

# **Extra Care Housing Model 2020**

# Extra Care Housing Model – Community Support Services

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# Extra Care Housing Model – Community Support Services

## Introduction

Extra Care Housing provides accommodation in developments of self-contained homes with design features and support services available to enable self-care and independent living. It allows citizens to maintain and where possible build on their independence. Developments are designed and situated within the heart of the local neighbourhood recognising the importance of maintaining and developing strong community links.

The provision of onsite carers allows the delivery of person centred, reablement focussed support – “doing with, not doing for” – which in turn allows individuals to stay as independent as possible for longer.

Feeling safe and secure is fundamental to an individual’s ability to remain independent. Each building within a scheme will have secure entry systems. All staff working within the schemes support individuals to maximise and maintain this vital feature.

Services generally include 24hrs on-site staff, the provision of daily restaurant style meals, personal alarm equipment and access to many communal areas.

All current schemes in Denbighshire function in partnership with registered social landlords. Each scheme has its own identity and ways of working. Individual scheme’s policies and procedures that are applied during the application process should be referred to in relation to applications to their individual schemes e.g. pet policy, cross border applications etc. The on-site care and support within Denbighshire’s current schemes is provided by Denbighshire County Council’s in-house care and support staff.

In line with DCC domiciliary care service statement of purpose the care provider aims to:

- Support individuals to be physically, mentally, and emotionally healthy in a safe environment.
- Promote independence and encourage individuals to be as independent as possible.
- Provide a person centred care approach. This is achieved through discussions with citizens and/or family and representatives to ensure individually focussed outcomes.

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- Ensure people's comfort and well-being and appropriate monitoring of their needs.
- Provide support as necessary with daily living tasks, in line with each individual's person centred care plan.
- Support individuals to take part in various events within the local area.
- Support any religious or spiritual needs identified.

The first Extra Care Housing scheme in North Wales was Denbighshire's scheme in Rhyl, Gorwel Newydd, developed in 2009 in partnership with Clwyd Alyn Housing Association located on Rhyl promenade.

There are currently three established schemes and one being developed in Denbighshire;

- Gorwel Newydd, Rhyl; 59 apartments 30 x 2 bed and 29 x 1 bed.
- Nant y Mor, Prestatyn; 59 apartments 32 x 2 bed and 27 x 1 bed.
- Llys Awelon, Ruthin; 21 apartments 18 x 2 bed and 3 x 1 bed with a phase 2 build of a further 35 units planned with anticipated completion by 2022.
- Awel Y Dyffryn, Denbigh; construction underway to deliver a scheme that includes some 66 one / two bed, Extra Care apartments along with accommodation that support adults with both physical and learning disabilities

Opportunities to expand our provision of Extra Care Housing in the south of the county are being explored.

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## Mission Statement

Extra Care Housing in Denbighshire is the innovative supported housing concept that can often be seen as an alternative option to residential care. The aim is to support individuals who wish to remain independent and in control of their own life for as long as possible in an environment that draws upon care and support and housing amenities together.

Our aim is to maximise the opportunity for everyone living within a scheme to thrive, stay active, forge new relationships within their new community setting and live as independently for as long as possible.

Extra Care Housing and its aspirations are key to supporting the Five Ways to Wellbeing (Public Health Wales 2008);

- **Connect** - with people around you. With family and friends, colleagues and neighbours.
- **Be Active** - Being physically active improves physical health and can improve mood and wellbeing and decrease stress, depression and anxiety.
- **Give** - carrying acts of kindness, small or large can improve happiness, life satisfaction and general sense of wellbeing.
- **Keep Learning** - trying something new, re-discover old interest, take up of new interests – all these positively stimulate the brain.
- **Take Notice** - paying attention to the present moment, to thoughts and feelings and to the world around, boosts our wellbeing.

Specific services and key areas such as – accessing on-site meals, care packages, programme of activities along with community engagement and integration initiatives, will be our measure that Extra Care Housing is achieving its intended outcomes.

These areas will form part of our measure of success for individual schemes and the services they provide with the intention to learn and grow from good practice across all schemes.

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## Aspirational Goals

We will, with partners, look to ensure both new and existing schemes strive to be the best they can by improving or adapting services as required and ensuring both individuals living in a scheme and the local community reap the benefits.

Activities, events and social gatherings can provide the platform for individuals to network, form relationships and improve their overall mental and physical wellbeing. Our expectation is that schemes within Denbighshire facilitate a minimum weekly event or activity and they will regularly invite the local community to partake and grow those vital links.

Improving people's health and staying well is a crucial aspect of the support that is on offer within extra care housing schemes. We recognise that trips and falls at any age can have a devastating and debilitating effect. We will measure and record falls data whilst seeking to ensure support and information is readily available to individuals to minimise the risk.

Scheme surveys can play a pivotal role by providing both qualitative and quantitative data and information that supports what works well and what may require improvement, it is intended that an annual survey will form part of this work and the findings from this will be shared with all stakeholders.

Key indicators that we have the demand and process for applying for extra care housing right can be evidenced in such details e.g. voids/hard to let properties, we will look to record and where necessary meet with partners to explore solutions/actions as required.

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## **Application, Assessment and Allocation Process**

### **Application**

Denbighshire's Extra Care Housing applies eligibility criteria that must be met by those applying to the schemes.

### **Eligibility Criteria**

Denbighshire in partnership with Registered Social Landlords set out eligibility criteria for applications into extra care housing schemes. Applicants must be eligible for inclusion in accordance with the Housing Association's policies and procedures

- Applicants must be over 60 years of age and preference will be given to residents of Denbighshire. However, applicants aged at least 55 years of age will be considered if they have a lifelong condition or disability.
- Applicants must have been assessed by a DCC social care officer and have a level of need putting them at significant risk of losing their ability to live independently
- Priority will be given to eligible individuals with the most appropriate level of need when allocating accommodation.

Denbighshire's Extra Care Housing applies eligibility criteria that must be met by those applying to the schemes.

Each scheme's landlord will follow a process in relation to all applications. This usually includes face to face meetings and often a home visit from scheme representatives to the applicant's current address in order for the application to progress. This is an opportunity to ensure all information required on the housing application is complete and that all information about the services and expectations of Extra Care Housing is fully understood.

### **Assessment**

Denbighshire's Community Support Services practitioners and /or housing landlord staff will need to have a "conversation"; i.e. a meaningful discussion that clearly identifies the need for Extra Care Housing and agreed outcomes for individuals.

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## **Allocation**

An allocations panel that comprises of Denbighshire's Community Support Services practitioners, housing scheme staff and representatives from Health will meet regularly to process applications and where appropriate, allocate accommodation within the scheme.

## **Provision of Care and Support**

Care and Support will be provided to individuals living in the Extra Care schemes in accordance with their outcome focused, person centred care and support plan. Denbighshire County Council will encourage those individuals to use the onsite provider of Care and Support for the scheme they reside in. However, individuals may choose to use an alternative/existing provider and may have a private arrangement with an independent agency to provide any level of care and support they want. However, this would only be agreed through a support budget for assessed care needs.

Emergency care and support can also be provided by on-site support staff in some situations, for instance when initiated by the "alarm system" from individual flats or within the building. If necessary, they may need to involve other services e.g. Health, Occupational therapists.

Where this level of support is required for more than 3 consecutive days or if there is a regular pattern of unscheduled care and support, a referral will be made for an assessment of the need for a formal care and support plan. Charging processes will be initiated by the care provider by day 5.

Any changes to planned care and support will require, where possible 7 days' notice. Care and support staff levels are reviewed daily to ensure that appropriate support is provided. Ideally, 24 hours' notice will be required in the event of cancelling a planned care and support visit in order to avoid still being charged.

Care and support will be delivered in line with statutory guidance, legislation and regulation and in accordance with Denbighshire County Council's policies and procedures.

Denbighshire's schemes will actively utilise support from Community Resource Teams (CRTs), to include specialist support such as e.g. dementia support workers, community navigators, carer assessors and relevant health professionals.



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## **Housing Management Support / Maintenance and Repairs Request**

Working with landlords, Denbighshire County Council seeks to expand the range of services offered.

### **Housing management**

#### **Current services**

- Repairs & maintenance/out of hours support.
- Collecting rents and service charges.
- Regular meetings with tenancy holders.
- Performance reporting/lettings/tenancies.
- General scheme manager support.

### **Facilities management**

#### **Current services**

- Window cleaning, gardening and grounds maintenance.
- Cleaning of communal areas.
- Health and Safety including fire procedures.

### **Service aspirations**

- Community bathing services.

### **Support and housekeeping services**

#### **Current services**

- Daily fresh meal provision, prepared onsite.
- Nutritional advice and information.
- Where identified in support plan, assistance will be delivered, as discreetly as possible.
- Additional meals may be purchased from on-site caterer's dependant on each scheme and providers' capacity.

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- Café / breakfast clubs and other similar opportunities may be offered on an individual scheme/landlord basis.

## Service aspirations

- Activities co-ordinator / wellbeing / inclusion officer in collaboration with care provider.
- Support with financial management against an agreed plan via housing related support.
- Facilitation of tenant social groups / buddies e.g. for gardening / shopping.
- Telemedicine - the on-site access to health interventions.

## Care services

### Current services

- Full range of personal care including double handed care at night, reactive care and support.
- Welfare checks / “I’m OK” checking in service - for those citizens signing up to them.

### Service aspirations

- Specialist day activities, support with meal preparation
- Promoting independence and falls prevention through the use of lifting/moving equipment, aids and adaptations.
- Therapy exercises.
- Dementia care.

## Support with Finances

Extra Care Housing care and support staff are not able to offer assistance with managing finances for individual tenants.

We will not be able to hold cash or valuables, credit or debit cards etc.

Where situations arise where support is required, housing and care and support staff are able to share information, signpost and/or refer individuals to a local organisation who can assist them as appropriate e.g. Welfare rights, debt advice, budgeting.

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## **Wellbeing / Inclusion / Activity Support**

Keeping active, informed and connected with others has been proven to enhance lives, give purpose and direction and improve overall wellbeing.

We recognise that anyone, in any setting can become lonely and isolated. It is our intention that anyone living in a scheme and wanting to keep active, well and follow their hobbies and interests will be able to do so. This may take various forms from planned group activities and events, to one-on-one engagement sessions.

## **On-site Respite and / or Reablement Support Opportunities**

Denbighshire's Extra Care Housing schemes will look to support rehabilitation, respite and discharge to assess with access to self-contained apartments for respite and guest suite support for carer respite. This supports our wider priorities including carer support and collaborative and innovative working with the local health board.

Denbighshire Council County leases' self-contained flats within some of the Extra Care Schemes, this is to;

- Support individuals who have more complex needs and are unlikely to be considered safe to complete daily activities in their own home.
- Provide short term intervention (up to two weeks) to increase confidence and promote participation in daily living activities, helping to re-equip individuals with skills needed to return home safely. There will be no charge for the support intervention but there will be a charge for the meals and facilities used.
- Provide short-term support (one or two weeks) for individuals who are cared for at home. This enables carers to take a break or recover if they are ill themselves. Alternatively, both carer and cared for person can stay.

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## Frequently Asked Questions

- Q:** My mother has early signs of Dementia. Can she move into Extra Care Housing?  
**A:** People with Dementia can live in Extra Care Housing. As part of each individual's assessment, all health conditions are considered. This is to ensure their care and support needs can be met before they any offer is made.
- Q:** My husband is unwell. Do you consider applications from couples who want to move into Extra Care Housing together?  
**A:** Yes. There are 2 bedroomed apartments that are ideal for couples. When assessing the suitability of couples wishing to be considered for Extra Care Housing we would assess the needs of both.
- Q:** How do you prioritise the people on the waiting list?  
**A:** When a vacancy arises everyone on the waiting list is considered. The property will be offered to whoever is deemed, at the time of the vacancy, to be in the greatest need. Consideration will be given to any escalation of risk of an individual losing their independence and/or increasing level of support needed, should they remain in their current accommodation.
- Q:** Will care and support staff support me with medication?  
**A:** On-site care providers must adhere to domiciliary regulations. Care and support staff can prompt or supervise you taking your medication, if it has been agreed and documented as a need on your care plan and you are already receiving care and support at the time you are required to take your medication. On-site care and support staff cannot support if the only identified need is to prompt / supervise medication. If you are unable to take your medication independently or require more support than a prompt or supervision, you will need to contact to your doctor or pharmacist. The care and support office is unable to accept delivery of your prescription. You will need to make arrangements with your pharmacist for delivery time / day that is suitable to take delivery yourself. The only exception to this will be if it is documented on your care plan from the Lead Practitioner with the reason why and where the medication is stored.
- Q:** Can I buy an apartment?  
**A:** No. The apartments are only available to rent.

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6. **Q:** Do I have to pay for a meal if I do not want it?  
**A:** Yes. The meal service is a condition of the tenancy. This is because overheads are incurred even if a person chooses not to have a meal.
7. **Q:** Are white goods included, e.g. Fridge, Freezer, washing machine, cooker?  
**A:** No, white goods are not included. Please note that no schemes have a gas supply.
8. **Q:** Is the flooring included?  
**A:** There is non-slip flooring in the kitchen and walk- in shower/wet room. This leaves other rooms for you to choose and provide your own flooring. We ask that you seek advice from the facility staff before floor coverings are chosen to ensure consideration can be given to the opening and closing of doors in your apartment.
9. **Q:** Can I decorate my apartment?  
**A:** Yes, you can decorate your apartment. However, when the property is newly built we ask that a period of 12 months is left before any decoration is undertaken to allow the building to settle.
10. **Q:** Can I put pictures up?  
**A:** Yes, but you must seek the advice of the facility staff before this is done to ensure the correct fixings are used and consideration is given to electric cabling, water pipes, etc.
11. **Q:** Can I have a pet?  
**A:** Pets are allowed dependent on the scheme and Landlord policies. Check locally.
12. **Q:** Can I go out when I want and can I have visitors? Are family able to stay over?  
**A:** Your apartment is your own home - you can come and go as you like and have visitors when you want. There is generally within each scheme a visitor's room that is bookable at a nominal charge if you haven't the space in your own apartment for friends/family to stay over.
13. **Q:** I have regular deliveries; will the reception area hold these for me if I'm out?  
**A:** No, on site staff cannot take responsibility for deliveries. The reception area is not staffed. If you are out, then couriers etc. should call back, just as they would need to if you lived anywhere else.
14. **Q:** What do you mean by care and support?  
**A:** Care and support can range from various levels of personal care e.g. support to access bathing/ showering, to support to access the restaurant.
15. **Q:** I have my own carers now; can I continue with them?  
**A:** Of course your existing carers can still support you once you are in a scheme.

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16. **Q:** I would like to employ a cleaner, could I do this?

**A:** Yes. Staff within the scheme are unable to provide a cleaning service but you can employ someone yourself.