

Appendix B – Extra Care Case Study

To whom it may concern,

My name is XXXX and moved into Somers court at the beginning of November this year.

I was diagnosed in 2017 with Systemic Sclerosis and Pulmonary Hyper Tension in 2023. In August of this year we received news that my condition, which is terminal, will result in giving me a life expectancy of 3 to 5 years.

I and my Sister (my Advocate/Consigliore) realized that my priority was to move somewhere which would be less demanding for me both physically and mentally and when we happened upon Somers Court we were delighted to be accepted.

Since moving into Somers Court I can confidently say without a shred of hyperbole that my life has significantly improved both mentally and physically.

Firstly the xxx Team has been exceptional. They have put me at ease every step of the way and made me more at ease with accepting my limitations and asking for help when I need it. They have made efforts to make sure I don't become anxious or frustrated and they have time and time again reminded me that they can help me every step of the way and I only ever have to ask.

The food prepared by the kitchen staff has also been fantastic. It's such a weight off of my mind to know that every day I have a square meal prepared for me. It seems like such a small thing but it makes a huge difference in the bigger picture to me.

The flat I rent and the property itself is very accommodating. My flat in particular is very warm and cosy and gives me a sense of safety and relaxation I haven't felt in far too long.

Our Housing Manager Dave has also been exceptional. He welcomed me and my sister and helped us every step of the way with getting moved in and settled. He is also keen to stop and have a chat and again gives me a real sense of community.

The other patrons have also been so welcoming. I was initially concerned the age gap would be a bit of a barrier but I have never been so happy to be wrong. It turns out some of them have conditions very similar to mind and understand perfectly my limitations and needs. Again, it feels wonderful to be part of a community.

I also have to mention Iveta and Linda specifically who have helped me with my paper work and any concerns I have had.

Obviously the news I received this year was, whilst not entirely surprising, still devastating for many reasons. Moving into an assisted living facility wasn't something I was initially a fan of but I realized life was moving faster than I had the luxury to appreciate and my health came first.

Thank you from the bottom of my heart to the team at Sxxx for make the next chapter of my life so comfortable.