

INFORMATION GUIDE

Your Guide to the Change in Your Care

A straight forward guide to what's happening, what it means for you, and what happens next.

1. What's changing and why

We have been working hard to find the best possible partner to deliver the full breadth of specialist home care to our homeowners, should you ever need it, and we're pleased to confirm that Helping Hands has been selected.

Helping Hands have been caring for people across the UK for over 35 years. They are registered with the CQC to deliver both personal and TDDI care (Treatment of Disease, Disorder, or Injury). Every carer is directly recruited, trained and supported by them. As a specialist provider they can offer a broader range of care than has previously been available to you.

Your new branch team will be based locally and whilst they won't have a fixed presence within the residence, they are fully committed to being responsive and available to you whenever you need them.

Helping Hands organise their care model entirely around the needs of each individual, flexing in both time and expertise if those needs change, so that the support you receive always reflects exactly what you need to keep living the life you love in your home.

This new partnership aligns with how home care is delivered across other Elysian residences, with positive feedback from homeowners.

2. Your care

Everything currently in your Care Plan and delivered by a carer can now be delivered by Helping Hands. This includes personal care, medication administration, waking nights, sleeping nights, respite care and practical home support. Should any changes to your needs be identified, these will be discussed with you at your Care Plan Review and updated accordingly.

We are working together to enable as many of your existing carers as possible to transfer across to Helping Hands too.

Elysian RESIDENCES

What Elysian Residences continues to provide

All services covered by the Monthly Service Charge, including 24/7 emergency response, continue. Welfare visits, housekeeping and companionship visits remain available to all homeowners as they are today. These services are not affected by this change. For those who receive any of these services delivered by a carer as part of an existing care plan, they will transfer to Helping Hands alongside the rest of your care.

Extra support now available to you

By moving to Helping Hands, a wider range of specialist services will be available to you, should you ever need them.

What is nurse-led care?

Nurse-led care is overseen by qualified registered nurses who work alongside your carers. Helping Hands hold TDDI registration, which means that under nursing supervision, carers can deliver clinical procedures including wound care, specialised medication administration and long-term condition management. The nursing team brings clinical expertise from the NHS and beyond, and works closely with your GP, social services and other healthcare professionals already involved in your care.

Helping Hands believe care should be proactive, and teams are trained to notice early changes and act before things become a concern, giving you and your family genuine peace of mind.

What about live-in and 24-hour care?

If your needs increase to the point where more continuous support would help, live-in care and 24-hour care (delivered via visiting shifts) are also available through Helping Hands. A dedicated carer living alongside you means round-the-clock support without the need to move.

3. When does this happen?

To make sure every transition is handled with the care and attention it deserves, we are managing the process in two phases rather than all at once. This allows both teams the time to manage each transition safely, carefully and without disruption to the care you receive.

Landsby will take place on 30th September 2026.

What happens next?

There are three simple steps between now and your transfer date:

Step 1: Come and meet us, 1st September 9:00 – 12:00

We will be hosting a Meet and Greet session at your residence with both the Elysian Residences and Helping Hands teams. This is a relaxed, informal opportunity to ask questions and hear more about what the change means in practice. This is open to all homeowners, regardless of whether you currently receive care.

Step 2: A call from your Helping Hands team, 3rd to 14th September

If you are a current care customer, a member of your Helping Hands branch team will call you personally to introduce themselves and answer any questions you may still have. This will also be when they arrange a face-to-face appointment for your Care Plan to be reviewed in your home.

Step 3: Review your plan, before your transfer date

A Helping Hands branch team member will visit you to review your plan. As Helping Hands take on the responsibility for your care, this is how they get to know you, make sure everything is properly in place and that your plan continues to reflect what you need. Even where your carer is already known to you, this step matters because it is Helping Hands taking their duty of care seriously from day one. It is also a good moment to discuss any specific requirements, including billing preferences.

Once this is completed and your contract is signed, your care with Helping Hands will begin on your transfer date.

If you have any questions at any stage, the Helping Hands team is here to help.

4. Rates and Billing

We want to make sure there are no unexpected surprises when it comes to billing, so here is what you need to know.

Your current care rate (for the services you receive now) will be honoured at the point of transition, so there will be no change to the rates you pay at the time your care moves to Helping Hands. As with any care provider, rates may be subject to review in the future, and any changes would always be communicated to you in advance and in line with Helping Hands' Terms and Conditions.

As standard, Elysian Stanmore Care bills monthly and Helping Hands bill weekly, both by Direct Debit. Because of this difference in billing frequency, there will be a short overlap between your first Helping Hands bill and your final bill from Elysian Stanmore Care. The table below shows exactly what to expect:

Transfer date	First Helping Hands bill	Final Elysian bill
30th September 2026	5th October 2026	5th October 2026

Please rest assured you will not be overcharged for any care services.

If you have any specific billing requirements or questions, your Helping Hands Branch Care Manager will be happy to talk these through with you. There is no need to cancel your direct debit, as it will be cancelled automatically.

5. Terms and Conditions

Helping Hands' Terms and Conditions differ in some ways from those you have had with Elysian Stanmore Care.

We have set out the key differences on the following page.

This summary is for your guidance only. The full Helping Hands Terms and Conditions can be found at www.helpinghandshomecare.co.uk/terms-and-conditions/ and will be provided at your Care Plan Review.

Elysian

RESIDENCES

Area	Elysian Stanmore Care	Helping Hands
Planned holidays and care breaks	24 hours' notice minimum. Less than 24 hours = full charge.	7 days' notice. Care can be paused for up to 4 weeks without charge.
Bank Holiday charges	Not specified.	Most Bank Holidays charged at 1.5 times the normal rate. Only Christmas Day, Boxing Day and New Year's Day are charged at double rates.
Hospital admissions	Not specified.	If you're admitted to hospital unexpectedly, Helping Hands will charge only for the visits that were already scheduled in your Care Plan during the first 48 hours of your admission. If you'd like your Carer to visit you in hospital, Helping Hands will waive this charge and adjust your Care Plan for the duration of your stay.
Billing frequency	Monthly invoicing.	Weekly invoicing in arrears, giving you regular visibility of the care being delivered.
Invoice payment terms	Invoice issued at least 5 days before direct debit taken. Interest charged at 4% above Barclays base rate for late payment.	Issued weekly in arrears, with payment due within 9 days, usually by Direct Debit.
Notice period	Elysian may end services with 7 days' notice for hourly care. 28 days live-in care.	Helping Hands will give at least 30 days' notice.
Ending your care services	Customers may end their care service by providing 7 days' notice for hourly care. 28 days live-in care.	Customers may end their care services by providing 14 days' notice. Temporary care breaks can be made with 7 days' notice.
Fee reviews	30 days' notice of any changes.	30 days' notice of any changes.
Payment administration	Direct Debit is the preferred payment method.	Direct Debit is the preferred payment method. Administration charges may apply for other payment methods.

If you have any questions about the terms and conditions, your Helping Hands Branch Team will be happy to talk them through with you.

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