



# Retirement Housing

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**retailtrust**<sup>rt</sup>  
looking after all people in retail

Exclusively for retired people with a connection to the retail industry



Retail Trust is the principal charity of the retail sector. Our aim is to enable **all people** in retail, whatever their age, background or ability, to lead secure and fulfilling lives at work, in retirement, at home and in the community.

One of our services is providing **quality and affordable housing** throughout the UK for people who have retired from retail, and for older relatives being cared for by people who are currently working in retail.

## About Retail Trust

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### Our Experience

Our experience in retirement housing dates back to 1898, making Retail Trust one of the longest established providers of retirement accommodation in the UK and we are the only retirement service exclusive to the retail industry.

### Our Philosophy

We believe that you should be able to enjoy your time whatever way you choose when you retire. That's why every Retail Trust estate has a Manager as well as a team of caring and friendly staff who can help you maintain your independence, with support and care when you need it, leaving you free to enjoy your retirement.

We can also help you to make the most of your retirement through a range of services from benefits advice, to arranging and supporting you with medical appointments, and by putting on social events for you to enjoy with likeminded people.

We pride ourselves in the quality of services that we offer. Dignity and respect, attention to detail, and keeping our promises are the core values all our staff adhere to.

# Here to help you

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## What We Offer

With over 110 years' experience in retirement housing, we know how to help you make the most of your retirement – the way you want to. Each of our retirement estates can provide you with the secure, comfortable and enjoyable living you desire. We have five retirement estates in the UK – London, Derby, Liverpool, Salford and Glasgow, offering Extra Care and sheltered accommodation. In addition, in Glasgow we have a 40 bedded care home.

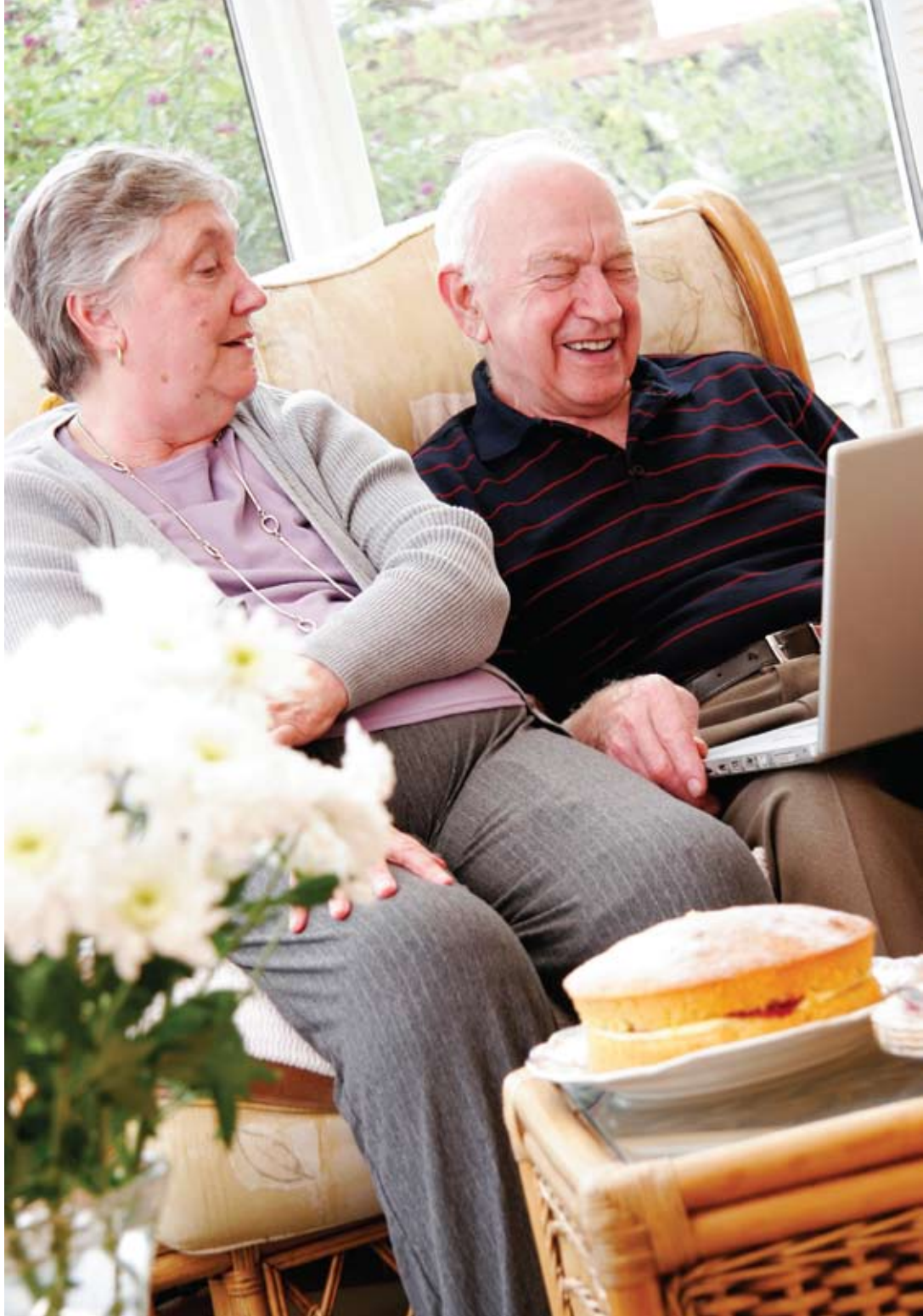
Our estates offer a variety of homes from charming cottages right through to modern flats. Each private residence has a fully fitted kitchen and bathroom, separate living room and one bedroom suitable for single or double occupation. By bringing your own furniture with you, your new home will be as welcoming and comfortable as your old one.

All of our estates can offer you an independent lifestyle in your own home, and if your needs change, we are there to discuss, agree and organise any additional care or support you may require. Any support or care you need can be delivered directly to you in your home, so you can maintain your independence.

## Your Choice

Living in a Retail Trust property is all about making the choices that you want to make, with dedicated people around you to help. We know that retirement isn't really about taking it easy and putting your feet up; it's about getting around to doing what you couldn't do because you were working. Our role is to ensure that if you need help, we are there 24 hours a day, seven days a week. It's that simple.





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### Your Community

Our estates are more than places of residence; they are communities that thrive peacefully within the greater areas surrounding them.

All of our estates are close to town centres and local transport is easily accessible. Some have a dedicated mini-bus service which may take you door to door for shopping and doctor's appointments, as well as on days out. There are on-site and visiting services for hairdressers, chiropodists, physiotherapists, and opticians. Our Extra Care estates provide care 24 hours a day, seven days a week.

What makes Retail Trust communities is our residents. All our residents have a real say in the types of services we offer and we request regular feedback through the elected Residents' Association on each estate. Opinions can be aired, discussed and actioned.

There are also other committees that you could join for organising social events, trips and activities such as film shows, keep fit classes, ballroom dancing and much more. We offer an optional facility for residents to learn how to use computers and email friends and family. We can also provide guest rooms for any visitors staying over night.

### Your Home

You don't need to waste your time finding a reliable repair man to service your home, because we offer assistance from our on-site maintenance teams on many of our estates if you need help with everyday domestic chores. If needed, our friendly staff can help you hang curtains, change a light bulb and if the job needed is a little bigger, the team can work in conjunction with contractors to get the job done.

### Your Decision

Our weekly fees, including rent, service and support charges are manageable and affordable. On a Retail Trust estate our teams are there to help you claim housing benefit and any other state benefits that you may be entitled to. Further information on our weekly fees and all the facilities available, can be discussed when you meet our estate staff.

We understand that making a decision to move into retirement housing is never easy. That is why we've compiled the following questions you may want to ask yourself:

- Is your current home is too large and expensive to maintain?
- Does your family live too far away to help you?
- Do you no longer feel safe living on your own?
- Do you want the freedom to pursue your own interests?
- Do you sometimes feel isolated and lonely?
- Do you feel you need the comfort of knowing support and care is on hand 24 hours a day?

If you've answered 'yes' to any of the above questions, we would recommend that you visit one of our retirement estates so you can see our facilities, meet our staff and talk to our residents to decide what's right for you. Please feel free to bring a friend or family member with you. We look forward to seeing you.

## Eligibility criteria

### To Qualify

Retail Trust provides a range of services to people and their families who are working in or retired from retail and associated businesses. These are businesses linked to the retail industry such as sales, manufacturing, wholesale or distribution of retail goods and include fitting services, security or finance.

You can apply on behalf of yourself, your partner, children **and other dependants** (parents, grandparents and children, a brother, a sister, or an aunt or uncle where the retail worker is the primary carer). We will accept your own service or that of your partner, even if your partner is deceased. Please call the Retail Trust Helpline on **0808 801 0808** for more details.

Are you...?	Minimum criteria
Retired	<b>5 years' service</b> with care and/or support needs and a social, financial or medical need
An early retiree or thinking of early retirement	<b>5 years' service</b> and of retirement age with care and/or support needs and a social, financial or medical need
Currently employed in retail and caring for an older relative	<b>For you: 5 years' service</b> <b>For your relative:</b> Of retirement age with care and/or support needs and a social, financial or medical need



## What our residents say

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“I’ve lived here for 13 happy years. There is a lovely community atmosphere and all the staff are very helpful and supportive.”

“I love it here. Everyone is so kind and helpful. It’s such a happy place to live.”

“I am well cared for and everyone is so kind. My children don’t have to worry about me anymore.”

“During my stay, I have found a new lease of life and a new world of friends and fellowship.”

“I thought my only option was to go into a care home, but all my needs are now being met in my new extra care flat and I still have my own home and independence.”

# Retirement home locations

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**Mill Hill Estate**  
Marshall Estate  
Hammers Lane  
London  
NW7 4DQ  
T 020 8358 7270  
F 020 8358 7279

**Leylands Estate**  
Eborn House  
Broadway  
Derby  
DE22 1AY  
T 01332 554200  
F 01332 541175

**Moores House,  
Salford**  
Shelmerdine Gardens  
Cholmondeley Road  
Salford  
M6 8PF  
T 0161 241 3701

**Moores House,  
Liverpool**  
5 Walton Village  
Liverpool  
L4 6XP  
T 0151 525 9766  
F 0151 523 8930

**Crookfur Estate**  
Crookfur Road  
Newton Mearns  
Glasgow  
G77 6JY  
T 0141 639 4343  
F 0141 616 0064



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