



Housing Leeds Extra Care Housing Service Offer

Introduction

Extra Care Housing differs from other types of older people's sheltered accommodation and can be broadly defined as providing the opportunity for older people with a range of support needs to live in their own home, with their own front door, in a safe and secure environment within a community setting with access to 24 hour care and support.

Extra care allows people to maintain their independence and receive a flexible range of support and care services that meet their individual needs, including culturally diverse needs. This flexibility allows an older person to stay in their extra care apartment for longer as their care needs increase rather than being required to move again in order to receive the care they require in either residential or nursing care.

There is broad agreement that there is a core set of factors that are part of extra care:

- Purpose-built, accessible building design that promotes independent living and supports people to age in place
- Fully self-contained properties, and tenancies or leases which give them security of tenure and the right to control who enters their home
- Office for use by staff serving the scheme and sometimes the wider community
- Some communal spaces and facilities eg assisted bathing facility and laundry
- Access to on-site care and support services 24 hours a day
- Opportunity to purchase additional care and support
- Community alarms and other assistive technologies
- Safety and security often built into the design

Extra care housing has additional facilities, some of which may be open to the local community at reasonable charges: for example, restaurant facilities, therapy suite and meeting rooms where residents can meet as a community and share in organised activities. Residents will be encouraged to form a committee or social group to help plan their own activities and feed into the day to day running of the scheme.

Management Arrangements for Extra Care schemes

Role of Housing Leeds:

All residents will have a secure Tenancy Agreement with Leeds City Council.

Housing Leeds will be responsible for:

- Rent and service charge collection
- Ensuring the smooth running of facilities connected to the scheme
- Ensuring that the building is warm, safe and secure at all times
- Assisting with any tenancy issues
- Lettings and allocations in conjunction with Adult Social Care (ASC)
- Providing additional support

Housing Leeds will provide Housing Officers (Support) who will act as the main point of contact for residents including:

Housing Support

- Assisting with any matters relating to moving into the scheme (furniture, utilities, benefits, community involvement).
- Agreeing contact, usually through a visit, with a resident which must be a minimum of twice a week (between Monday and Friday), to suit a resident's needs. This can be changed at any time.
- Welcoming into the scheme and helping a resident to settle in, by introducing them to all aspects of living in an Extra Care Housing Scheme.
- Developing a support file with the resident with the aim that we help them stay independent for as long as possible. In consultation with their care provider this will form part of their overall Care Plan to ensure it dovetails and does not overlap or leave gaps. Support could include assistance with applying for benefits, signposting to other financial advice, referrals for additional adaptations to the property, assisting with reporting repairs, referrals to other providers including befriending services, health and safety advice in a tenant's home and signposting to local faith organisations.
- Encouraging residents to be involved in activities and other health and wellbeing opportunities both onsite and in the local community.
- Providing access to information and guidance and where appropriate advocacy support.
- Ensuring the Councils safeguarding procedures are followed, as appropriate.

Tenancy Management Issues

- Assisting with Allocations and coordinating Lettings as outlined below under Allocations.
- Carrying out an accompanied viewing with a resident before they move in.
- Signing the resident up to their tenancy and explaining all aspects of the tenancy.
- Carrying out a New Tenancy visit 28 days after the resident has moved in.
- Completing an Annual Home Visit to ensure there are no issues with the tenancy.
- Ensuring that the estate environment is maintained to a high standard.
- Dealing with issues of anti-social behaviour, nuisance and working with other agencies to help create a safe and sustainable community.
- Assisting with any other tenancy issues.
- Enforcing tenancy conditions where appropriate.

Maintenance

- Reporting repairs for internal and external communal areas of the building.
- Managing the communal area cleaning contracts including window cleaning.
- Managing the grounds maintenance contract.
- Ensuring appropriate health and safety checks are undertaken.

Facilities Management

- Managing the relationship between the landlord and other organisations that provide services to the scheme to ensure these run smoothly.
- Managing bookings of the guest room.
- Managing bookings of the assisted bathing area.
- Managing bookings of the therapy area.
- Managing bookings of the communal lounges.
- Ensuring communal furniture and equipment is fit for purpose.

Activities

Housing Leeds will also be responsible for ensuring residents are not socially isolated, and are aware of health and wellbeing opportunities and the range of planned activities. The service aims to create a real community including people with mixed abilities and encourages stronger links within the locality by managing community access by local older people to on-site facilities. A wide range of daytime activities will be made available, and agreed by residents, to enable residents to maintain existing interests and skills and offer them the opportunity to acquire new ones.

The Housing Officers (Support) will:

- Promote the benefits of a Tenants and Residents Association.
- Organise and facilitate a wide range of activities in the community lounge, to encourage social involvement within the scheme, including activities that would appeal to all residents regardless of their needs.
- Work closely with AVSED, the local neighbourhood network, who provide a range of services to help reduce social isolation, increase choice and control, increase engagement and help improve health and wellbeing of older and disabled people.
- Build positive and effective links with older people in other local sheltered housing and older peoples groups in the local community and organise joint activities and use of the restaurant facility.
- Foster and strengthen links and networks that residents have with people in the surrounding community including
 - Supporting local volunteers to assist in various social activities within the facility.
 - The development of joint activities and project with local schools, community and older people's groups.
 - The involvement of the facility and its residents in local community events.

Catering Services

Housing Leeds will enter into an Agreement with Leeds City Council's in-house catering provider, Civic Enterprise Leeds (CEL), to provide freshly cooked meals in a restaurant setting to residents living in a scheme as an alternative to them cooking their own meals in their own flats. Meals will be available 365 days of the year. Older members of the community will be encouraged to come into the Extra Care facility to use the restaurant as part of a 'Community Hub' ethos. Residents or older members of the community wishing to use the restaurant will pay CEL directly for this service.

Housing Leeds will work closely with them to promote the facility both to tenants and to the wider community.

Building Caretaking

The Housing Officers (Support) will also manage a Service Level Agreement with Civic Enterprise Leeds for a Caretaker role whose remit will be:

- Cleaning of the communal areas of the building
- Refuse removal, including from outside a tenants door to the refuse store.
- Litter picking
- Removal of bulky items that tenants wish to dispose of
- Cleaning of spillages
- Gritting in winter
- Keeping pathways clear
- Daily health and safety checks

Role of Adult Social Care:

Adult Social Care (ASC) will commission a 24/7 on-site core care service to provide support for unplanned care needs and emergencies. This will be commissioned from a Care Quality Commission (CQC) registered provider (via a procurement process) and ensure that the Service Provider has the relevant appropriately skilled staff in place to commence when the scheme opens. Residents will be able to purchase an add-on service to deliver planned care and support as identified in their care plan from the commissioned core care provider or choose another provider if they so wish. ASC will retain responsibility for ensuring that the service provider is delivering the required services within the scheme. Regular meetings will take place with the Service Provider and ASC Officers and the Housing Officer (Support) and residents of the scheme will be asked for their feedback about the service provider.

Role of Care Provider

A commissioned care provider will be available on site 24/7, 365 days a year. The care provider will be available on-site to respond to emergencies but to also provide planned 'add on' support such as assistance to get up on a morning, assist with personal care/washing/bathing, administration of medicine. The care provider can also request a review of the service received by an individual, by ASC, especially where they feel a resident's care needs have changed.

Working relationship between Housing Leeds and the Care Provider

Housing Leeds and the Care Provider will work together on a daily basis (in a shared office) to manage the scheme effectively and provide seamless support to residents, including close liaison on case management ensuring that any areas causing concern are identified and resolved as soon as possible. A professional relationship and continual contact will be maintained at all times with all parties to ensure that the residents of the scheme receive the best possible care and support.

Personalisation

The Care Act (2014) and "Think Local Act Personal" set out a major change of direction for support services for adults with social care needs. It places a particular responsibility on social care departments to offer choice and control within a wider context of public service transformation.

In order to achieve this Leeds Adult Social Care has introduced Self-Directed Support for all adults who are eligible for social care services. Under Self-Directed Support an individual is allocated a personal budget that indicates how much money they are entitled to in order to purchase support services to meet their agreed outcomes. Self-Directed Support is about people directing and being in control of the care and support they receive and services being accountable to the people they serve.

A Service User can use their budget in a number of ways:

- a) They can take it as a Direct Payment, manage it themselves or through a 'suitable person' and spend it on any support that meets their eligible needs and agreed outcomes.
- b) They can be supported by the Local Authority (a local authority managed budget) who will manage the money for them and assist them to choose their support. In this case they need to choose between directly provided or commissioned services
- c) A mixture of a Direct Payment and a Local Authority Managed Budget
- d) They can ask a Contractor to manage the money for them, to work with them to devise a personalised support plan and/or either provide or source their support (Individual Service Fund).

Under this model, it is proposed that the costs for the core service will be paid by each individual and the costs for their 'add on' care package will be funded either from a personal budget or self-funded (through an individual's own finances). All residents will be offered a financial assessment to ascertain if they are eligible to receive a personal budget.

Allocations

Application for these places will be subject to (a) the person meeting the eligibility criteria and (b) an allocation process to ensure that applications are appropriate. This process will also be made available to self-funders (where the resident is not eligible for a personal budget).

Eligibility criteria

In order to be eligible a person should meet each of the following:

1. Housing and care needs usually associated with, but not restricted to, older people.
2. Leeds as their normal place of residence or with a close family association
3. An imminent or predictable risk of admission to a care home and have chosen Extra Care Housing as an alternative.
4. Demonstrable care and support needs and / or housing that is unsuitable to meet their health and social care needs relating to:
 - Age related frailty
 - Physical/mental health issues
 - Multiple health problems
 - Sensory impairment
 - Loneliness and isolation
 - Safety and security
5. A current or predicted need for 24 hour / 7 day a week access to emergency and planned support and an ability to benefit from this service.
6. An eligible need (as assessed by Adult Social Care under the Care Act (2014)) and as defined by the national eligibility threshold.

Referrals from all sources (Adult Social Care, Housing Leeds, families, carers, self-referrals etc) will be passed to the Housing Officer (Support). They will undertake the Initial Care Assessment and complete a Leeds Homes application form, which allows for relevant pre-tenancy checks and for the successful residents to be registered as a tenant.

The Initial Care Assessment is then passed to the Adult Social Care Local Link Worker who will check that they meet eligibility under the Care Act threshold and if they do, a support plan is developed and then scored and prioritised for allocation.

If the eligibility criteria are met, then the support plan will be scored by the Team Manager and prioritised for allocation through the relevant scheme link worker.

Scoring will be based on:

- People currently in hospital, intermediate care facilities, residential/nursing care
- People whose support and care could be delivered more efficiently and effectively in Extra Care Housing
- People in the community who need access to 24 hour/ 7 day emergency and planned support.
- Where the person's current housing and support arrangements are putting family carers under undue strain and stress
- People unable to access community or recreational services and experience social isolation as a result.
- People with long term medical conditions
- People who have mental health needs including dementia
- Couples with different care needs who wish to live together
- People occupying inappropriate housing
- People under-occupying council housing ie 3 bed house

The scoring and allocation will be done in conjunction with the Housing Officer (Support).

Following scoring, the outcome will be recorded and the decision communicated to the applicant by the Social Care Worker. If the support plan is approved in accordance with the current budget delegation, then the details will be passed on to the Housing Officer (Support) to allow them to allocate a place, when available, or put the person on the waiting list. Waiting lists will be regularly reviewed by the Link Worker.

The Housing Officer (Support) will refer the potential resident for a Direct Let to be made.

The new eligibility criteria will mean that those with the highest care and support needs move to the top of the waiting list for rented apartments, with a move away from a preferred ratio of need. However, the shared ownership apartments may have tenants with lesser care needs.

Empty properties will be let by Direct Let, if a resident has been identified and assessed as outlined above. A direct let is when a property is offered without it being advertised. If there is no potential resident the property will be advertised through Leeds Homes.

Proactive marketing will be undertaken with Housing Leeds and Adult Social Care staff and local Neighbourhood Networks and community groups to identify anyone in potential need of Extra Care housing.

A void agreement with ASC will ensure appropriate and best use of council housing stock. This will be based on:

- ASC being notified within five working days of a void occurring.
- ASC having four weeks to make the allocation.
- If ASC fails to allocate it then forfeits its allocation right for that empty property.
- The property then being advertised through Leeds Homes.

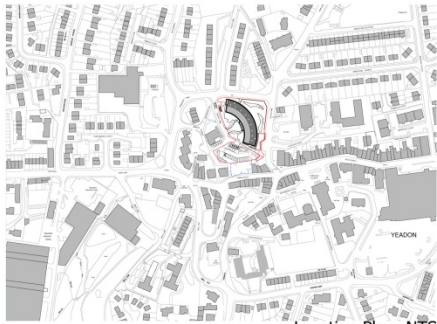
10 of the apartments will be for sale in the form of Older Peoples Shared Ownership (OPSO) - with an equity stake of 75% being offered.



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ARCHITECTS



External Views
 Leeds City Council Extra-Care Apartments
 Yeadon, Leeds
 3934-002-PR04
 Scale: NTS 26/06/2015



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- Key
- 1-Bed Apartment
 - 2-Bed Apartment
 - Amenity
 - Ancillary
 - Circulation

Location Plan: NTS



1:200 Ground Floor Plan



Ground Floor Plan
Leeds City Council Extra-Care Apartments
Yeadon, Leeds
3934-002-PR01
Scale: 1:200@A1 26/06/2015