

Elysian RESIDENCES

Dear Homeowner,

When I founded Elysian Residences, my aim was to give you access to the very best life has to offer, whether that be food, experiences or service, all whilst you live your life on your own terms, and in your own home. I have taken this aim seriously and remain committed to it. Part of this aim has always been making sure that, if your needs change, the right support is available to you.

Many of you have told us, directly and through feedback to our team here at the Landsby, just how much that vision matters to you. It matters to me too, and I want to make sure it only gets stronger as Elysian continues to grow.

This is why I am writing to you today. Going forward, Elysian will concentrate fully on what we do best: the hospitality, lifestyle, and community that make life in our residences what it is, and that support you in living independently and well, for longer. As a result, on 30th September, Elysian Stanmore Care Company will be bringing its care services to a close.

Care remains just as important to us as it has always been, which is why we want it delivered by a provider whose entire business is built around it. From today, we are launching a trusted partnership with Helping Hands, one of the nation's most established home care providers, to take over the delivery of care here at the Landsby. Helping Hands have been caring for people in their own homes across the UK for over 35 years. They are a specialist provider, dedicated entirely to home care and registered with the Care Quality Commission (CQC) to deliver both personal care and nurse-led care. Whatever you need, now or in the future, support will be here for you, so that you can continue to live well at the Landsby.

For those who receive care, this partnership means the care you rely on continues, with additional support available should you ever need it. The Landsby remains, first and foremost, a place for independent living, and this change is about strengthening what is available, not changing what life here is about.

I am genuinely proud of the service we have provided: the people who deliver it, and the trust you place in them. The relationships you have built with your carers, the familiarity, the shared understanding, are not small things; they are at the heart of great care. That is why we are actively working to enable as many of your carers as possible to move across to Helping Hands, and this remains a shared priority for both teams.

Additionally, as part of Helping Hands, your carers will be supported by a team of registered nurses and care experts meaning that if your needs change, people you know and trust will have everything they need, including training, to support you further.

Your current care rate will be honoured when your care moves to Helping Hands. Should rates ever be reviewed in the future, as with Elysian Stanmore Care, you will always be given advance notice in line with Helping Hands' Terms and Conditions.

There is nothing you need to do today. We know you will have questions, and we've enclosed a guide that we hope will answer most of them. We'd also love to meet you in person. We have organised a Meet and Greet session at the Landsby on the 1st September between 9:00 and 12:00, a relaxed and informal get-together with both teams where you can ask anything you wish. And if something's still on your mind in the meantime, please don't hesitate to get in touch at helpinghands@aemliving.com

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Please also scan the QR code below to review FAQs.



Further to the Helping Hands partnership, and as part of our continued investment in life at the Landsby, I am delighted to share our future plans for Lifestyle and Experience. This is about creating vibrant, integrated communities where homeowners feel welcomed, connected, supported and able to enjoy exceptional experiences. The team is currently working to grow our circle of trusted partners and deepening our existing relationships to ensure you always have the highest quality of support. More information will be shared in October, but for now, please feel free to reach out to your General Manager if you have any questions.

What I have shared today is a commitment to you and the life you have built here. That is as true of the care available to you as it is of everything else that makes life here what it is.

For those who receive care, this decision is yours. If this is not the right path for you, you are of course free to make your own care arrangements. But knowing the track record of Helping Hands and having seen first-hand how Emma Pearson and her team approach helping people live well in their homes, I have great confidence that this partnership means you can continue to live the life you have built here, on your terms.

Yours sincerely,

Gavin Stein

Group Chief Executive Officer

A note for family members and LPAs

Where we hold contact details for someone who holds a Lasting Power of Attorney (LPA) on your behalf, and where you have given us your consent to do so, we will share a copy of this letter with them.

An important note about your personal information

To help make your move to Helping Hands as smooth and safe as possible, Elysian Stanmore Care Company will share relevant information for those receiving care with Helping Hands on 27th August. This will include your contact details and care plan and may include information about your health and care needs. As your information will already have been transferred, when the Helping Hands branch team contacts you, you can ask Helping Hands to delete it under your right of erasure.

For full details of how Helping Hands will use your personal information, please see the Helping Hands Privacy Notice, which is available at: www.helpinghandshomecare.co.uk/privacy