



**John Dubbleby, Director of Social Services Department for Croydon Council:**

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***The Council has enjoyed a most productive experience with Osborne who convey an absolute determination to understand the Council's requirements and respond positively to them. This commitment to partnership work to meet challenges whilst striving to achieve a mutually beneficial and realistic commercial outcome has been both reassuring and influential.***

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**TOP:** Caring for Croydon

**BOTTOM:** Artist's impression of the new care home facilities

## Project overview

With a growing elderly population well publicised, the London Borough of Croydon required significantly more care home spaces to cater for the increasing number of elderly people in the local area. Consequently, we developed a visionary Private Finance Initiative (PFI) scheme which aimed to not only provide these spaces, but transform care for the elderly in the Borough. This was achieved through the construction of four centres, containing 150 residential and nursing places, 40 extra care flats and 128 day care places.

Of fundamental importance throughout the project was meeting the specific requirements for the end users, as well as the wider community, making the scheme both sustainable in design but also of an encompassing, homely nature. Whilst PFIs are renowned for their complexities, financial close on this project was reached after only 26 months from the initial conception, making this the fastest housing PFI procurement and first of the third round schemes to sign up.

## A phased approach

The work was carried out over the four separate energy-efficient centres (Coleby Court, Heavers Farm, Addington Heights and Langley Oaks) in stages so that the buildings became available for service users as they were completed. All four have their own day activities centre, with three of these also having extensive residential units.

This approach also provided an opportunity to develop care initiatives. Heavers Farm, for example, is a flagship resource for elderly and mentally frail people, which has a pioneering support unit for early onset dementia.



IMAGE: Addington Heights development

## Continuity of care

Understanding our end users and their needs is of paramount importance throughout the works. Early visits to reference sites helped us to understand the challenges that would be encountered by the elderly, dementia sufferers and their carers. To aid the work of the carers, all four centres are inter-linked by smart technologies and intelligent networks.

Safety was a key factor, using furnishings and finishes to help not confuse those with dementia, as well as clear signage and colour coded areas. Furthermore, as longer term homes, the comforting atmosphere is conveyed through gardens and landscaped courtyards, achieving a relaxing, therapeutic environment.