



# Independence **PLUS** Support

---

Discover Retirement Living **PLUS**  
at Neptune House, Worthing



McCarthy & Stone









Artist Impression

# A warm welcome to Neptune House

Exclusively designed for the over 70s, our stunning new development of privately owned one and two bedroom retirement apartments is located on Heene Road, a stone's throw from Worthing sea front.

Here you will enjoy the benefits of owning your own home, free from the worries of external maintenance or gardening and with like-minded retirees as your neighbours.

Our beautiful apartments have built-in security and lifestyle features that help make the practicalities of day-to-day life easier for you.

One of the key benefits of Retirement Living PLUS is the flexible care and support packages that are built around your needs. We can help with everything from domestic chores to tailored personal care.

Offering all you need to enjoy a relaxing retirement, these stylish apartments are brought to you by McCarthy & Stone - the only house builder to win the Home Builders Federation 5-star award for customer service every year since the awards began in 2005.







A place I own

**PLUS**



the support

I need

You'll feel right at home at Neptune House in next to no time. It's easy to relax knowing there's a dedicated Estate Manager on hand during the day – a friendly face who will be around to provide help and support as and when you need it.

Our Estate Managers don't just take care of the practicalities of running our developments, they help organise social activities, which our homeowners are free to get involved in if they wish.

There's the added peace of mind of staff on-site 24 hours a day, care services you can tailor to your needs and a restaurant serving meals daily<sup>^</sup>, so you can dine in company.

Moving to Retirement Living **PLUS** is about far more than buying a new property – it's about embracing a rich and fulfilling lifestyle with a little more care and support when you need it.



Typical social lounge



“Living here has given me so much more time to enjoy myself, I don't have any worries about maintenance as everything is taken care of. My family live all over the country so I don't get to see them very often, but being here means I'm never alone.”

**Homeowner, Penn**

## More time to do the things you love

Neptune House has everything you need to get on with enjoying your retirement to the full.

The stunning social lounge opens out to beautiful landscaped gardens, which we make sure look their best all year round. It's the perfect outdoor space to sit back, relax and enjoy your retirement with friends, old and new.

If you have visiting friends or relatives who would like to stay the night, instead of the hassle of making up a spare bed you can book them into the development's guest suite, which has en suite facilities\*. They will find it's like staying in a hotel, while all you need to do is make the most of their company.

You will also have access to the neighbouring development facilities at Triton House. Each development has their own homeowners' lounge but themed slightly different as you will be able to enjoy both social spaces and attend regular social activities from bridge club to cheese and wine evenings.

We also understand the companionship that a pet can bring, so you're welcome to bring them along too†.

^Extra charge applies. \*Typically £25 per night. Subject to availability.

†Ts&Cs apply. Please speak to Sales Executive for more information on our pet policy.



The real benefit of an apartment at Neptune House is that everything is designed to help you carry on living independently.

If you require additional support, now or in the future, there's a qualified and reliable team right on your doorstep.

“The staff are always very willing to help, very patient and very, very caring. Plus it's a beautiful environment for my father to live in. I find it very reassuring that Dad has staff available 24 hours a day if he has got a problem - it has taken a weight off my mind.”

**Relative of homeowner, Southport**





# We're dedicated to helping you live your retirement to the full

## **Introducing YourLife - our wonderful in-house care and management team**

We understand that to provide excellent customer service we need outstanding people. That's why we employ and train the team who oversee Neptune House. All YourLife staff must provide an enhanced certificate from the Disclosure and Barring Service (DBS) before they commence work at the development.

It's also reassuring to know that the Care Quality Commission (CQC) regulates YourLife. The Estates Manager who leads the team is personally registered with the Commission.

Yourlife are always there when and if you need them.

To read the CQC's independent evaluation of our provision, please see: [www.cqc.org.uk/search/yourlife](http://www.cqc.org.uk/search/yourlife)<sup>†</sup>

**YourLife**  
Care and Management

<sup>†</sup>If you don't have internet access, we can print your reports on request.

## **A team you can trust**

You can trust in the provision of excellent personal care and management from our very own team, enabling you to continue to live independently.

YourLife brings you professional service to your own home, providing flexible personal, domestic and social care support packages, tailored entirely to suit your requirements.

With an extensive assortment of services on offer – from help with grocery shopping to someone accompanying you to a doctors' or hospital appointment – you might also want to book additional time. This is charged in 15-minute increments, so you only ever pay for the support you need.

## **Domestic assistance**

Your service charge already includes one hour's domestic assistance every week. You can use this time for help with a range of chores, from housework to shopping for groceries, leaving you more time to do the things you enjoy. If you would like a little more help around your apartment you can add more time, for an additional charge.

## **Personal care<sup>^</sup>**

If required, we can help you with services such as going to bed and getting up in the morning, help with medication prompting and convalescence care. There's a whole host of services on offer.

If you think you would like to take advantage of these services, your Sales Executive can arrange a private, confidential Wellbeing Assessment with the Estates Manager, so you can be sure you have all the care and support you need from the moment you move in.

<sup>^</sup>Extra charge applies.



## Lifestyle support<sup>^</sup>

If you want to take a shopping trip or have an evening at the theatre, one of our team will be happy to assist you.

## Laundry service<sup>^</sup>

The team can take care of all your laundry requirements, returning your items washed, dried and ironed in 24 hours.

## Restaurant<sup>^</sup>

Our bistro style restaurant is a lovely place to meet up with other homeowners and perfect for those days that you don't want to cook for yourself. Serving a variety of nutritious meals, light bites and snacks for you and your family and friends, using fresh ingredients and catering for special dietary requirements.



## Wellness and hairdressing suite<sup>^</sup>

Our wellbeing suite will be host to a variety of professionals including hairdressers and therapists. Equipped with salon accessories and a therapy table, you'll be able to relax and recharge - attending your regular appointments come rain or shine.







# A great place to live **PLUS** real value for money



**Compared to staying in your own home or moving into a care home, Retirement Living PLUS offers incredible value for money.**

If you choose to stay in your own home you'll have the stress of up-keep and maintenance costs, and the prospect of depending on social care that's already stretched to the limit. And if you move into a care home your capital will disappear in no time at all.

Buy a Retirement Living **PLUS** apartment and you'll still own your own home, only paying for any additional services you use, provided by our own YourLife team. So when you compare the costs, you'll see we offer real value for money, plus a level of care that both you and your family will feel at home with.

## The development

- Access to two elegant homeowners' lounges, perfect for entertaining and socialising with loved ones, both in Neptune House and neighbouring development, Triton House
- Landscaped gardens for you to enjoy, without having to lift a finger
- Guest suite perfect for when friends and family come to visit<sup>#</sup>
- Lift to all floors
- Bistro restaurant
- Wellness and hairdressing suite<sup>^</sup>
- Car parking<sup>#</sup>
- Mobility scooter store and charging room<sup>#</sup>

## Services

- The Yourlife team - including a dedicated Estate Manager and staff on-site 24/7, to provide help and support if required
- One hours' domestic assistance included per week
- Additional support packages, tailored to suit your needs<sup>^</sup>
- 24 hour emergency call system, should you need emergency assistance day or night
- You won't have any worries about the maintenance of the exterior of the property, because all that is taken care of for you
- If you need someone to put up pictures, shelves or hang curtains we have teams of professional trades people you can call upon. As part of your moving package, we'll provide one hour's service within your first 30 days of moving



“ We now have care that fits around my mother’s life – not the other way around. The model of care provided has been perfect. As soon as we looked around the apartment, I knew that it would be a happy and safe environment for her to live in. Purpose built with everything from waist-level wall sockets to wet rooms – they really do think of everything! ”

**Relative of homeowner, Didcot**



## Our stunning apartments are built to high standards

### **10 year guarantee**

As a registered builder with the NHBC, all new McCarthy & Stone apartments come with a 10 year NHBC Warranty.

### **All in place**

With double glazing and insulation, your apartment is designed to be incredibly energy efficient, allowing you to keep warm whilst helping to keep your heating bills low. We'll also ensure that telephone, TV and Sky connection points are fitted ready for the day you move in. If you choose, you can also have a broadband connection installed for ultimate connectivity.

### **Safe and secure**

Peace of mind comes from a door entry system linked to your TV, so you can see who's there before letting anyone in. There's also an intruder alarm and a 24-hour emergency call system, giving access to assistance whenever you need it. If you spend a lot of time travelling or visiting family, a McCarthy & Stone apartment also lets you 'lock up and leave' so you can go away in the knowledge that everything at home is left safe and secure.

### **Put your own stamp on your apartment**

Throughout the apartment the decor is light and neutral – a blank canvas, so that whatever your taste in furniture and furnishings, everything is sure to co-ordinate beautifully. You'll have plenty of scope to make your apartment your own by incorporating personal touches.



Registered builder





# A smart apartment **PLUS** clever features

Step inside one of our new apartments and you'll soon start to wonder why you didn't move years ago. You'll settle quickly into your spacious new home, with plenty of room for your precious belongings.

When family and friends visit you can entertain them in comfort and style in your home, with the social lounge providing extra space, should you need it. Selected apartments also benefit from balconies or patio areas.

## **Life's little luxuries are waiting for you**

In the kitchen, you'll see that we've incorporated a range of high quality appliances. Everything is designed to make cooking and cleaning as effortless as possible.

Our luxurious bathrooms are designed to offer both functionality and safety. They all have level access showers, so you can get in and out easily, as well as slip-resistant flooring and lever taps that turn on and off with ease.

## Your new apartment in detail

### General

- Double glazing to all windows
- Balcony or patio to selected apartments
- Walk-in or fitted wardrobes to selected apartments
- Telephone and television point in living room and bedrooms
- NHBC 10 year warranty
- Sky/Sky+ connection point in living room\*

### Kitchen

- Fitted kitchen with integrated Bosch appliances - fridge/freezer, mid-height oven and ceramic hob
- Stainless steel Bosch cooker hood and glass splashback
- Stainless steel sink
- Lever mixer taps

### Shower room

- Fitted wet room with vinyl flooring
- White sanitary ware with high quality fittings
- Additional WC in selected two bedroom apartments
- Heated towel rail
- Integrated shaver socket

### Heating and finishes

- Panel heating
- Neutral décor
- Oak veneered doors
- Chrome door furniture and fittings

### Safety and security

- Door camera entry system which is linked to the TV
- 24 hour emergency call system with a personal pendant alarm
- Intruder alarm and smoke detector
- Illuminated light switches to bathroom and main bedroom

This specification is for guidance only, items may vary. Please check with Sales Executive for further details. Images are indicative only. \*Sky/Sky+ subject to Sky subscription.







# A vibrant community with amenities close by

## The perfect location to live your retirement to the full

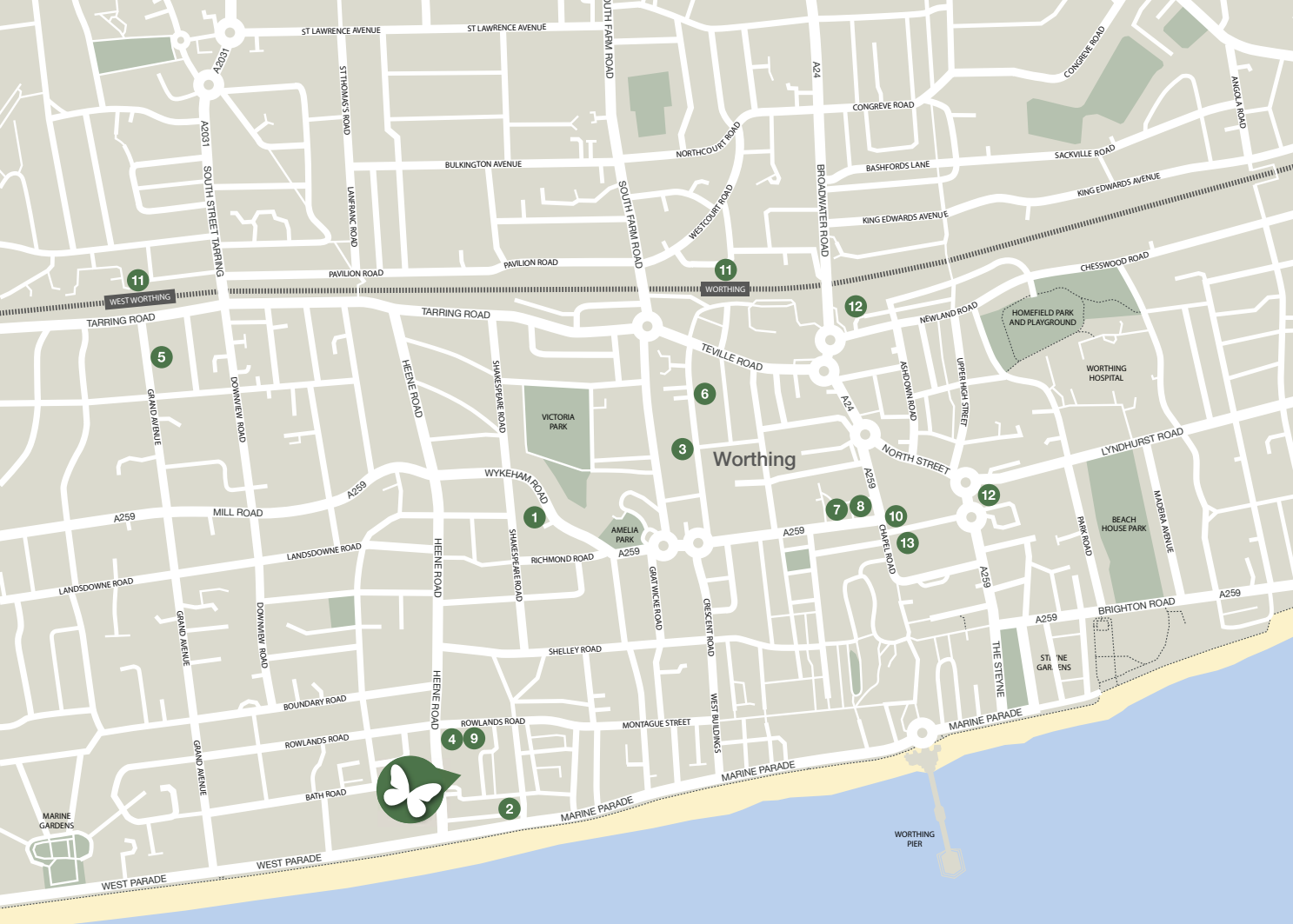
Neptune House is located in the beautiful seaside town of Worthing on Heene Road, a stone's throw away from the seafront, with local amenities such as restaurants, cafés, boutique and High Street shops close by.

Just a few hundred feet from the development is Marine Parade. Take in the sea air with a stroll along the pier and try your hand at fishing or sample one of the many treats available from the pier's Art Deco café.

The town also has a host of art and cultural offerings. A variety of independent cinemas are dotted throughout the town, including The Dome Cinema, one of the oldest working cinemas in the UK. Head to the Pavilion Theatre, situated on the promenade at the entrance of Worthing pier, to enjoy performances including theatre, music and dance, or browse the craft markets and fairs hosted here regularly.

Situated at the foot of the South Downs, Worthing is the perfect place from which to explore all that this National Park has to offer. As well as the huge variety of walking and cycling opportunities, it is also a place of huge historical significance.





## Neptune House

- |                     |                        |
|---------------------|------------------------|
| 1 Bakers            | 8 Museum & Art Gallery |
| 2 Bus stop          | 9 Pharmacy             |
| 3 Church            | 10 Post Office         |
| 4 Convenience store | 11 Railway station     |
| 5 Dentist           | 12 Supermarket         |
| 6 Doctors           | 13 Theatre             |
| 7 Library           |                        |







## Help with your move and with your costs

Once you've found your perfect location, we continue to support you with our Smooth Move and Part Exchange services. We can even help towards estate agent fees and legal services, and provide a specialist removals service.

Of course, you might be happy to sell your old home on the open market. But it's worth noting that whatever the value of the property you're leaving – be it more, less or equal to that of your new apartment – if you choose our Part Exchange scheme you won't need to find a buyer. You just decide what's best for you.

“ The McCarthy & Stone sales team made my purchase and move smooth and trouble free. Their continuous support throughout a very stressful period left me with a smile on my face and a certainty that I had made the right move. ”

**William Burgess**  
Homeowner, Biggleswade

## Smooth Move

Our Smooth Move service makes the whole moving process easier for you and helps you feel instantly at home in your new apartment. You couldn't be in better hands.

Leave all the lifting and carrying to us. Our team of specialist removers can help you declutter, pack up your belongings and take them to your new apartment before carefully unpacking them again.

We can even hang your pictures and mirrors, put up shelving and do any other small tasks that'll soon have your new apartment feeling like home.

**As well as our free specialist removals service, Smooth Move also offers you:**

- £2,500 towards your estate agent fees; and
- £1,000 towards legal fees.

## Part Exchange

If you're looking for the quickest, most straightforward route into your new McCarthy & Stone apartment, our Part Exchange service might be the answer. You effectively gain a cash buyer, removing the risk of problems with property chains. You won't need an estate agent either, saving money on fees and avoiding lots of viewings.

While Part Exchange can speed up the whole moving process, we still appreciate that you won't want to feel rushed into getting everything done on moving day. That's why we give you access to your old property for up to a fortnight after the sale completes.

Of course, we can't guarantee you won't get a better price for your property on the open market. But many customers say the time, expense and hassle they save with Part Exchange makes it the better option for them.

---

For both Smooth Move and Part Exchange, terms and conditions apply. Offers may change and are correct at time of print. For more information and full terms and conditions, please visit [mccarthyandstone.co.uk/how-we-help](http://mccarthyandstone.co.uk/how-we-help)







## Providing award-winning customer service

We're incredibly proud to have been awarded a 5-Star rating in customer satisfaction for thirteen consecutive years, as voted for by our homeowners via the House Builders Federation (HBF) survey.

And are delighted that so many of our homeowners say they would happily recommend us to their friends and family. We believe this is testimony to the quality and attention to detail that goes into all our developments and the service we provide.

What's more, almost 90% of our homeowners say that moving to a McCarthy & Stone development has improved their quality of life\*.

Since we started in 1977 we've built over 54,000 apartments, as well as a strong reputation for quality. It's nice to know that we're getting it right for the people who really matter.



\*HBF New Homes Survey – based on 1,460 homeowners who moved into a McCarthy & Stone development since October 2015.

Notes...

---

---

---

---

---

---

---

---

## Find out more

For more information please  
call **0800 201 4106** or visit  
**[mccarthyandstone.co.uk/neptune-house](http://mccarthyandstone.co.uk/neptune-house)**





**McCarthy & Stone**  
— Retirement living to the full —

# We'll help you find your perfect retirement apartment.

Neptune House, Heene Road, Worthing, West Sussex, BN11 3FA

Call us on **0800 201 4106** to find out more  
or visit **[mccarthyandstone.co.uk/neptune-house](http://mccarthyandstone.co.uk/neptune-house)**

All internal images show typical interiors and purchasers are advised that the furniture, fixtures and fittings are for visual representation only and do not depict the actual finish of any individual apartment. No responsibility can be accepted for any mis-statement in this leaflet, which is not a contract nor forms any part of any contract. The company also reserves the right to alter specification without notice. Age restrictions apply on all retirement developments. If there are any important matters which are likely to affect your decision to buy, please contact the Sales Executive before travelling to view. Details correct at time of print.

McCarthy & Stone Retirement Lifestyles Ltd, Southern House, 1 Embankment Way, Ringwood, BH24 1EU

December 2018

