --> 00:25:28: hospitality, gardeners reception, the domestic workers,
00:25:28 --> 00:25:31: they all take an enabling approach to care.
00:25:31 --> 00:25:35: But then some people might actually be care workers.
00:25:35 --> 00:25:38: So I'm going to move on now to just talk
00:25:38 --> 00:25:40: a little bit about personal care,
00:25:40 --> 00:25:45: which is really the definition of care and actually defined
00:25:45 --> 00:25:47: in legislation and policy.
00:25:47 --> 00:25:51: So people that are delivering personal care,
00:25:51 --> 00:25:54: they need to be trained and they need to be

00:25:54 --> 00:25:56: registered with care,
00:25:56 --> 00:26:00: personal care actually being defined in the health and Social
00:26:00 --> 00:26:02: Care Act of 2008.
00:26:02 --> 00:26:06: And this list here is actually defines what personal care
00:26:06 --> 00:26:10: is and that's help with eating or drinking,
00:26:10 --> 00:26:13: toileting, washing or bathing, dressing,
00:26:13 --> 00:26:15: oral care, care of skin,
00:26:15 --> 00:26:17: hair and nails. Or you might need.
00:26:17 --> 00:26:21: Prompting to do those tasks by somebody working alongside you
00:26:21 --> 00:26:22: know,
00:26:22 --> 00:26:25: it's very obvious that those tasks are very intimate and
00:26:25 --> 00:26:29: you wouldn't want any old person just coming along and
00:26:29 --> 00:26:32: helping you with those with those aspects of care.
00:26:32 --> 00:26:37: Which is why people that are delivering personal care have
00:26:37 --> 00:26:38: to be registered.
00:26:38 --> 00:26:41: So as soon as you become registered,
00:26:41 --> 00:26:46: you then become your your registered as domicilary care and
00:26:46 --> 00:26:50: you become liable to inspection by if in England the
00:26:51 --> 00:26:53: Care Quality Commission QCC.
00:26:53 --> 00:26:57: You're then inspected annually and you're giving ratings.
00:26:59 --> 00:27:03: That might sound quite scary to some providers,
00:27:03 --> 00:27:06: but actually. If you do it well and it can
00:27:06 --> 00:27:07: be done well,
00:27:07 --> 00:27:12: delivering the care yourself gives you control over the standards.
00:27:12 --> 00:27:15: Some people go into partnership and outsource the care,
00:27:15 --> 00:27:17: but at the end of the day,
00:27:17 --> 00:27:20: if something goes wrong, it's your reputation.
00:27:20 --> 00:27:23: Your name above the door that is actually affected,
00:27:23 --> 00:27:27: so delivering the care yourself is a really good way
00:27:27 --> 00:27:31: of controlling those standards and also making sure that the
00:27:31 --> 00:27:34: employees have a really good a really good experience.
00:27:34 --> 00:27:38: Two and a looked after properly.
00:27:38 --> 00:27:41: So regulation by QCC. What does that mean?
00:27:41 --> 00:27:46: Well, you're going to be your locations tend to be
00:27:46 --> 00:27:51: registered and you're going to be inspected annually against five
00:27:51 --> 00:27:54: key criteria or Chloe's.
00:27:54 --> 00:27:56: And those ratings, once you inspected,
00:27:56 --> 00:28:00: will be published in terms of actual care itself.
00:28:00 --> 00:28:04: The amount of care that people receive tends to build
00:28:04 --> 00:28:07: up overtime as the community matures.

00:28:07 --> 00:28:10: So you might start off with not providing a lot
00:28:10 --> 00:28:11: of care,
00:28:11 --> 00:28:15: just providing your emergency 24 hour on call and your
00:28:15 --> 00:28:19: employees may double as other types of workers they might
00:28:19 --> 00:28:23: be providing hospitality or other services and then doubling up
00:28:23 --> 00:28:26: as carers. And as long as they have the right
00:28:27 --> 00:28:27: training,
00:28:27 --> 00:28:29: then that's then that's fine.
00:28:32 --> 00:28:35: Moving on to the workforce then.
00:28:35 --> 00:28:39: Anecdotally, and many providers will tell you it's difficult to
00:28:39 --> 00:28:42: recruit care workers currently,
00:28:42 --> 00:28:44: and in the UK there is a shortage.
00:28:44 --> 00:28:47: However, if you do it well and you do it
00:28:47 --> 00:28:48: properly,
00:28:48 --> 00:28:53: there's absolutely no reason why you can't recruit and retain
00:28:53 --> 00:28:55: a really good workforce.
00:28:55 --> 00:28:58: You have to diploid good HR practices so you have
00:28:58 --> 00:29:00: to do your background checks.
00:29:00 --> 00:29:03: You need to make sure that people know what to
00:29:03 --> 00:29:06: expect and what it is that they're going to be
00:29:06 --> 00:29:07: doing.
00:29:07 --> 00:29:10: You need to provide training currently in the UK,
00:29:10 --> 00:29:13: that's in the form of the care certificate is the
00:29:13 --> 00:29:16: most basic training that everybody has to have.
00:29:16 --> 00:29:21: But then after that there are plenty of qualifications and
00:29:21 --> 00:29:24: courses around to develop your workforce.
00:29:24 --> 00:29:27: Providing care is emotionally very demanding,
00:29:27 --> 00:29:31: so it's important that you support people to do it
00:29:31 --> 00:29:32: well.
00:29:32 --> 00:29:33: But if you do that,
00:29:33 --> 00:29:37: you will retain your staff and we know from surveys
00:29:37 --> 00:29:42: of housing with care communities that people always say that
00:29:42 --> 00:29:45: the staff is the most important aspect of the of
00:29:45 --> 00:29:47: their of their home life.
00:29:47 --> 00:29:51: Moving on then and Patrick talked about this too.
00:29:51 --> 00:29:55: This is a real opportunity to create a community.
00:29:55 --> 00:29:58: So you're looking at your locations important,
00:29:58 --> 00:30:01: but what you're doing is you're creating a sense of
00:30:01 --> 00:30:01: belonging.
00:30:01 --> 00:30:05: People need a sense of belonging in terms of where
00:30:05 --> 00:30:05: they live,

00:30:05 --> 00:30:08: and that involves people coming in.
00:30:08 --> 00:30:09: It involves people going out.
00:30:09 --> 00:30:13: You might have volunteers you may well have people living
00:30:13 --> 00:30:14: in the community,
00:30:14 --> 00:30:17: the residents and owners volunteering themselves,
00:30:17 --> 00:30:21: whether it's in their local community or or within the
00:30:21 --> 00:30:22: facility.
00:30:22 --> 00:30:28: There's an opportunity for intergenerational contact for young people coming
00:30:28 --> 00:30:32: in and out and also for local businesses coming in
00:30:32 --> 00:30:37: and providing and delivering services into the into the facility.
00:30:37 --> 00:30:42: And most importantly, I think you need to think about
00:30:42 --> 00:30:45: attracting both residents and also employees.
00:30:45 --> 00:30:48: So you need to be very outward facing.
00:30:51 --> 00:30:56: Catering is a really important part in terms of facilities.
00:30:56 --> 00:30:59: We know that food really supports well being.
00:30:59 --> 00:31:02: It's important for social interaction.
00:31:02 --> 00:31:06: Restaurant will provide a place for people to meet.
00:31:06 --> 00:31:11: Nutrition supports health and also nutritional needs change as we
00:31:11 --> 00:31:11: age.
00:31:11 --> 00:31:14: Some people might require a special diet.
00:31:14 --> 00:31:19: They'll certainly have their preferences in terms of what they're
00:31:19 --> 00:31:20: eating.
00:31:20 --> 00:31:24: The catering staff needs to work really well with the
00:31:24 --> 00:31:28: care workers so that they can get feedback on people's
00:31:28 --> 00:31:33: requirements involving residents owners in menu planning for example.
00:31:33 --> 00:31:38: Actually delivering the catering. The food is quite challenging in
00:31:38 --> 00:31:41: terms of margins you tend not to make a lot
00:31:41 --> 00:31:43: of money out of the food,
00:31:43 --> 00:31:46: but having that option does lift the burden as well.
00:31:46 --> 00:31:50: Of shopping and cooking for some people who can no
00:31:50 --> 00:31:52: longer do it for themselves.
00:31:52 --> 00:31:55: And there are ways of improving the margins.
00:31:55 --> 00:31:59: So, for example, you might include the provision of meals
00:31:59 --> 00:32:01: in the weekly service charge,
00:32:01 --> 00:32:04: or you could open up the restaurant.
00:32:04 --> 00:32:09: To the community and increase income that way.
00:32:09 --> 00:32:14: Other facilities that are often provided might be a hairdresser
00:32:14 --> 00:32:19: is another example of a facility that's often provided in

00:32:19 --> 00:32:20: the community,
00:32:20 --> 00:32:24: and again you can open that up to local people.
00:32:24 --> 00:32:29: Just to finish. I just want to reiterate really,
00:32:29 --> 00:32:32: that housing with Care is a lifestyle choice.
00:32:32 --> 00:32:36: It should be aspirational. It should promote well being and
00:32:36 --> 00:32:37: healthy aging,
00:32:37 --> 00:32:40: and for both the people that work there and the
00:32:40 --> 00:32:42: people that live there,
00:32:42 --> 00:32:44: it's going to involve a lot of fun.
00:32:48 --> 00:32:51: Excellent, thank you so much.
00:32:51 --> 00:32:54: Is him his fascinating to hear for you both and
00:32:54 --> 00:32:58: what I love about both your chapters is this will
00:32:58 --> 00:33:01: focus on people and and hopefully we've been having some
00:33:01 --> 00:33:05: questions coming in as we've been going along and will
00:33:05 --> 00:33:06: very happily.
00:33:06 --> 00:33:10: Come to this, but what what I was going to
00:33:10 --> 00:33:13: just have a quick question to both of our experts
00:33:13 --> 00:33:17: before we go onto the ones from from everybody on
00:33:17 --> 00:33:19: the web and R and.
00:33:19 --> 00:33:22: So you use the word intergenerational an it's a word
00:33:22 --> 00:33:26: that's being used quite a lot in the real estate
00:33:26 --> 00:33:28: space around how we build communities.
00:33:28 --> 00:33:31: Do we have people how we put people of different
00:33:31 --> 00:33:33: generations in the same space?
00:33:33 --> 00:33:37: Whether this is a great option for for future development
00:33:37 --> 00:33:38: ready,
00:33:38 --> 00:33:40: so I wonder whether both of you can kind of
00:33:40 --> 00:33:42: from your own perspective.
00:33:42 --> 00:33:47: Pick up on what intergenerational means for you and the
00:33:47 --> 00:33:49: benefits and perhaps disbenefits.
00:33:49 --> 00:33:53: So for me I think intergenerational.
00:33:53 --> 00:33:55: Means mixing people of all ages,
00:33:55 --> 00:34:00: and we know how much younger people benefit from contact
00:34:00 --> 00:34:06: with their grandparents and great grandparents and how older people
00:34:06 --> 00:34:09: can really contribute by.
00:34:09 --> 00:34:14: Both enjoying the company of but looking after grandchildren.
00:34:14 --> 00:34:18: So how you welcome younger people and children into a
00:34:18 --> 00:34:22: housing with care facility needs to be thought about early
00:34:22 --> 00:34:26: on so that the residents can agree how that's going
00:34:26 --> 00:34:29: to be managed. You may well have you know a
00:34:29 --> 00:34:31: Kitty playground in the garden.

00:34:31 --> 00:34:35: You need to think about whether you're gonna welcome kids
00:34:35 --> 00:34:38: into the swimming pool on a Sunday or every day,
00:34:38 --> 00:34:41: and how everybody gets on together.
00:34:41 --> 00:34:45: But it's absolutely a really positive experience.
00:34:45 --> 00:34:49: So for me, intergenerational isn't is an interesting word,
00:34:49 --> 00:34:53: it's it's one that we once might describe as towns,
00:34:53 --> 00:34:58: villages and city streets full of people from all generations.
00:34:58 --> 00:35:02: And we know that isolation is the biggest single health
00:35:02 --> 00:35:03: issue from people,
00:35:03 --> 00:35:07: so the opposite of that is sociability.
00:35:07 --> 00:35:10: The most sociable example of.
00:35:10 --> 00:35:13: The wider wider community life I can think of is
00:35:13 --> 00:35:16: the is the family wedding where the four year old
00:35:16 --> 00:35:17: is dancing with the 18.
00:35:17 --> 00:35:21: Weather generations have enormous amount to offer each other and
00:35:21 --> 00:35:24: I can think of examples that are coming in which
00:35:24 --> 00:35:27: possibly address what in the real estate world is meant
00:35:27 --> 00:35:31: by intergenerational. So we are close to opening an extra
00:35:31 --> 00:35:33: codevelopment bath with Anchor Hanover.
00:35:33 --> 00:35:37: Been talking to the local primary school next door.
00:35:37 --> 00:35:40: New primary school for over a year now about all
00:35:40 --> 00:35:44: of the mutually beneficial links that may develop between those
00:35:44 --> 00:35:44: two settings,
00:35:44 --> 00:35:48: but also New Mexico will provide the cafe for the
00:35:48 --> 00:35:49: new housing development.
00:35:49 --> 00:35:51: But it's in the middle of,
00:35:51 --> 00:35:54: so we're expecting parents to drop their children come in
00:35:54 --> 00:35:54: for a coffee,
00:35:54 --> 00:35:58: meet other people. What, Once Upon a time would have
00:35:58 --> 00:36:01: been older Pickles evelopment will be the social hub and
00:36:01 --> 00:36:05: pretty confident of a whole new term extension community.
00:36:05 --> 00:36:07: And that's the way we're going back to the way
00:36:07 --> 00:36:09: it's always been done.
00:36:09 --> 00:36:11: Yeah, hold the networks you know,
00:36:11 --> 00:36:12: and we need to leverage.
00:36:12 --> 00:36:14: That's not something you is.
00:36:14 --> 00:36:17: It's not something you got a different name.
00:36:17 --> 00:36:20: Yes, we're promoting really excellent,
00:36:20 --> 00:36:23: and I think just just connected to that before we
00:36:24 --> 00:36:27: go into the questions that are being sent in it.

00:36:27 --> 00:36:30: Again, from a a point that was brought up was
00:36:30 --> 00:36:34: around outside people in community security belonging does that.
00:36:34 --> 00:36:38: From a design perspective and and perhaps from an operational
00:36:38 --> 00:36:39: perspective,
00:36:39 --> 00:36:43: does that create issues kind of having outside people coming
00:36:43 --> 00:36:44: into the space?
00:36:44 --> 00:36:47: And how to manage that when you as you as
00:36:47 --> 00:36:51: you said you have some some frail and vulnerable people?
00:36:51 --> 00:36:53: If the building is not properly designed,
00:36:53 --> 00:36:57: that can create massive issues not uniquely to housing care
00:36:57 --> 00:36:59: development in housing developments,
00:36:59 --> 00:37:03: but obviously where some people it will be vulnerable.
00:37:03 --> 00:37:07: The issues are that much potentially more serious.
00:37:07 --> 00:37:10: The Fortunately.
00:37:10 --> 00:37:13: There's a good body of knowledge about how to design
00:37:13 --> 00:37:13: for that,
00:37:13 --> 00:37:17: and I talked about progressive privacy a little earlier on.
00:37:17 --> 00:37:21: The benefits having designed for these different levels of privacy,
00:37:21 --> 00:37:26: of having this interaction between a development passing care and
00:37:26 --> 00:37:28: its surroundings far outweigh the dangers.
00:37:28 --> 00:37:31: But we do need to educate people in admin staff
00:37:32 --> 00:37:34: and residents in how to use the technology.
00:37:34 --> 00:37:38: Medtronic, which provides the security that's needed.
00:37:38 --> 00:37:40: So it needs careful design,
00:37:40 --> 00:37:43: but it's done well. The benefits are enormous.
00:37:43 --> 00:37:46: OK, fantastic, thank you. So let's go to some of
00:37:46 --> 00:37:48: the questions that are coming.
00:37:48 --> 00:37:52: In First off, if you offered both independent folk assisted
00:37:52 --> 00:37:55: living as well as care under the same roof,
00:37:55 --> 00:37:58: how do you ensure that you don't blend the two?
00:37:58 --> 00:38:00: Which inhabitants may not like?
00:38:00 --> 00:38:03: Sarah, so I would say to that,
00:38:03 --> 00:38:08: but care is actually enables independence that the care supports
00:38:08 --> 00:38:11: independence and assisted living,
00:38:11 --> 00:38:13: and good care will enable.
00:38:13 --> 00:38:17: You will improve your quality of life and it will
00:38:17 --> 00:38:21: actually enable you to carry on doing the things that
00:38:21 --> 00:38:25: you used to do before or even try new things.

00:38:25 --> 00:38:28: The other thing that I would say is as the
00:38:28 --> 00:38:30: community of people get to know each other,
00:38:30 --> 00:38:32: they tend to support each other.
00:38:32 --> 00:38:35: So as some people age at different rates,
00:38:35 --> 00:38:39: some people might develop dementia so people can look after
00:38:39 --> 00:38:40: their own health,
00:38:40 --> 00:38:43: but they can also look after their health and look
00:38:43 --> 00:38:47: after their health and well being of their neighbors.
00:38:47 --> 00:38:50: So we're good, good community is unlikely to not like
00:38:50 --> 00:38:52: it when people develop care needs.
00:38:54 --> 00:38:58: And I would see Caris very much an enabler.
00:38:58 --> 00:39:02: If I understood that question right.
00:39:02 --> 00:39:05: Really agree with that. I think well designed hasn't care
00:39:05 --> 00:39:08: as we both said the care is invisible,
00:39:08 --> 00:39:10: but it is there.
00:39:10 --> 00:39:14: And it's been our experience that they've been developments where
00:39:14 --> 00:39:15: nursing care,
00:39:15 --> 00:39:17: which is which is a further level of care that
00:39:17 --> 00:39:19: we've been discussing,
00:39:19 --> 00:39:22: is provided on the same site as housing with care
00:39:22 --> 00:39:23: or assisted living.
00:39:23 --> 00:39:27: And we got all of those 10s of different categories
00:39:27 --> 00:39:29: and momentive just to deal with.
00:39:29 --> 00:39:32: But another cat in other cases care that is needed
00:39:32 --> 00:39:35: right to the end of life is really well and
00:39:35 --> 00:39:37: easily provided in properly designed homes.
00:39:37 --> 00:39:39: And that's the space that we're in.
00:39:39 --> 00:39:42: I think is that we know enough about how to
00:39:42 --> 00:39:44: design and manage these places,
00:39:44 --> 00:39:46: but for most people won't come before people.
00:39:46 --> 00:39:49: For most people they should be able to age and
00:39:49 --> 00:39:52: then their lives in a well designed home,
00:39:52 --> 00:39:54: into which care can be provided.
00:39:54 --> 00:39:56: Yeah, and it is. It is interesting.
00:39:56 --> 00:39:59: Is that because when we're talking about you know this
00:39:59 --> 00:40:01: sexual other sectors and.
00:40:01 --> 00:40:03: Sometimes we we kind of talk about some things.
00:40:03 --> 00:40:07: If it's completely new, but communities have always looked after
00:40:07 --> 00:40:10: people as they are often looked after people as they
00:40:10 --> 00:40:10: age.

00:40:10 --> 00:40:12: As he talked about, you know,
00:40:12 --> 00:40:15: intergenerational towns, villages. They've always kind of done this,
00:40:15 --> 00:40:18: so it's but it's providing the real estate I guess.
00:40:18 --> 00:40:22: And the environment that that helps facilitate that exactly.
00:40:22 --> 00:40:24: And I'm really glad to see that coming back as
00:40:24 --> 00:40:28: a topic of conversation in Northern Europe specifically so that
00:40:28 --> 00:40:30: when we were looking at Happy Report over 10 just
00:40:30 --> 00:40:32: over 10 years ago now.
00:40:32 --> 00:40:35: We looked at best practices in your northern Europe because
00:40:35 --> 00:40:38: in the Mediterranean the structures are different.
00:40:38 --> 00:40:42: There's much more involvement of families in most generational care
00:40:42 --> 00:40:42: settings,
00:40:42 --> 00:40:45: although we know that is actually on the decline of
00:40:45 --> 00:40:45: it.
00:40:45 --> 00:40:48: But now it's coming back into the conversation.
00:40:48 --> 00:40:50: But in in social setting where it may not be
00:40:50 --> 00:40:53: the family we started to see their benefits vary with
00:40:53 --> 00:40:54: their benefits.
00:40:54 --> 00:40:57: Young people having contact with people and vice versa.
00:40:57 --> 00:41:00: So we're doing that as a public discussion,
00:41:00 --> 00:41:02: and it is certainly increasing.
00:41:02 --> 00:41:05: And we got. We got another question which I'll come
00:41:05 --> 00:41:07: to in just a second,
00:41:07 --> 00:41:09: but I just wanted to pick up on one other
00:41:09 --> 00:41:13: thing that that you'd mentioned Sarah while you were talking,
00:41:13 --> 00:41:15: which was about you know,
00:41:15 --> 00:41:18: people within communities or aging within those communities.
00:41:18 --> 00:41:22: And we just said that ideally those that the communities
00:41:22 --> 00:41:25: are able to to to support people always due to
00:41:25 --> 00:41:28: end of life and that must require some flexibility both
00:41:28 --> 00:41:32: operationally and within the design and the real estate I
00:41:32 --> 00:41:32: would have.
00:41:32 --> 00:41:35: So how do we kind of tackle that?
00:41:35 --> 00:41:40: So what's required care wise from day one versus what
00:41:40 --> 00:41:44: might be required five years down the line?
00:41:44 --> 00:41:46: Do either of you have these on that?
00:41:46 --> 00:41:48: I'm sure we both do.
00:41:48 --> 00:41:51: I meant I can give you a really simple example.
00:41:51 --> 00:41:55: I mentioned. Bathrooms can be sometimes that institution.
00:41:55 --> 00:41:57: What we attempted to now in,

00:41:57 --> 00:42:02: let's say upmarket hasn't care developments is will design an
00:42:02 --> 00:42:04: on suite which has a level floor.
00:42:04 --> 00:42:06: To be a wet room when we put in the
00:42:06 --> 00:42:09: glass screen to stop some of the room getting wet.
00:42:09 --> 00:42:13: If somebody has such mobility problems they need is a
00:42:13 --> 00:42:15: frame or wheelchair or assistance.
00:42:15 --> 00:42:18: We take out the glass screen and we have a
00:42:18 --> 00:42:20: room which is sized to enable that to happen,
00:42:20 --> 00:42:23: which is already a weapon.
00:42:23 --> 00:42:26: So but in a microcosm its future proofed in a
00:42:26 --> 00:42:29: way which is not which is still domestic.
00:42:32 --> 00:42:33: Yeah.
00:42:33 --> 00:42:36: I would say that the best thing to do is
00:42:36 --> 00:42:40: to is to visit or talk to operators that have
00:42:40 --> 00:42:41: already done it.
00:42:41 --> 00:42:43: But having done that myself,
00:42:43 --> 00:42:47: people operators will describe how the amount of care usually
00:42:47 --> 00:42:49: builds up overtime.
00:42:49 --> 00:42:51: You'll have a mix of care needs,
00:42:51 --> 00:42:55: but it, but as the community matures that the amount
00:42:55 --> 00:42:58: of care is like to increase and you need a
00:42:58 --> 00:43:02: certain amount of flexibility in your in your staffing and
00:43:02 --> 00:43:04: your employees in terms of.
00:43:04 --> 00:43:06: What's what sort of things they're doing,
00:43:06 --> 00:43:10: so you may well start with just the emergency on
00:43:10 --> 00:43:10: call,
00:43:10 --> 00:43:14: and then gradually build up to delivering domicilary care,
00:43:14 --> 00:43:17: which is which is helping the helping with personal care
00:43:17 --> 00:43:19: off the morning and evening will be.
00:43:19 --> 00:43:23: There will be the peak times when people are needing
00:43:23 --> 00:43:23: support,
00:43:23 --> 00:43:26: and if you can be flexible with your workforce,
00:43:26 --> 00:43:30: that will help me to accommodate to accommodate that as
00:43:30 --> 00:43:32: the amount of care builds up.
00:43:32 --> 00:43:34: The other thing that you can do is you can
00:43:34 --> 00:43:36: deliver care outside the community.
00:43:36 --> 00:43:38: So you might, for example,
00:43:38 --> 00:43:42: provide outreach to people living outside the facility again,
00:43:42 --> 00:43:44: so that you get can get scale in terms of
00:43:44 --> 00:43:45: staffing.
00:43:47 --> 00:43:51: And the other thing to think about is staffing up,

00:43:51 --> 00:43:55: perhaps for 80% of the of the hours that you
00:43:55 --> 00:43:56: need,
00:43:56 --> 00:43:58: and then having another 20%
00:43:58 --> 00:44:01: use very, very flexibly. Lastly,
00:44:01 --> 00:44:04: thinking about how you control sales,
00:44:04 --> 00:44:08: and resales helps you to manage in a positive way.
00:44:08 --> 00:44:12: Who's moving in so that you maintain a mix of
00:44:12 --> 00:44:16: ages is another way of kind of evening out out
00:44:16 --> 00:44:19: the amount of care and support the people.
00:44:19 --> 00:44:23: That people need in the amount that you're delivering and
00:44:23 --> 00:44:26: as having a a level of scale to the Community.
00:44:26 --> 00:44:28: Help with that as well.
00:44:28 --> 00:44:29: And yes, it it it,
00:44:29 --> 00:44:30: it will do. I mean,
00:44:30 --> 00:44:34: it's much easier to manage if you've got as the
00:44:34 --> 00:44:37: as the as the amount of care required goes up.
00:44:37 --> 00:44:40: It's easier to manage than very small amounts of care.
00:44:40 --> 00:44:43: Yeah, OK. So back to our questions.
00:44:43 --> 00:44:46: Do you know of any projects where you can find
00:44:46 --> 00:44:49: so we talked about a kind of mix of people
00:44:49 --> 00:44:52: with a senior living independent living student.
00:44:52 --> 00:44:55: : do you know any projects when you're getting a
00:44:55 --> 00:44:59: lot of those different types of residential coming into the
00:44:59 --> 00:44:59: same place?
00:44:59 --> 00:45:02: I know there was an example that was talked about
00:45:02 --> 00:45:03: in the Netherlands,
00:45:03 --> 00:45:05: always talked about quite a lot,
00:45:05 --> 00:45:09: isn't there? I believe where you've got students living with
00:45:09 --> 00:45:10: older people,
00:45:10 --> 00:45:12: any others. So there was the one another.
00:45:12 --> 00:45:15: The one I occurs to me is actually funnier for
00:45:15 --> 00:45:16: the at the site.
00:45:16 --> 00:45:19: More extreme end London is a project which has a
00:45:19 --> 00:45:19: nursery.
00:45:19 --> 00:45:23: Within a cat adjacent to care whether it's quite a
00:45:23 --> 00:45:28: lot of interaction between very old frail population and kindergarten
00:45:28 --> 00:45:29: age children,
00:45:29 --> 00:45:33: which is very successful, I think possibly on television.
00:45:33 --> 00:45:36: Yeah, OK, my I am aware of some coming forward
00:45:36 --> 00:45:38: which may do those things,
00:45:38 --> 00:45:40: but I would go back to my contention.

00:45:40 --> 00:45:43: It's about people.
00:45:43 --> 00:45:47: Peoples activities in lives not becoming divorced from the neighbor's
00:45:47 --> 00:45:48: tree community.
00:45:48 --> 00:45:51: Rather than building a building into which you put lots
00:45:51 --> 00:45:52: of generations,
00:45:52 --> 00:45:55: which is the sort of social experiment which may be
00:45:55 --> 00:45:56: great.
00:45:56 --> 00:45:58: May not, but actually we know how to do this
00:45:58 --> 00:46:01: in the way that uses the organically developed over the
00:46:02 --> 00:46:05: edges and the building design can enable those those links
00:46:05 --> 00:46:08: to happen. Now, actually, we don't necessarily want to be
00:46:08 --> 00:46:10: part of a social experiment.
00:46:10 --> 00:46:14: People, possibly some people like.
00:46:14 --> 00:46:16: I mean, I mean, I mean yesterday,
00:46:16 --> 00:46:20: actually I've visited a location in High Wycombe in Buckingham
00:46:20 --> 00:46:21: Shirt,
00:46:21 --> 00:46:24: where it's not. I mean it's being managed by the
00:46:24 --> 00:46:24: planners,
00:46:24 --> 00:46:26: but it's there isn't one operator.
00:46:26 --> 00:46:28: But there is extra care housing,
00:46:28 --> 00:46:30: which is the extra care,
00:46:30 --> 00:46:34: charitable trust next door to a nursing home provided by
00:46:34 --> 00:46:37: the store and Garter and students accommodation next to that
00:46:37 --> 00:46:42: and lots of lots of intergenerational and community movement between
00:46:42 --> 00:46:44: those three but not. Not deliberately,
00:46:44 --> 00:46:47: they're not run as one scheme in any sense of
00:46:47 --> 00:46:48: the word,
00:46:48 --> 00:46:51: but but they still benefit editor that they benefit from
00:46:51 --> 00:46:53: being effectively colocated.
00:46:53 --> 00:46:57: Yeah, we just kind of fascinating itself that it's not
00:46:57 --> 00:46:59: even underneath one operational limit,
00:46:59 --> 00:47:01: and you can still do that.
00:47:01 --> 00:47:03: Yeah, OK?
00:47:03 --> 00:47:09: So whilst whilst we're kind of talking about.
00:47:09 --> 00:47:12: Well, we talked about things like Community etc.
00:47:12 --> 00:47:15: One thing that we have seen and has been discussed
00:47:15 --> 00:47:19: in other residential types like build to rent is immunity
00:47:19 --> 00:47:22: and and this kind of immunity wars you know whereby
00:47:22 --> 00:47:25: each location will provide something else for it to be

00:47:26 --> 00:47:28: even better than the one next door to compete.
00:47:28 --> 00:47:32: Is there something you think we've seen in the housing
00:47:32 --> 00:47:33: with care?
00:47:33 --> 00:47:36: Do you think it's relevant to housing with care or
00:47:36 --> 00:47:36: or not?
00:47:36 --> 00:47:40: Not really at this stage it since you learn.
00:47:40 --> 00:47:45: Deferred at the beginning to relatively low market portion here
00:47:45 --> 00:47:49: compared to the States or Australia New Zealand and I
00:47:49 --> 00:47:55: think that learning curve in developing housing care initially for
00:47:55 --> 00:47:59: meta care. Involved not really knowing what kind of services
00:47:59 --> 00:48:00: to provide,
00:48:00 --> 00:48:03: so a lot of facilities were provided that that were
00:48:03 --> 00:48:06: not in demand in that location or for that group
00:48:06 --> 00:48:06: of people.
00:48:06 --> 00:48:09: Swimming pools, cinemas, all sorts of things.
00:48:09 --> 00:48:13: Which have not actually been turned out to be used,
00:48:13 --> 00:48:16: yeah? So then the tendency then is to see what
00:48:16 --> 00:48:17: people really need.
00:48:17 --> 00:48:20: So it doesn't mean doing research properly.
00:48:20 --> 00:48:23: What's available in area. What is my target group of
00:48:23 --> 00:48:24: people?
00:48:24 --> 00:48:27: What will they want to see?
00:48:27 --> 00:48:29: In an area where there isn't a restaurant,
00:48:29 --> 00:48:32: I think, for example, this may be in Aurora area.
00:48:32 --> 00:48:35: If it's successful great catering operation,
00:48:35 --> 00:48:38: it may attract people from there around who don't for
00:48:38 --> 00:48:39: instance,
00:48:39 --> 00:48:41: have to drive in the evening.
00:48:41 --> 00:48:44: But it can become an income generator,
00:48:44 --> 00:48:46: but it's gotta be at the top of its game.
00:48:46 --> 00:48:48: I think for that to happen,
00:48:48 --> 00:48:50: yeah.
00:48:50 --> 00:48:54: So that's the that's that's being experienced on the way.
00:48:54 --> 00:48:57: As to emergency wars.
00:48:57 --> 00:48:59: And we need to see as the market develops,
00:48:59 --> 00:49:02: how Kenny. Of you operators,
00:49:02 --> 00:49:03: taking what they have to provide,
00:49:03 --> 00:49:05: because it is an ongoing.
00:49:05 --> 00:49:08: This is something which has to have an ongoing commercial
00:49:08 --> 00:49:10: success to it to be successful.
00:49:10 --> 00:49:12: No, absolutely.

00:49:12 --> 00:49:15: Yeah, and and and I'm from a kind of you
00:49:15 --> 00:49:15: know,
00:49:15 --> 00:49:18: we have spoken a bit about people 's changing needs
00:49:18 --> 00:49:21: is there anything from a kind of care aspect,
00:49:21 --> 00:49:25: you think. So also that that we should be taken
00:49:26 --> 00:49:27: into consideration.
00:49:27 --> 00:49:30: I think there is.
00:49:30 --> 00:49:33: One of the most at one of the ways that
00:49:33 --> 00:49:37: peoples needs to change and increases if they develop dementia
00:49:37 --> 00:49:40: so people living with dementia is something for later like
00:49:40 --> 00:49:44: living that you that you need to think about in
00:49:44 --> 00:49:46: your in your planning.
00:49:46 --> 00:49:48: Want to just start by saying,
00:49:48 --> 00:49:51: really, that it's it's? It's something like one in six
00:49:51 --> 00:49:54: people aged over 80 developed dementia,
00:49:54 --> 00:49:56: so the vast majority of people don't.
00:49:56 --> 00:49:59: In fact, the vast majority of other people don't have
00:49:59 --> 00:50:01: any care needs at all,
00:50:01 --> 00:50:05: and some people's needs actually decrease after moving into housing
00:50:05 --> 00:50:09: with care facility because of the because of the the
00:50:09 --> 00:50:12: well being the social contact often you know.
00:50:12 --> 00:50:15: Better nutrition and all the things we've been talking about.
00:50:15 --> 00:50:17: Anne. But I want to.
00:50:17 --> 00:50:19: I want to say really,
00:50:19 --> 00:50:22: that many people live for four years with dementia.
00:50:22 --> 00:50:25: They live very happily and healthily with dementia and also
00:50:25 --> 00:50:28: they may well be supported by a spouse or family
00:50:28 --> 00:50:32: members and housing with care enables people to stay together.
00:50:32 --> 00:50:36: So enables husbands and wives to actually live together and
00:50:36 --> 00:50:39: care for each other when one of them is living
00:50:39 --> 00:50:40: with dementia,
00:50:40 --> 00:50:42: which is a real positive.
00:50:42 --> 00:50:47: There is lots of training around to support employees and
00:50:47 --> 00:50:52: care workers in supporting people living with dementia.
00:50:52 --> 00:50:55: Some of its quite specialist.
00:50:55 --> 00:50:59: So Admiral nurses specialize in dementia,
00:50:59 --> 00:51:04: as do community nurses and even even GPS so.
00:51:04 --> 00:51:07: You can, you can solicit a lot of support and
00:51:07 --> 00:51:11: then the community itself will also look after somebody who's
00:51:12 --> 00:51:16: who develops dementia because they they are effectively

their neighbor.

00:51:16 --> 00:51:19: There's still the same person,

00:51:19 --> 00:51:22: so it's important not to think of dementia as being

00:51:22 --> 00:51:27: a negative thing that would automatically exclude somebody from housing

00:51:27 --> 00:51:28: with care.

00:51:28 --> 00:51:33: It doesn't. It's actually. Housing with care enables people to

00:51:33 --> 00:51:35: carry on living independently for.

00:51:35 --> 00:51:37: For many, for many years,

00:51:37 --> 00:51:39: very occasionally at end of life,

00:51:39 --> 00:51:44: if somebody develops nursing needs or becomes so disorientated and

00:51:44 --> 00:51:48: has such high needs that they can't be supported safely,

00:51:48 --> 00:51:52: then just like somebody living in their own home in

00:51:52 --> 00:51:53: the community,

00:51:53 --> 00:51:56: they might need to move to it to a nursing

00:51:56 --> 00:51:57: home or a care home.

00:51:57 --> 00:52:00: But that is very much the minority.

00:52:00 --> 00:52:05: I think you can extend that inclusiveness to physical design

00:52:05 --> 00:52:06: for dementia.

00:52:06 --> 00:52:10: So housing that has been well designed for people suffering

00:52:10 --> 00:52:14: from most common force dementia certainly will look like really

00:52:14 --> 00:52:16: well designed housing.

00:52:16 --> 00:52:21: It won't look like an institutional setting and this is

00:52:21 --> 00:52:22: to do with.

00:52:22 --> 00:52:27: Yet again, daylight, but also an awareness of surface contrasts,

00:52:27 --> 00:52:31: orientation quit caritive layout how to label wayfinding.

00:52:31 --> 00:52:35: These are things which done well look like really good

00:52:35 --> 00:52:38: housing which they are and will help people to live

00:52:38 --> 00:52:41: well with dementia in the same setting.

00:52:41 --> 00:52:46: Probably almost certainly longer than they might be able to

00:52:46 --> 00:52:50: at home and wanted they had long enough to familiarize

00:52:50 --> 00:52:50: themselves.

00:52:50 --> 00:52:55: Yeah, exactly exactly. And we've got another few minutes left.

00:52:55 --> 00:52:57: If anybody has any more questions,

00:52:57 --> 00:52:58: please do type them in.

00:52:58 --> 00:53:01: We haven't. I mean, it's amazing to have you both

00:53:01 --> 00:53:04: here and able to share or your your senior years

00:53:04 --> 00:53:05: of experience,

00:53:05 --> 00:53:08: but that doesn't sound very flattering,

00:53:08 --> 00:53:08: does it, sorry.
00:53:11 --> 00:53:14: But to share all your experience and expertise.
00:53:14 --> 00:53:16: So please do do send in any further questions.
00:53:16 --> 00:53:19: I mean I think. For me,
00:53:19 --> 00:53:22: really, some of the things that have kind of come
00:53:22 --> 00:53:25: across the from the thinking from a real estate perspective
00:53:26 --> 00:53:26: as as well,
00:53:26 --> 00:53:29: just broadly from a human perspective,
00:53:29 --> 00:53:32: you know this this ability to design for privacy,
00:53:32 --> 00:53:34: public security, community and enable.
00:53:34 --> 00:53:36: We've used the word enable a lot,
00:53:36 --> 00:53:41: whether it's enabling Karen, neighboring community is preventing people from
00:53:41 --> 00:53:42: being isolated.
00:53:42 --> 00:53:46: I think that's that's not that's a fabulous opportunity from
00:53:46 --> 00:53:48: the real estate perspective.
00:53:48 --> 00:53:50: They also like having some.
00:53:50 --> 00:53:54: Having imagination, I think that seems quite important.
00:53:54 --> 00:53:57: You know it doesn't have to impact the margin and
00:53:57 --> 00:54:00: I'm coming to this point that you may Patch it,
00:54:00 --> 00:54:02: which. It's so simple to me.
00:54:02 --> 00:54:05: You know seasonal gardens, why we don't have to just
00:54:05 --> 00:54:05: put in,
00:54:05 --> 00:54:09: you know green vegetation because we know that that's going
00:54:09 --> 00:54:10: to last 12 months.
00:54:10 --> 00:54:13: You can still don't have to put lots of effort
00:54:13 --> 00:54:15: into a garden to keep it seasonal,
00:54:15 --> 00:54:18: and that that's a that's a wonderful thing to help
00:54:18 --> 00:54:20: people orientate and feel at home.
00:54:20 --> 00:54:24: There is also huge broader real estate opportunity in the
00:54:24 --> 00:54:24: field,
00:54:24 --> 00:54:27: and it's why I love this sector as an architect.
00:54:27 --> 00:54:29: Is Becausw the best operators?
00:54:29 --> 00:54:31: Think about the entire lifecycle.
00:54:31 --> 00:54:35: So they invest in building fabric which will be durable.
00:54:35 --> 00:54:38: They understand which elements will wear out when all those
00:54:39 --> 00:54:40: cycles of maintenance,
00:54:40 --> 00:54:43: replacement and they talk to us about them so we
00:54:43 --> 00:54:45: can design them properly for them.
00:54:45 --> 00:54:49: We have that proper property dialog that contrasts with some
00:54:49 --> 00:54:51: housing for sale for obvious reasons,

00:54:51 --> 00:54:54: but it's a similar strength to the best of PRS
00:54:54 --> 00:54:55: section,
00:54:55 --> 00:54:57: and it's a real part of the offer to people
00:54:57 --> 00:55:00: that we can tell him this is the quality of
00:55:00 --> 00:55:01: the building.
00:55:01 --> 00:55:05: Here's how we're setting controlling the service charges.
00:55:05 --> 00:55:06: Here's where it goes there.
00:55:06 --> 00:55:10: Investing in the continuous operation community rather than just one
00:55:10 --> 00:55:12: off building investment.
00:55:12 --> 00:55:14: Yes, there's a real alignment,
00:55:14 --> 00:55:16: but really, the operator, the developer,
00:55:16 --> 00:55:19: the owner, the resident everybody is kind of on the
00:55:20 --> 00:55:20: same page,
00:55:20 --> 00:55:23: and in that which I think is very important to
00:55:23 --> 00:55:24: the patient,
00:55:24 --> 00:55:27: patient capital, and I think the the the myth busting
00:55:27 --> 00:55:29: of care is really important as well.
00:55:29 --> 00:55:32: And you know, it's an aspect that kind of comes
00:55:32 --> 00:55:33: up.
00:55:33 --> 00:55:35: I think it. Virtually every single conference I go to
00:55:35 --> 00:55:37: is having deliver care.
00:55:37 --> 00:55:40: So sorry to have that outlined in your chapter in
00:55:40 --> 00:55:43: so much detail and to have you know talking about
00:55:43 --> 00:55:44: it as a as a really.
00:55:44 --> 00:55:50: A positive aspect actually of the community and enabling people
00:55:50 --> 00:55:52: to live there for longer.
00:55:52 --> 00:55:54: I'm so so from my perspective,
00:55:54 --> 00:55:57: that's been an amazingly useful Roundup.
00:55:57 --> 00:56:02: Is anything that you both wanted to cover off that
00:56:02 --> 00:56:03: we haven't?
00:56:03 --> 00:56:04: Before we wrap up.
00:56:06 --> 00:56:09: I would just say that it's such a such a
00:56:09 --> 00:56:10: positive.
00:56:10 --> 00:56:12: It's such a positive. A great experience.
00:56:12 --> 00:56:14: Jump in, jump in and do it.
00:56:14 --> 00:56:16: Certainly as far as care goes,
00:56:16 --> 00:56:20: providing care directly allows the operator to build up the
00:56:21 --> 00:56:25: experience in delivering Karen to control its quality so.
00:56:25 --> 00:56:26: Go for it. Do it.
00:56:26 --> 00:56:29: I think that's the only thing I had and we

00:56:29 --> 00:56:31: probably implied this already.
00:56:31 --> 00:56:34: Some of the best housing being designed in Europe certainly
00:56:34 --> 00:56:37: not sure the States as well today is housing with
00:56:37 --> 00:56:38: care.
00:56:38 --> 00:56:41: Yeah, yeah, to back to your point of it's not
00:56:41 --> 00:56:42: where we put all the people,
00:56:42 --> 00:56:44: but where do we want to live?
00:56:44 --> 00:56:48: If we designer housing development looks like shut as we
00:56:48 --> 00:56:48: failed.
00:56:48 --> 00:56:52: Yeah we don't have people going there or wanted to
00:56:52 --> 00:56:53: live there for grandchildren.
00:56:53 --> 00:56:56: Don't want to visit. We fail,
00:56:56 --> 00:56:56: but they do.
00:56:58 --> 00:57:02: Fabulous thank you both so much.
00:57:02 --> 00:57:04: The the as I understand it,
00:57:04 --> 00:57:07: the recording in the slides will be sent to you
00:57:08 --> 00:57:12: by email to everyone who's registered for this event and
00:57:12 --> 00:57:15: the recording will also go on the your life site
00:57:15 --> 00:57:20: in the Knowledge Finder section over the next few days.
00:57:20 --> 00:57:22: But for any of you want to know more,
00:57:22 --> 00:57:26: you can buy the guide online and both hard or
00:57:26 --> 00:57:30: soft copy at uk.ui.org/later living Sarah Patrick Monkey.
00:57:30 --> 00:57:33: Thank you.

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