



Peace of mind at Quayside, Totnes



A dedicated on-site service provided 24 hours a day
for all customers living at Quayside, Totnes

Welcome to Quayside, The Guinness Partnership's latest extra care development. Quayside was designed with you in mind so that you can live in comfort with the added assurance that support is at hand when you need it. Our 60 extra care apartments are built to the highest standard and our Peace of Mind service will ensure that you get the most from making this your new home.



What is our Peace of Mind service?

We're always here: Our dedicated on site team will provide a range of services during the day and night as well as the weekends to support you to live your life the way you want to.

We'll be responsive: We will respond to you whenever you need us. Whether this be through your onsite alarm or in an emergency, you have total peace of mind that we will be there to provide you with assistance.

We'll keep you safe and secure: Our team is on site 24 hours a day providing an enhanced level of security. This includes overseeing any communal areas and the building out of usual working hours, and liaising with visitors.

We'll assist with your property: We can help you to report repairs and liaise with contractors.

We can offer you help and advice: We can provide you with advice on accessing other services and help with getting appropriate solutions for you.

We can help you get out and about: We can assist with organising your appointments and travel arrangements. This could include GP or hospital visits as well as attending classes.

Developing our community: Our team will work with you to identify day to day activities for you to enjoy in the local community and at Quayside.

Our service is designed around you and it will reflect your aspirations and interests. We can adapt as your situation changes to ensure that your home at Quayside is as comfortable and secure as possible. The cost of the Wellbeing & Peace of Mind Service at Quayside is available upon request.

The charge is not eligible for housing benefit payment and the cost of the service may increase or decrease annually with a full months notice at the same time as annual Rent and Service Charges are reviewed.



**Quayside
Totnes**

“We are really excited about Quayside our state of the art development, providing modern, independent living for those aged over fifty-five. Our on-site Wellbeing service will be available 24 hours a day providing our customers with a variety of personalised services to support their health and independence”

Paul Watson
Managing Director

Our promise to you

We will ensure that all our on site staff are...

- Fully qualified to the appropriate level
- Trained to high standards, including appropriate training for the safe use of hoists and other moving and handling aids
- Able to apply current health and safety standards to protect you as well as themselves
- Confident in the handling of emergencies whilst being calm and reassuring at all times



For more details or a discussion please contact:

☎ 0300 123 0705

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🖱 www.guinnesspartnership.com/care-services

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