

# EXTRA CARE SERVICES

## EXTRA CARE POLICY

<b>Reference:</b>	HS_POL_CMS_ECB_1.0	<b>Approved:</b>	30/08/17
<b>Scope:</b>	The Birches, Extra Care Housing	<b>Date of next Review:</b>	30/08/20
<b>Legislation:</b>	Housing Act 1996 Disability Discrimination Act 2005 Equality Act 2010 Care Act 2014 Localism Act 2011 Animal Welfare Act 2006		
<b>Related Policies:</b>	Customer Risk Management Policy and Procedure Needs Assessment and Support Planning Policy and Procedure Customer Complaints procedure Safeguarding Policy and Procedure Data Protection Policy and Procedure Confidentiality Policy and Procedure Mental Capacity Policy and Procedure Lone working Policy and Procedure Pet Policy and Procedure		
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### 1.0 What is Extra Care Housing

- 1.1 Extra care housing promotes independence, empowerment and accessibility by enabling people to continue to live in the community to avoid becoming isolated.
- 1.2 Extra care is a specialist type of housing designed for older people who need some extra help to look after themselves, but not at the level provided by residential care/nursing homes. People living in extra care housing enjoy the freedom of living independently in their own home; with the reassurance that care and housing support is available should they need assistance.
- 1.3 As residents in extra care become increasingly frail, services and support are increased to meet their needs. It is anticipated that extra care housing provides a home which enables people to live at home with a continuation of tailored care and support.

## 2.0 Best practice in extra care housing

2.1 Housing Solutions subscribes to best practice ideas and concepts in delivering an extra care service, which meets the needs of and exceeds the expectations of our customers. This includes:

- **Independent living for the long term** – providing properties that are self contained and meet lifetime home standards where possible.
- **Onsite care team** – care staff located on site providing 24 hour support when required to maximise independence where possible.
- **Flexible care services** – the level of care and support provided should be based on individual need, which can increase or diminish according to circumstances.
- **Active aging** – providing a range of facilities including a café/restaurant, hair salon, communal lounge, activity rooms and internet access. The purpose is to create an environment of “active aging” enabling older people to participate in a wider range of active options, promoting a sense of well being and good health to residents and the wider community.
- **Sustainable communities** – to create a sustainable community, providing a range of tenure options, while supporting a mixture of health requirements from those who are able, too those with greater health and social needs.
- **Integration into the community** – provide access to other older people, care services and community groups in the immediate vicinity, with the aim of encouraging inter-generational activities, and ensuring other people can benefit from the facilities available.
- **Building design and technology** – a design which meets older people’s needs and expectations for the longer term. Where possible properties being easily adaptable to meet the changing needs of residents and communal facilities being both accessible and secure.

## 3.0 Advantages of extra care housing

3.1 Extra care housing has many advantages which assist in people living independently for longer in their own home which include:

- A smaller more manageable property.
- The reassurance that help is available 24/7.
- Community facilities and organised activities give opportunities to socialise with others.
- Shared ownership generates an asset to sell or pass on.
- Tenancy Agreement which allows for the right to live in a property that is safe and kept in a good state of repair.
- Eligibly for Housing Benefit and council tax support.
- Couples may be able to live together as one or both have increasing care needs.

## **4.0 Our Vision for Extra Care – The Birches**

- 4.1 The Birches is seen as somewhere, where customers will enjoy their later years, enabling them to retain their independence with the additional peace of mind that support and care is available, if and when needed.
- 4.2 Customer engagement and involvement in the delivery of services is key to the creation of a viable, vibrant, accessible and inclusive scheme, which customers are proud of and can call their home.
- 4.3 Seen as a community hub, we aim to bring people together in meaningful, mutually beneficial activities, which promote greater understanding and respect between generations and contributes to building more cohesive communities, building on the positive resources that the young and old have to offer each other and those around them.
- 4.4 Information about the service being positively promoted to the local community will be very influential on the degree of success the scheme enjoys. People will gain more from the service if it looks out towards its local community and the local community comes into the scheme. A positive approach towards raising awareness creates opportunities to promote social integration and inter relationships between scheme and other local people.

## **5.0 Aims and Outcomes**

- 5.1 Extra care housing is housing with onsite care and intensive housing support. Extra care housing is seen as an extension of traditional supported housing where residents live in a community environment.
- 5.2 The aim of extra care service at The Birches is to work in partnership to promote the highest sustainable quality of life and environment and deliver value for money and quality services. This is achieved by:
  - adding to the housing choice to older people;
  - providing a real alternative to residential care while matching and exceeding the level of care and support available;
  - maximizing the independence of older people by providing accessible self contained accommodation, intensive housing management and 24 hour care and support which is tailored to the individual needs of each person; Providing:
    - their own home as part of a supported housing scheme;
    - a housing management service providing support with tenancy management and sign posting to other resources, building management and managing services;
    - onsite care staff 24/7 providing reassurance, emergency response and support through tailored packages of care;
  - enabling housing and care agencies to respond flexibly to meet people's needs;
  - access to on-site communal facilities as well as living close to shops and local amenities;

- provision of intergenerational interaction such as local school links and local community inclusion to avoid older people becoming marginalized and reduce isolation.

5.3 At the Birches we strive to provide positive outcomes for our customers through close working relationships with our local partner agencies and community links. At The Birches the outcomes we aim to achieve include:

- **Privacy, independence and security** – the freedom to live how the resident wants in their home with their own front door.
- **Control and Choice** – enables control over decision making including control over finances.
- **Support and Flexibility** - support is on hand with everyday care and housing support tasks, with support tailored to individual needs.
- **Stability** – as needs become greater residents don't have to move to get more support as care offered by the care provider can be changed accordingly.
- **Sense of Community** – communal areas allow residents to easily and conveniently socialise with other residents and join in activities if they choose.

## 6.0 Physical Environment

6.1 The main aim of extra care is to enable people to live successfully in their own home for as long as possible. Ensuring support and care needs are met within independent, fully supported flats where care and housing support is available and activities are included.

Extra care accommodation at The Birches consists of:

- A total of 60 extra care apartments including 30 social rented and 30 shared ownership properties.
- A range of accessible and affordable 1 and 2 bed purpose built / self contained properties which are purpose built (or adapted) to meet customers care and support needs – with their own kitchen, level access bathroom and living room and is designed to be safe and accessible for older people and those with reduced mobility.
- Emergency alarms are placed throughout the individual properties and generally throughout the scheme so residents can call for help.
- Communal facilities and shared services such as lounge, cafe, laundry, scooter store, hair salon, activity rooms, guest room and communal gardens.
- 24/7 care for residents providing both personal care and domestic help.
- A catering service providing a lunch service as a condition of tenancy 4 days a week alongside a 7 day a week café service to customers and the local community (**Appendix D**).
- A hair salon offering hair and beautician services directly to residents and also the wider local community (**Appendix E**).
- The Birches is based within the local community so offers a range of neighborhood facilities such as shops, GP surgery, public transport, etc. The Birches is also seen

as a community hub extending services and facilities to the local community.

## **7.0 Pet Friendly**

- 7.1 Housing Solutions is positive about pets and The Birches operates a pet friendly policy which ensures that residents can easily obtain consent to keep a pet in their home subject to reasonable terms. We also seek to minimise disruption or inconvenience to neighboring residents by encouraging responsible ownership in line with the Housing Solutions pet friendly policy.
- 7.2 In recognition of our commitment to maintaining pet friendly properties, we work with The Cinnamon Trust to adopt best practices for pet ownership in supported living and have achieved the prestigious RSPCA Community Animal Welfare Footprint (Silver) award. These awards are designed to celebrate, promote and reward the work of housing providers in a number of areas that have an impact on animal welfare.

## **8.0 Care and Support Service Provision**

- 8.1 Care and support is commissioned by Wokingham Borough Council and will be provided to residents. The type of help will depend on individual resident's needs. Some of the residents will be fairly independent while other will need more regular help **(Appendix B&C)**.
- 8.2 Care may include help with personal care, washing, dressing as well as assistance in taking medication and meal preparation. Nursing care would not be provided by the care service provider. This service may be provided by community NHS service, such as district nurses, and will be determined based on individual needs.
- 8.3 Care staff are on site 24/7 to provide a commissioned care service, as well as facilitating out of hours emergency assistance and security of the building.

## **9.0 Housing Management Service Provision**

- 9.1 Housing Solutions provides an intensive housing management service at The Birches. This service is available 9:00 – 17:00, 5 days a week with an out of hour's service covered by Forest Care. The Housing Team includes **(Appendix F)**:
- Extra Care Estate Manager (37 hrs / week)
  - Extra Care Housing Officer (37 hrs / week)
  - Caretaker / Handyman (37 hrs per week)
  - Cleaners (30 hrs per week)
- 9.2 The housing management service provided by the Housing Solutions includes for example:

- Housing management
- Building management
- Rent arrears collection, prevention and recovery
- Customer wellbeing
- Partnership working

9.3 Window cleaning, gardening services are provided by separate contractors under an annual contract with repairs, servicing and maintenance services being facilitated through Housing Solutions Property Services.

## 10.0 Eligibility

10.1 The eligibility criteria for extra care is dependent on the nominations agreement and allocations policy and agreements made with the local authority. The agreement with Wokingham Borough Council for nominations to The Birches is:

- Aged 55 and over.
- Priority given to people who already live in the area, or have a strong local connection.
- Have a housing or care need or requirement.

## 11.0 Nominations / Allocation Arrangements

11.1 The purpose of the nominations / allocation agreement (**Appendix A**) is to ensure that all relevant parties are jointly responsible for:

- nominating applications to void properties;
- ensuring that both initial nominations and subsequent voids for both shared ownership and rented properties are handled efficiently and effectively;
- ensuring the necessary housing and care support assessments have been carried out.

11.2 In order to create and maintain a balanced community a mixed model approach has been adopted for The Birches where there is a mixture of different levels of ability and needs typically made up of:

- 1/3<sup>rd</sup> No / Low needs
- 1/3<sup>rd</sup> Medium needs
- 1/3<sup>rd</sup> High / Very High needs

11.3 Wokingham Borough Council in the first instance has 100% nomination rights reducing

to 75% with subsequent lets.

- 11.4 The allocations panel is formed of Housing Solutions (chair), Wokingham Borough Council (Housing Needs), Wokingham Borough Council (Adult Social Care) and the commissioned care provider.
- 11.5 Wokingham Borough Council nominate to a void at The Birches, the occupants of which will be individually assessed in respect of their care and support needs. The nomination is then presented at the allocations panel and any formal offer being made.

## 12.0 Paying for Services

- 12.1 There are four parts to the cost of extra care housing at The Birches (**Appendix G**):
- **Housing Costs** – the cost of renting or shared ownership with the additional charges including council tax, electricity, heating & hot water, telephone / TV, food costs and contents insurance etc.
  - **Service Charge** – the service charge covers the cost of providing staff, grounds maintenance, 24 hour emergency call system, heating, hot water and electricity for communal areas, cleaning of communal areas, window cleaning, maintenance & servicing of lifts, boilers and other equipment, café and a set number of meals per week.
  - **Care and support costs** – a well being charge of £15 forms part of the overall service charge and meets the cost of providing background assistance and emergency call outside of normal hours.
  - **Personal Care Charges** – a separate charge for the care received as agreed within a care and support plan.

## 13.0 Quality Assurance Monitoring

- CQC - Care Quality Commission monitors and inspects health and social care providers and makes sure they meet the standards of quality and safety - [www.cqc.org.uk](http://www.cqc.org.uk)
- ARCO - The Associated Retirement Community Operators (ARCO) is the main body representing the retirement community sector in the UK - [www.arcouk.org](http://www.arcouk.org)
- ARHM – Code of practice of The Association of Retirement Home Managers which has been government approved – [www.arhm.org](http://www.arhm.org)
- Food Standards agency - The Food Standards Agency (FSA) is responsible for food safety and food hygiene across the UK. It works with local authorities to enforce food safety regulations and its staff work in UK meat plants to check the standards are being met - [www.food.gov.uk](http://www.food.gov.uk) .
- RSPCA – organization providing advice on pet welfare and the awarding body for Community Animal Welfare Footprint (Housing) accreditation – [www.rspca.org.uk](http://www.rspca.org.uk)
- HCA – Homes & Communities Agency who regulate Registered Providers

## **14.0 Confidentiality**

14.1 Under the Data Protection Act 1998 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- sensitive organisational information.

14.2 Staff will ensure that they only involve other agencies and share information with the consent of the resident concerned, unless:

- HS is required to by law
- The information is necessary for the protection of children.

## **15.0 Equality & Diversity**

15.1 Include if this section is at all relevant to the policy/ procedure as follows:  
HS recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. HS works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. The organisation will record, analyse and monitor information on ethnicity, vulnerability and disability.

## **16.0 Review**

This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.

**APPENDICES**

Appendix A – Nominations Agreement & Allocations Policy

Appendix B – Care Service Level Agreement

Appendix C – Care License Agreement

Appendix D – Catering Agreements

Appendix E – Hair Salon Agreements

Appendix F - Job Descriptions

Appendix G – Rent and Service Charge breakdown

Appendix H – Area / Scheme Information