

# LIVE YOUR LIFE

actively | independently | comfortably | healthily



# WELCOME TO CHARLIE RATCHFORD COURT

In Camden, we want to support people to live healthy, active and independent lives.

The unique living experience at Charlie Ratchford Court helps people to build on their strengths, so that they can live their best possible lives in their new home and within the community.

## Three things about Charlie Ratchford Court that you may not know

- 1 It's a new extra care scheme in Chalk Farm, for Camden residents who need some support to continue living independently.
- 2 There are high-quality facilities throughout.
- 3 It is a different kind of extra care scheme with new ways of doing things!

“

At Charlie Ratchford we have invested in a beautiful building, and are really looking forward to supporting the people who will live there to make the most of their strengths and interests, and to live their best lives.”

**Amanda Jackson,**  
Head of Provider Services,  
Camden Council

## Our values

We see everyone we support as individuals who have choices and control over their lives. Wellbeing workers will work together with you and the people who are important to you, to determine the best level of care and personalised support that focuses on your strengths and what matters to you, rather than on the things that you can't do.



### We have five values that are at the heart of everything we do:

- 1 **Deliver with the people of Camden**  
We want Charlie Ratchford Court to be your service – we will work together with you to make decisions about your support and the service as a whole.
- 2 **Be accountable to your team**  
There will be staff on site 24 hours a day, 7 days a week, providing flexible high-quality support. Our staff will be accountable to you and to their colleagues for the work they do.

- 3 **Take personal responsibility**  
We focus on your health and wellbeing, making sure that your needs are met.
- 4 **Take pride in getting it right**  
We will take pride in everything we do and strive to exceed expectations.
- 5 **Work with people to find ways that are better for them**  
We will keep learning, developing and sharing our talents and skills, continually improving how we deliver our services to achieve the best outcome for you.

“ I am excited to be supporting Charlie Ratchford to demonstrate what is possible in supporting people to be fully part of their community, as much as they choose to. It is excellent to be working with colleagues who are committed to enable teams to focus on what matters to the people who live at Charlie Ratchford.”

**Helen Sanderson MBE, Founder – Wellbeing Teams**



# Extra care at Charlie Ratchford Court

Flexible homes to meet your needs



Charlie Ratchford Court is a brand new extra care scheme in Chalk Farm, for Camden residents who need some support to continue living independently.

There are **38 spacious high-quality modern designed flats** (32 one bed and six two bed flats all with outdoor space). Each flat has **accessible and adaptable facilities**, including **fitted kitchens** and shower **wet-rooms**.

You can enjoy the **beautiful communal areas**, including the **courtyard gardens**, catch up with neighbours in the lounge, or take part in a range of **activities**, personalised to suit your interests and needs. There's even a **guest suite** that can be booked in advance for when relatives and friends visit.

You will be offered a daily nutritious **freshly-cooked meal** catered to any dietary or health requirements.



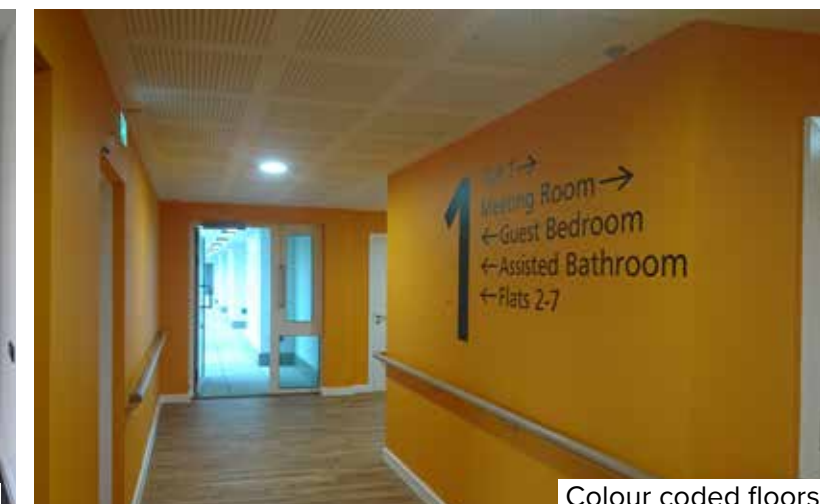
Multi-purpose activity spaces



Two lifts to all floors



Living room, leading to winter garden



Colour coded floors



A modern kitchen with oven and induction hob, which can be adapted if needed

## Key features in each flat

- Space for a fridge-freezer
- Plumbing for washing machine
- Digital TV, satellite and telephone points
- Walk-in wet room with easy access shower from bedroom and hallway
- On-call emergency assistance system
- Central heating
- The option to be adapted with living aids, such as grab rails or shower seats if needed

## Key features in the communal areas

- Two outdoor landscaped areas
- Lounge for residents to spend time, with opening out onto a courtyard area
- Cafe-style dining area overlooking the outdoor courtyard
- Health and wellbeing suite
- Twin/double en-suite guest room (subject to availability and charge applies)
- Assisted bathing suite
- Mobility buggy charging and store room
- Wi-Fi in all communal areas
- Hearing induction loop



Landscaped areas



# How we will support you

Before moving into Charlie Ratchford Court, our Wellbeing Coordinator will meet you to discuss your interests and how we can best support you. They will also discuss what assistive technology might support you to manage your health and wellbeing.



## How do I move in?

If you are a Camden resident and need some support to live your everyday life, then Charlie Ratchford Court may be for you. We ask that you:

- are a Camden resident and have social care needs (defined under the Care Act 2014)
- are able to live safely on your own in a flat without the need for constant supervision but with staff available on the premises
- have the mental capacity to make your own decisions about care and housing arrangements, or have someone legally acting for you under the Mental Capacity Act.

Once you have moved in, our Wellbeing Coordinator will work with you to help you plan your support. Wellbeing Workers are trained to adapt support to meet your changing needs on a day-to-day basis to help you stay healthy and as independent as possible. Our Community Connector will also work with you to make sure you get to do the kinds of activities that matter to you, either in the community or within the scheme.



We will help you to prepare a one-page profile to ensure that we know what is most important to you and how best to support you. We will share support plans and other notes with you and anyone else you choose to involve in your support.

If you, or a family member, are interested in the service, please speak to your social worker or get in touch on **020 7974 4084** or email [charlieratchfordcourt@camden.gov.uk](mailto:charlieratchfordcourt@camden.gov.uk)

## Cost

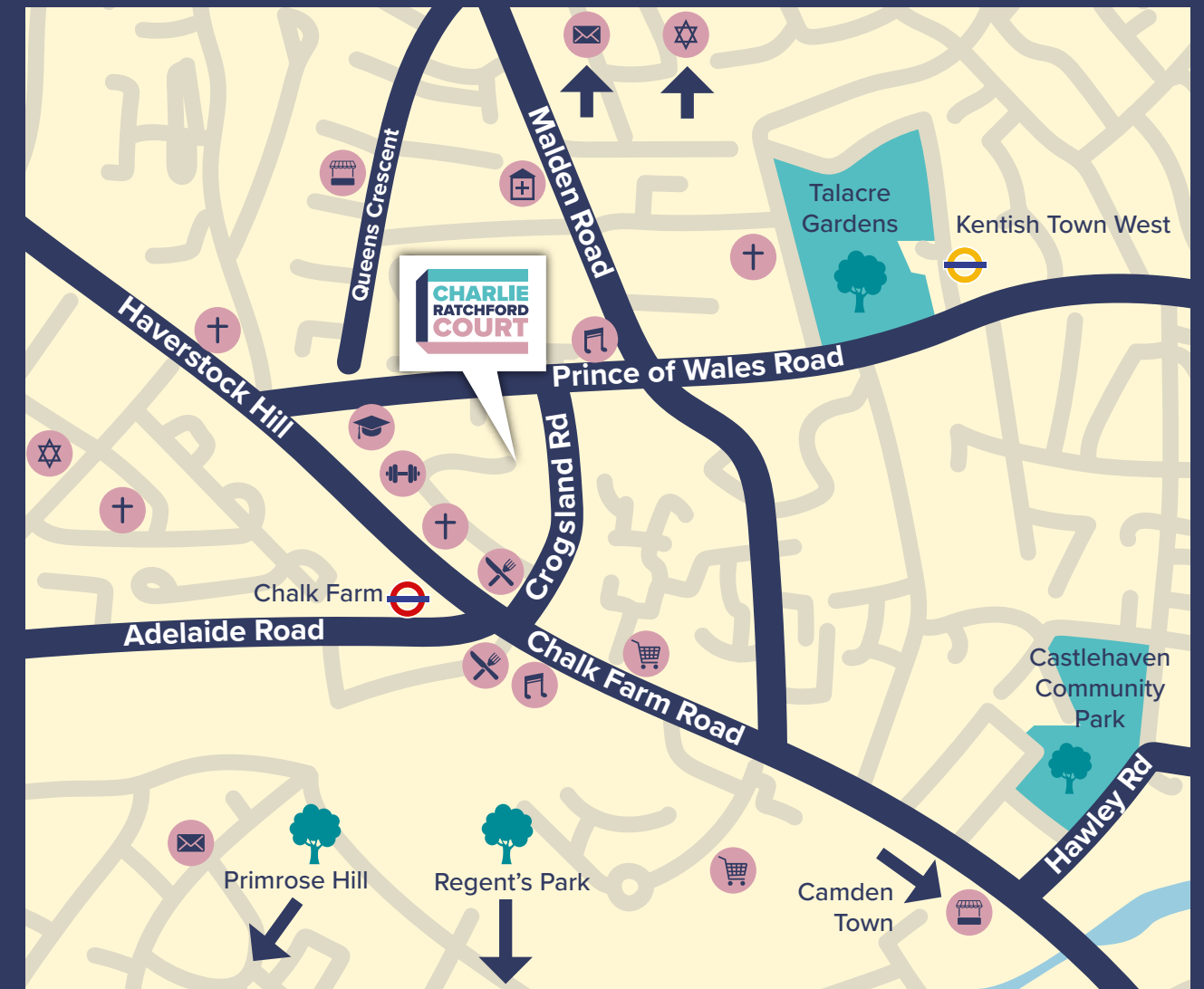
There is a cost for accommodation and support at Charlie Ratchford Court. How much you pay towards this is dependent upon your financial position. Before you move in, we will work with you to understand what extra help you may be entitled to towards the cost. For more information, please refer to the separate inserts.



# Local area

Charlie Ratchford Court, Crogsland Road, NW1 8AY

Situated in Chalk Farm, Charlie Ratchford Court is close to a number of handy high streets, including Chalk Farm Road, Camden High Street and Queens Crescent for shops, post offices and banks, as well as GP surgeries, leisure centres and community activities. It is also on a number of bus routes and close to Chalk Farm underground and Kentish Town West rail stations, with the beautiful green spaces of Regent's Park and Primrose Hill within easy reach.



## NEARBY AMENITIES

- Post office
- Pharmacy
- Supermarket
- Market
- Eateries
- Gym
- Music venue
- School
- Church
- Synagogue

## TRANSPORT

- Buses:** 24, 27, 31, 46, 168, 393, N5, N27, N28, N31
- Underground:** Chalk Farm (Northern line)
- Overground:** Kentish Town West

“ Charlie Ratchford Court will provide extra care in a different way. As an older Camden resident, I’ve been proud to play a key part in recruiting staff to work here who share the scheme’s values. I’m confident that the people who live in Charlie Ratchford Court will be supported to continue to live healthy and independent lives and to do more of the things that matter to them.”

**Eric, Kingsgate Day Service service user and  
Charlie Ratchford Court co-production partner**



Produced by Creative services 42601 T 020 7974 1985



To find out more about Charlie Ratchford Court  
visit [camden.gov.uk/charlie-ratchford-court](https://camden.gov.uk/charlie-ratchford-court)

E: [charlieratchfordcourt@camden.gov.uk](mailto:charlieratchfordcourt@camden.gov.uk)  
T: 020 7974 4084

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