

Eildon's Extra Care Housing Development

Wilkie Gardens

Galashiels



Caring, Committed, Connected, Creative

Welcome to
Wilkie Gardens



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We are delighted to share information about Wilkie Gardens, Eildon's Extra Care Housing development in Galashiels.

Galashiels:

Galashiels is a town in the Scottish Borders with a population of around 12,600. It is an active town with good bus services as well as road links to the surrounding Border towns as well as Edinburgh, Newcastle and Carlisle which are easily accessible. The town has a train station with regular trains travelling direct to Edinburgh Waverley.

The town centre is less than 10 minutes walk from Wilkie Gardens and offers a range of amenities including restaurants, bars, cinema, and shops including two large supermarkets. There are a number of health centres across Galashiels and Borders General Hospital is less than 3 miles away from Wilkie Gardens. Galashiels and the surrounding area offers beautiful countryside for walking and other activities, including a swimming pool and fitness facilities managed by Live Borders.

Overall it offers a fabulous range of amenities to tenants living in Wilkie Gardens.

What is Extra Care Housing?

Extra Care Housing provides high quality and accessible accommodation within a safe and secure setting, designed to meet your changing needs after the age of 60. Our dedicated staff team provide 24 hour assistance with services tailored to your needs, which includes; personal care, assistance to maintain your tenancy, social support, and a meal service. Our staff are also on hand throughout the day to provide assistance in an emergency. Each extra care housing development provides a community hub for use by tenants where meals are served in our dining area, and a range of social events take place. We also have fabulous gardens where tenants can socialise and potter about, weather permitting. And in all our extra care developments, pets are welcome to live there too!



At Wilkie Gardens:

White Rose Place, Langhaugh, Galashiels TD1 2FF

- There are 39 self-contained flats, 35 one-bedroom and 4 two-bedroom over five floors with lift access to upper floors. Nine of these properties are wheel-chair accessible.
- The development has been designed to be welcoming to everyone who comes into the building but with the safety and security of tenants and staff in mind, ensuring we continue to support our tenants as their needs change.
- Our onsite team deliver 24 hour flexible care, support and tenancy management.
- Daily meals are an integral part of the service, offering a main meal each lunchtime and a lighter meal later in the day, all prepared by skilled staff in our catering kitchen and served in our dining room. In exceptional circumstances we can service meals in your home. Further information on our meals service can be accessed in our 'Meal Service in Extra Care.'





How to apply:

You or your representatives can access more information on Wilkie Gardens from our website www.eildon.org.uk.

Link to the application form is here: <http://bit.ly/3mqgqpG>

You can also receive assistance to complete the form if this is easier by contacting extracare@eildon.org.uk.

Alternatively - if you have an allocated social work manager please contact them directly or email swgo@scotborders.gov.uk and your query will be forwarded to the relevant link worker.

We will carry out an initial assessment of the information submitted in your application to determine if you meet the criteria for the extra care service. We will then pass the application to the Central Social Work team (based in Galashiels) who will carry out an assessment to establish your care and support needs.

When the care assessment is completed, your application will be forwarded to the Extra Care Allocation Panel for consideration. The panel meets frequently, to consider application for future vacancies. At the time of applying, we will advise when the panel is next due to meet. You will be notified of the outcome of the panel's assessment and what will happen next.

We have collated some Frequently Asked Questions and our replies, which we hope you find helpful.

| Question | Answer |
|---|--|
| Is the service only for older adults? | Yes, this service is predominately for adults over age of 60, however the Extra Care Allocation panel will review each application and in certain circumstances may consider people under 60. Where a couple apply, at least one of the couple must be over 60 years of age. |
| How do I know if I'm eligible? | In each extra care development our aim is for a 'balanced community' of people aged 60 years and over with a range of care and support needs ranging from low to high care needs. At least 30% of tenancies are allocated to people currently with low needs but with a health condition which will change in the longer term meaning you are in the right place as your support needs increase. If you are assessed as being ineligible for extra care housing based on our eligibility criteria, we will contact you to explain why, offering advice about alternative housing and care options. |
| What about support throughout the night? | Our staff will be awake and working throughout the night, to assist if you have difficulties or if your support assessment determines you require overnight support. |
| What features are there within the flats | All of our flats have an open plan kitchen and lounge space; and a wet floor shower room with additional ensuite access to the bedroom. We offer plentiful storage space with built-in wardrobe in the bedroom, emergency call points, door entry system, motion activated lighting. |

| | |
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| Can I view a flat before I make my mind up? | Yes, a viewing of the flat and development will be arranged when you are offered a provisional allocation and when it is safe for you to do so. You will need to view the property before you formally accept the offer of a tenancy at Wilkie Gardens. |
| What about gardens and the outside space? | There is a communal garden space to the front of building with patio and seating, there are also raised beds forming part of the shared garden. Some ground floor flats have a patio door opening onto a small, paved area leading to the shared garden. |
| What else does Wilkie Gardens offer? | We have in place a community hub which includes an open plan communal lounge and dining area looking out to the patio and garden for use by tenants, family and friends and organised groups. There is also a hairdressing facility on the ground floor available for use by local businesses to offer services to tenants. |
| Is the meals service mandatory and do they need to be taken in the dining room? | The meals service is an integral part of the service delivered at an affordable cost. (See below charges section.) Occasionally we will deliver and serve meals to your home. However this will only be provided where Social Work include this service as part of their assessment and referral. The same applies if you require assistance to attend the dining room. |
| Is there a laundry? | No , there is an enclosed space within each flat for a washing machine and drier. Please note we do not supply white goods as part of the tenancy. |

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| What about Wi-Fi? | Yes there is Wi fi available throughout the building and within individual flats which will support standard broadband access to carry out online activities e.g. e mailing, video calling, browsing the internet. You can continue to use your existing provider if this is your preference, or if your usage requires a higher broadband demand e.g. streaming Netflix or similar services, online gaming. Due to the contract arrangements we have in place, we charge for this service whether you use it or not, which is included in the rent charge. |
| Will I need a TV license? | Yes, please transfer your current TV license to your new address. After you move, we will support you to transfer your current TV licensing arrangements to our concessionary license and to process any refund you may be eligible for on your existing license. The concessionary license covers all tenancies within the development and is free of charge for those over 75 years. For those under 75 years an annual fee of £7.50 is charged. |
| What about car parking? | There is disabled parking at the front of the development and parking for visitors and staff near the main entrance. |
| Is there a guest room flat within the development? | No, there is no guest room on site. However, we have guest facilities nearby at Oakwood Park, Galashiels which family and friends can access. |
| Can I have a pet? | Yes, you are able to have a pet, as long as the arrangements comply with our Pet Policy . You must seek permission from us and complete a pet permission form, which includes details of contingency arrangements for your pet should you be unable to take care of it e.g. if you are unwell or need to go into hospital. |

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| <p>How does the alarm call system work?</p> | <p>Each flat has a pull cord which can be activated to alert staff on site. Tenants will also be supplied with a pendant alarm to use in emergencies.</p> <p>The alarm call system also incorporates movement sensors which can be utilised to enhance the safety of individuals as required.</p> <p>Additional sensors e.g. falls detectors, door sensors, can be added to the alarm call system if assessed as being required for individuals.</p> |
| <p>How do you ensure the development is safe?</p> | <p>The health and safety of our tenants, visitors and staff is of paramount importance to us. Wilkie Gardens has been designed to the highest current standards and we have in place systems to ensure all equipment is regularly serviced and tested, all staff are suitably trained, and users of the building are protected at all times. In addition we work with the local police, the fire and rescue service, and Scottish Borders Council to continually enhance the safety of the development</p> |
| <p>How is the staff team made up?</p> | <p>Our staff will be on duty and available 24 hours per day.</p> <p>The Wilkie Gardens staff team will be on site and comprise of an Extra Care Housing Manager, Senior Support Workers, Support Workers, Cooks and Scheme Assistants. Information will be available daily via our electronic notice boards on who is on duty, and how staff can be contacted.</p> |

| | |
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| <p>Can support staff help me with my housework e.g. laundry and cleaning my flat?</p> | <p>Staff will help with domestic support where it forms part of a personal care activity to minimise health and wellbeing risks. Where this applies the social work assessment will stipulate you need this assistance as part of your care package.</p> <p>If you don't have an assessed need staff may be able to offer a housework and general domestic service which will be chargeable. We can also assist you to source an alternative housework service if required.</p> |
| <p>How can I be confident I will receive an excellent service?</p> | <p>The service at Wilkie Gardens is registered with the Care Inspectorate to provide care at home and housing support. Regular inspections will take place to ensure the service delivery meets the standards required. Staff also monitor the quality of our service and encourage feedback from tenants and their family.</p> |
| <p>Can someone with dementia apply?</p> | <p>Yes, and our staff are experienced and trained in how to deliver personalised support to tenants living with dementia and will liaise with health professionals to further enhance this support where required.</p> |

We have a dining facility which is bright, welcoming and spacious. Tenants can be assured of having their dietary requirements met, including special dietary requirements such as diabetic, gluten free and soft diets. Tenants preferences will be considered in planning menus. All meals are prepared by experienced and professional cooks.

Benefits of the meal service

We will provide meals of the highest quality at an affordable cost. Tenants no longer have to worry about going out to do large weekly shops or pay for taxis to be able to shop, or the associated energy costs of cooking.

Some examples of menu choices below:

| Light Meals | | |
|------------------|-------------------------------|------------|
| Quiche Lorraine | Salad or Rice | Shortbread |
| Macaroni Cheese | Garlic Bread | Cookies |
| Sausage and Mash | Fresh Vegetables and Potatoes | Scones |

| Main Meals | | | | |
|--------------------|-----------------------------|---------------------------|----------------|-------|
| Lasagne | Garlic bread | Soup/Strawberries & cream | Tea & biscuits | Fruit |
| Honey Roast Gammon | Fresh vegetables & potatoes | Soup/Rice pudding & jam | Tea & biscuits | Fruit |
| Fish Pie | Fresh vegetables & potatoes | Soup/Sorbet & fruit | Tea & biscuits | Fruit |



Our charges for Wilkie Gardens:

We charge a rent and service charge for each property.

The service charge includes the cost of the heating and hot water within in your flat and in the communal areas; safety and security systems within the building including the alarm call system; grounds maintenance; upkeep and maintenance of the building.

The charges from April 2025:

- 1 bedroom flat: Rent + service charge = approx £1,064.68 per month
- 2 bedroom flat: Rent + service charge = approx £1,115.92 per month

The meal charge applies to each tenant so for a couple both tenants will pay the meals charge. Our charge is £459.04 per person, per month which covers two meals per day.

Entitlement to housing benefit will be based on a financial assessment on your ability to pay which will be carried out by Scottish Borders Council.

If you are assessed as being entitled to housing benefit the rent, some of service and meals charge is eligible for housing benefit.



Other Charges:

Council tax and utilities are tenants responsibility. Council Tax Bands for the flats are as follows:

- 1 bedroom flats - Council Tax Band A
- 2 bedroom flats - Council Tax Band B

Care Charges:

We have been contracted by Scottish Borders Council to provide the housing support service within Wilkie Gardens. Scottish Borders Council have in place a Charging Policy which they apply within Extra Care Housing to cover the provision of support costs for unplanned activities, which enables a 24 hour response to be provided.

The maximum charge applied is £71.83 per week. Tenants will be financially assessed on their ability to pay this charge. Tenants who have capital above the upper capital threshold of £35,000 will pay the maximum charge of £71.83 per week. If your capital is below the upper capital threshold, a financial assessment in accordance with the Charging Policy, will be completed to determine whether you will pay the maximum charge of £71.83 per week or a contribution towards it.

The charge is tenancy related and applies per property, and is for the duration of the tenancy regardless of occupancy. If the property is being occupied by a couple, the charge applied will be based on the individual in receipt of the largest package of care. **Prospective applicants should contact their Care Manager or the Scottish Borders Council Social Care and Health team to discuss completion of a financial assessment, or with any question in relation to this charge.**

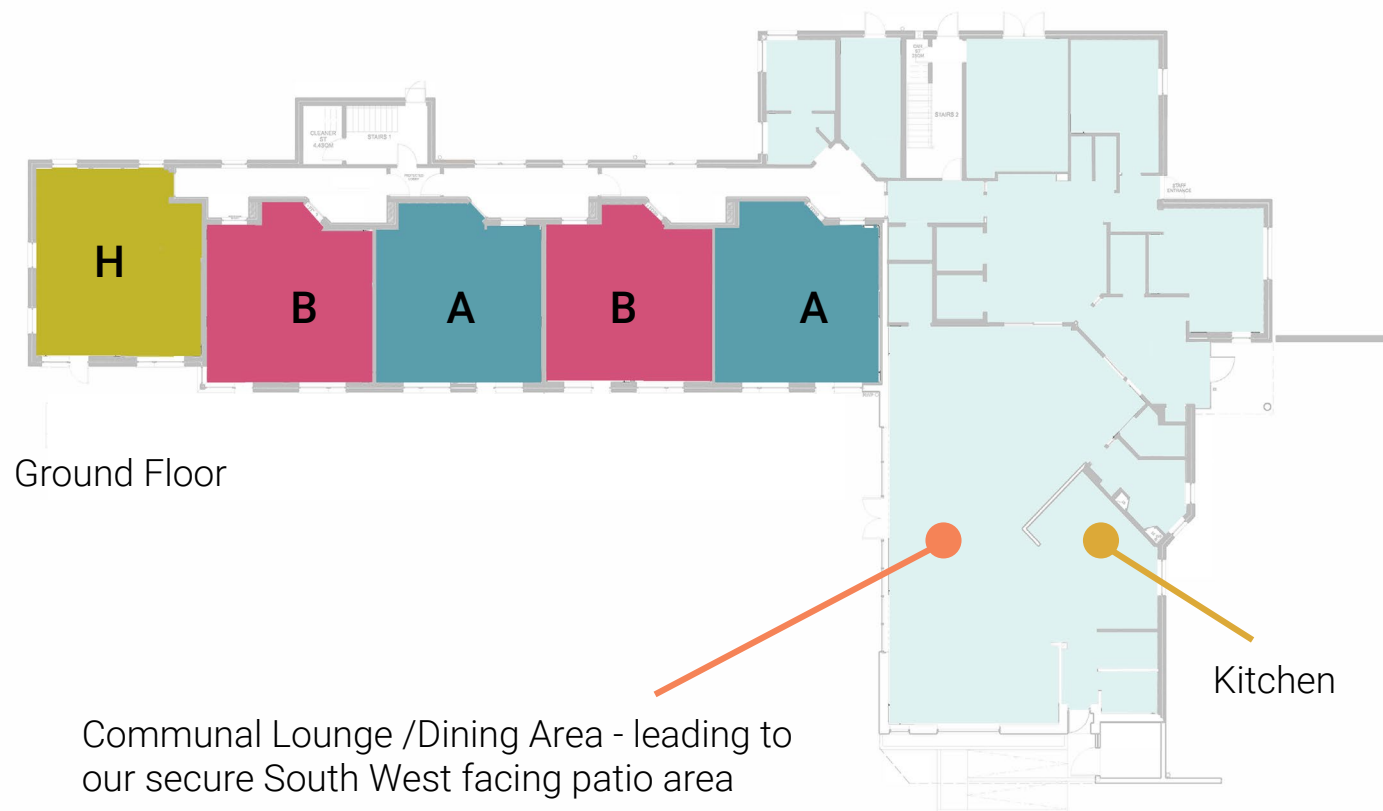


There are 2 different flat types within Wilkie Gardens - 1 bedroom and 2 bedroom. Ground floor 1 bedroom flats have a patio door, but otherwise are the same as the other 1 bedroom flats on upper floors.

| | |
|--|--------------------|
| | Flat A |
| | 2 person 1 Bedroom |
| | 53 SQM |
| | Flat No. 1 & 3 |

| | |
|--|--------------------|
| | Flat B |
| | 2 person 1 Bedroom |
| | 51.8 SQM |
| | Flat No.2 & 4 |

| | |
|--|--------------------|
| | Flat H |
| | 2 person 1 Bedroom |
| | 56 SQM |
| | Flat No.5 |



| | |
|--|----------------------------|
| | Flat A |
| | 2 person 1 Bedroom |
| | 53 SQM |
| | Flat No. 6,8,13,15,17 & 22 |

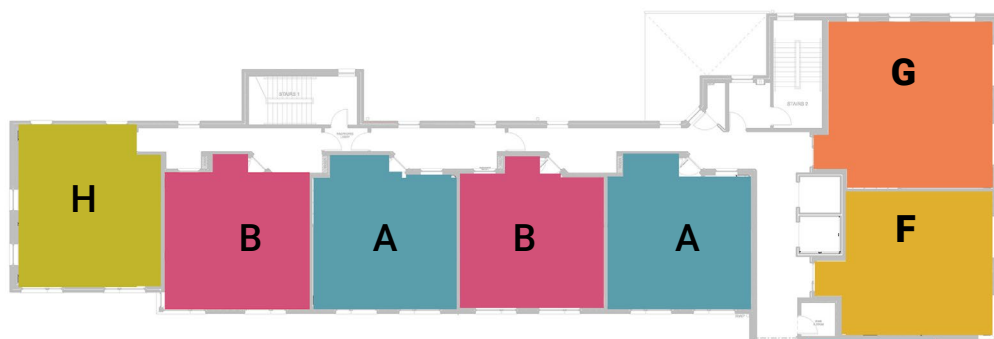
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| | Flat B |
| | 2 person 1 Bedroom |
| | 51.8 SQM |
| | Flat No.7, 9, 16 & 18 |

| | |
|--|----------------------------------|
| | Flat E |
| | 2 person 1 Bedroom Wheelchair |
| | 61 SQM |
| | Flat No.14 & 23 |

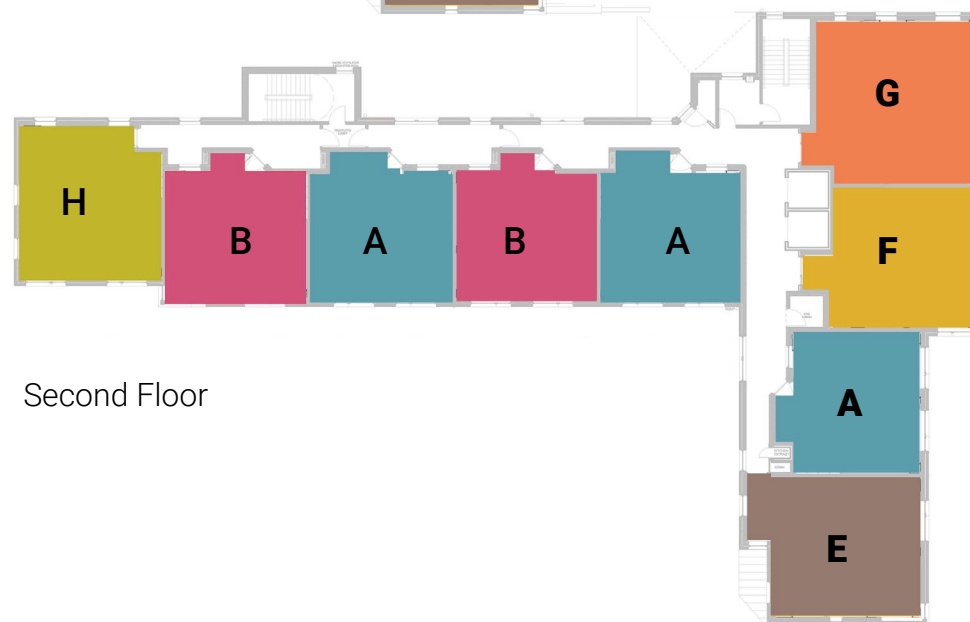
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| | Flat F |
| | 2 person 1 Bedroom wheelchair |
| | 58 SQM |
| | Flat No.12 & 23 |

| | |
|--|----------------------------------|
| | Flat G |
| | 3 person 2 Bedroom Wheelchair |
| | 72SQM |
| | Flat No.11 & 20 |

| | |
|--|-----------------------|
| | Flat H |
| | 2 person 1 Bedroom |
| | 56 SQM |
| | Flat No.10 & 19 |



First Floor



Second Floor

| | |
|--|----------------------------|
| | Flat A |
| | 2 person 1 Bedroom |
| | 53 SQM |
| | Flat No. 24,26,31, 33 & 35 |

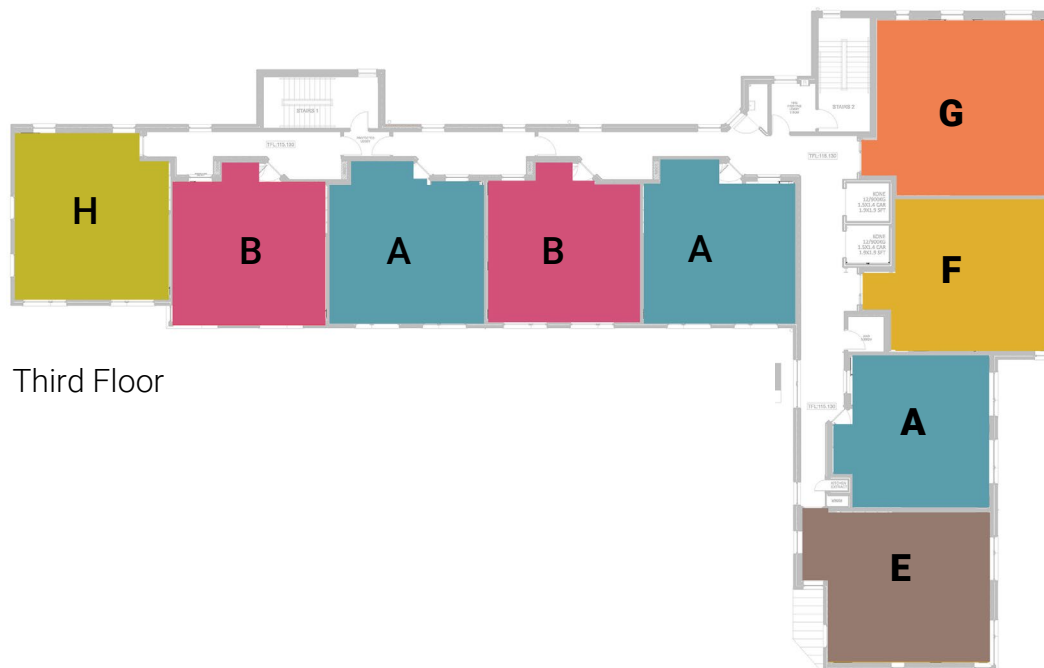
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| | Flat B |
| | 2 person 1 Bedroom |
| | 51.8 SQM |
| | Flat No.25,27,34 & 36 |

| | |
|--|----------------------------------|
| | Flat E |
| | 2 person 1 Bedroom Wheelchair |
| | 61 SQM |
| | Flat No. 32 |

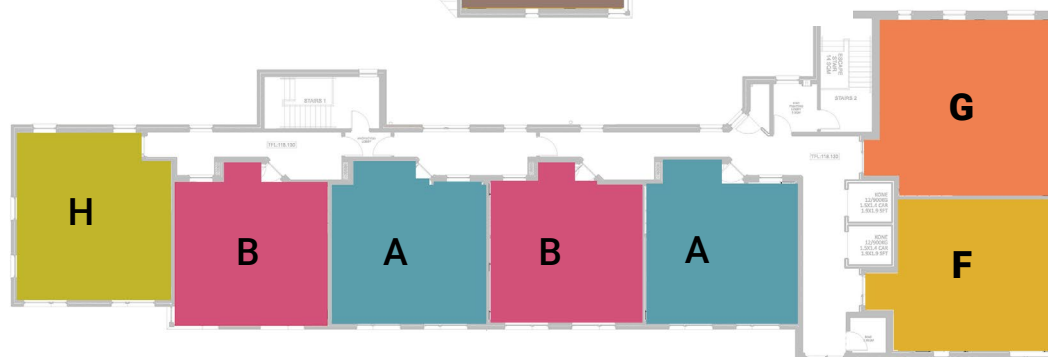
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|--|----------------------------------|
| | Flat F |
| | 2 person 1 Bedroom wheelchair |
| | 58 SQM |
| | Flat No. 30 & 39 |

| | |
|--|----------------------------------|
| | Flat G |
| | 3 person 2 Bedroom Wheelchair |
| | 72SQM |
| | Flat No.29 & 38 |

| | |
|--|-----------------------|
| | Flat H |
| | 2 person 1 Bedroom |
| | 56 SQM |
| | Flat No.28 & 37 |

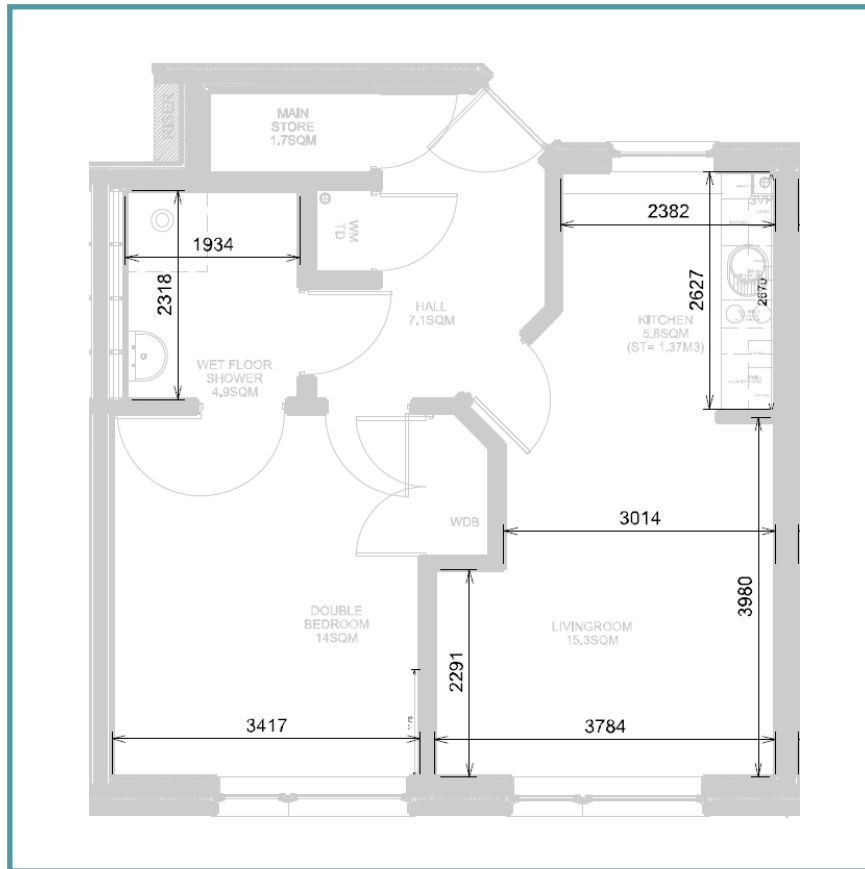


Third Floor

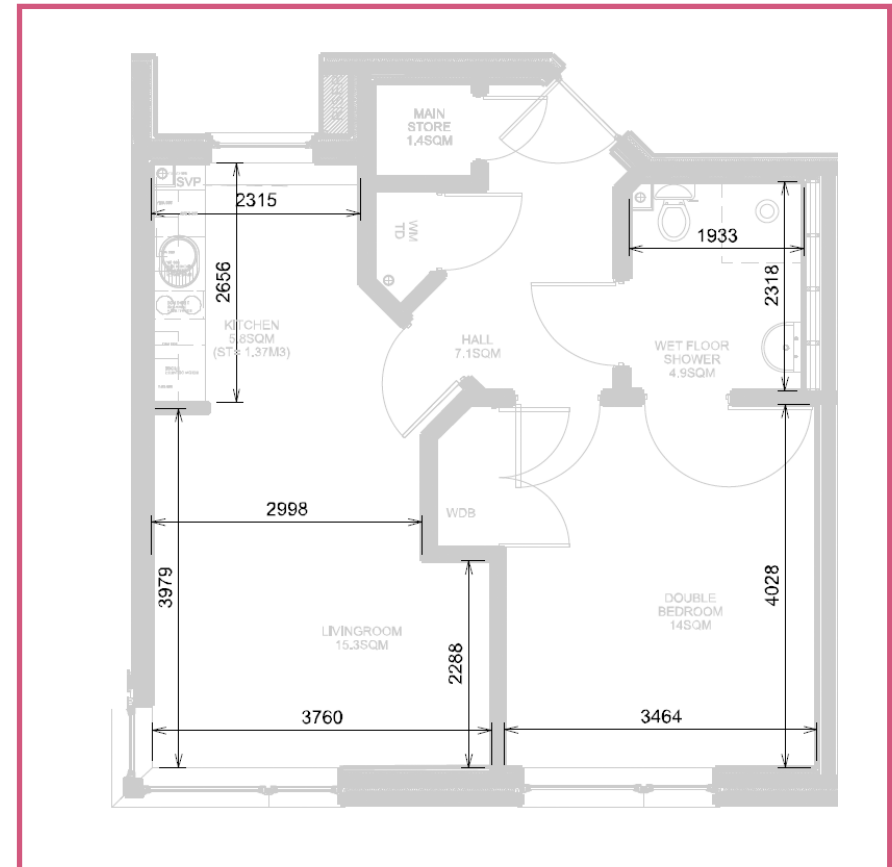


Fourth Floor

(Dimensions are approximate and should not be relied upon for ordering carpets or furniture)

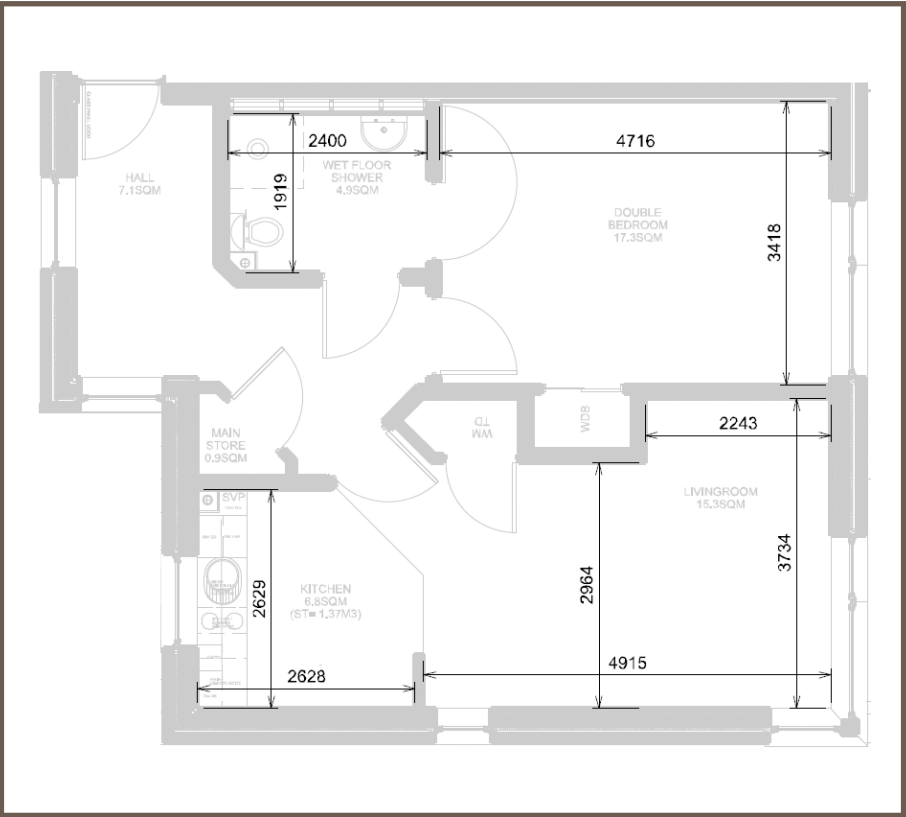


| |
|---------------------|
| Flat A |
| 2 person, 1 Bedroom |
| 53 SQM |

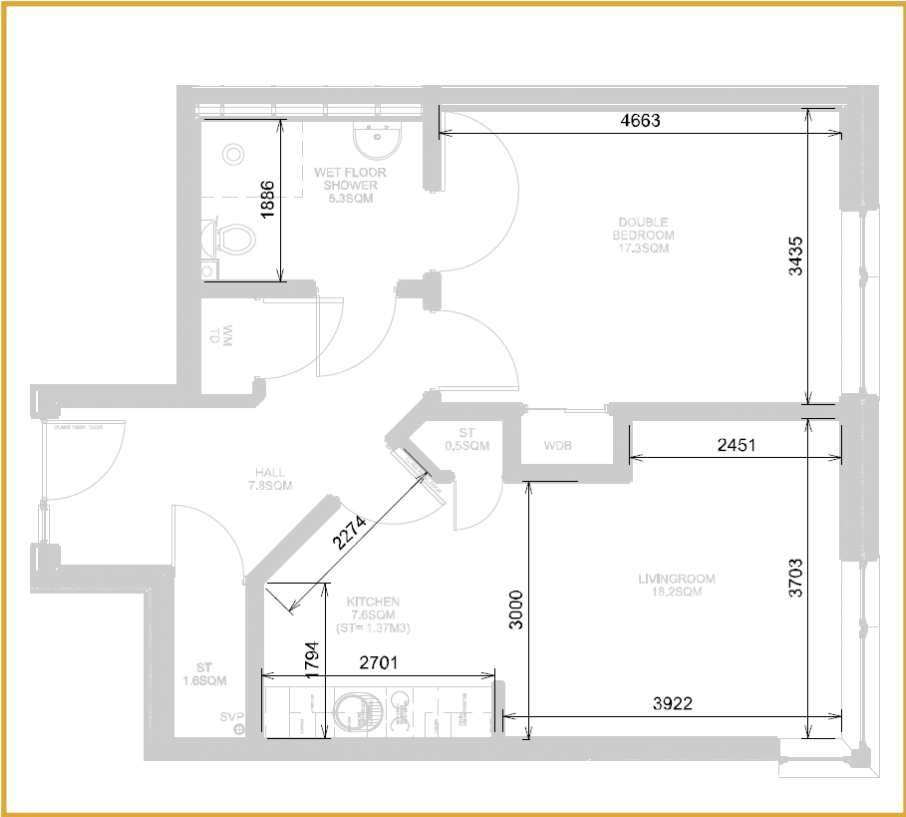


| |
|---------------------|
| Flat B |
| 2 person, 1 Bedroom |
| 51.8 SQM |

(Dimensions are approximate and should not be relied upon for ordering carpets or furniture)

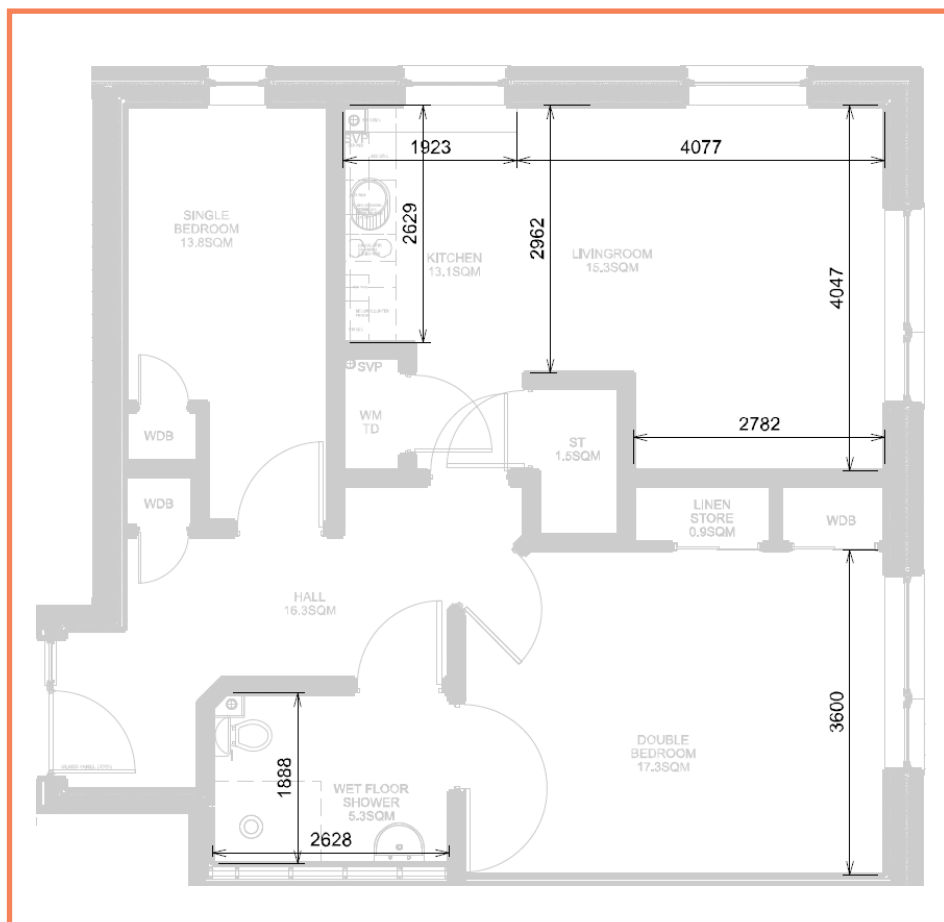


| | |
|--|----------------------------------|
| | Flat E |
| | 2 person 1 Bedroom Wheelchair |
| | 61 SQM |

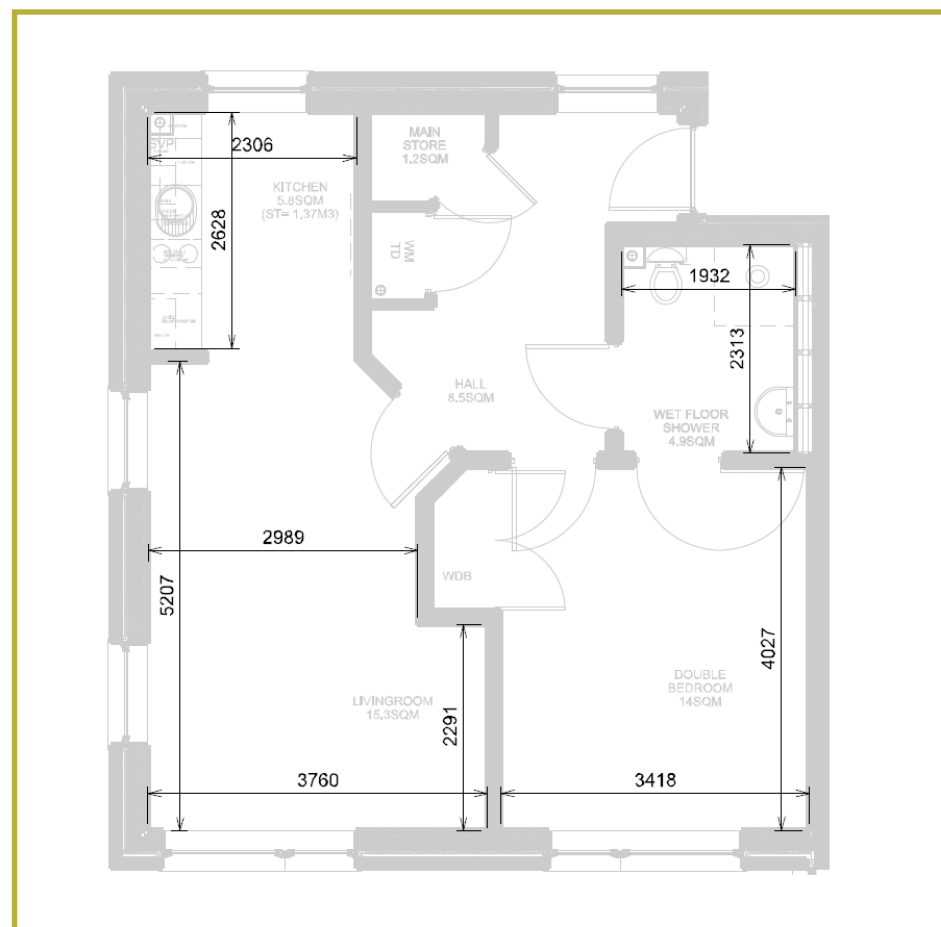


| | |
|--|----------------------------------|
| | Flat F |
| | 2 person 1 Bedroom Wheelchair |
| | 58 SQM |

(Dimensions are approximate and should not be relied upon for ordering carpets or furniture)



| | |
|--|----------------------------------|
| | Flat G |
| | 3 person 2 Bedroom Wheelchair |
| | 72SQM |



| | |
|--|-----------------------|
| | Flat H |
| | 2 person 1 Bedroom |
| | 56 SQM |



EILDON HOUSING ASSOCIATION – HOW TO CONTACT US

We welcome your feedback – there are many ways to let us know what you think.



The Weaving Shed, Ettrick Mill,
Dunsdale Road, Selkirk TD7 5EB



03000 200 217



enquiries@eildon.org.uk



www.eildon.org.uk



www.facebook.com/EildonHousing



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