

Extra care housing



Information for professionals

.....

**Independence • Support • Choice • Control •
Life-time home • Care at hand • Privacy •
Security**

Revision history

Version	Date	Owner/s	Reason for issue
1.0	May 2016	Gill Neale (Adult Social Care)	Creation as per learning from the Mr I Safeguarding Adults Review (SAR).
2.0	Oct 2022	Gill Neale (Adult Social Care) Ian Carpenter (Housing Services)	Full review and document accessibility.

Who is this information for?

It is important that professionals who work with tenants, potential tenants or their family/carers have a clear understanding of what extra care housing is and is not. The number of extra care housing schemes in Kirklees, and across the country, is growing. This guide has been produced to aid understanding of both the ethos and practicalities of the schemes.

By 'professionals', we mean anyone working in a paid or unpaid capacity with members of the public where they would discuss their care, support, and housing situations. This includes; district nurses, pharmacists, GPs, advocates, assessors, physiotherapists, chiropodists, patient transport service, community volunteers, etc.

What is extra care housing?

Extra care housing is usually a number of self-contained homes, specifically designed to enable older people to live as independently as possible, whilst having the benefit of on-site staff to offer care and support when needed.

The accommodation may be a group of flats, known as schemes, or, in other areas, bungalows arranged in villages. All are fully accessible for people with mobility needs and can be adapted as those needs change.

They normally have communal facilities, such as a lounge, gardens and a bistro. They also have activities to help people meet their neighbours, make friends, and remain physically and mentally active, for example arts and crafts or exercise classes – of course people are welcome to join in as much or as little as they choose.

The current extra care housing offer in Kirklees is flats to rent. Other accommodation types may be available in the future. The safety and security of tenants is our priority and as such, extra care housing has security features such as fob door entry systems to give occupants extra peace of mind.

What is available in Kirklees?

Kirklees Council is the Landlord of 3 extra care housing schemes. All of our schemes operate in the same way and are situated in Crosland Moor (Huddersfield), Dewsbury and Heckmondwike. There are also 10 flats specifically designed to meet the needs of people living with dementia (see section below for more information).

The property and tenancies are managed on the council's behalf by Pinnacle Group, and a separate care provider is in place for each scheme. This information guide is about how these schemes operate.

Can anyone live in extra care housing and do people need to meet specific criteria?

There are eligibility criteria which ideally should be met before someone can be considered for extra care housing. These include being aged 50 or above and having both a housing need and a care need.

A housing need may mean that a person's current home is no longer suitable or needs extensive adaptations. A care need might mean needing assistance with personal care, meals, or medication, or having staff readily available on site.

There are circumstances that mean the criteria does not need to be fully met. For example, where the accessible environment of extra care housing is the best housing solution for a slightly younger person who has a physical disability.

In Kirklees there are currently 10 flats, known as Meadow Green Lodge, which are designed and staffed to specifically meet the needs of people who are living with dementia. It is important that people move into the Lodge flats when they are still able to become familiar with the new environment. This will differ for every person after a diagnosis of dementia but the earlier this decision is made to move, the better the person will settle into their new home.

All referrals go to a dedicated panel which considers each case carefully and allocates the flats. Tenants have a variety of needs ranging from low to very high and the aim

is to maintain a balanced community of people with different needs in the scheme. If an extra care housing scheme flat becomes vacant, the balance of needs in the scheme is redressed so if a person with high needs vacates a flat, it may not be a person with high needs who replaces them. If the person needing care is part of a couple or two relatives living together for example, only one person must meet the criteria.

Are the flats like rooms in a residential care or nursing home?

No. People who live in extra care housing schemes are tenants with full tenancy rights and a key to their own front door.

The accommodation typically consists of a spacious entrance lobby, open plan lounge/kitchen, one or two bedrooms and a wet room/toilet. People come and go as they please and welcome visitors into their homes whenever they want. The flats are fully self-contained, and tenants decorate and furnish them to their own taste and requirements.

The flats are designed to the Government Lifetime Homes standards which means that in relation to physical need, homes can be adapted so that the tenants have a home for the rest of their life. Occasionally however, a tenant's mental health, behavioural or nursing needs may require a different housing solution to be found.

What care and support are available in extra care housing?

Care and support in extra care housing is provided by a company which is registered and inspected by the Care Quality Commission, and which employs a diverse and trained workforce.

Care and support in extra care housing is focussed on maintaining independence for as long as possible. The on-site staff are therefore trained to encourage people to

remain physically and mentally active, only stepping in to assist when people are unable to do things for themselves.

Everyone living in extra care housing can enjoy the benefits of:

- An on-site care and support team.
- An assistive technology system, such as a wearable pendant which can be used to call on the staff team in an emergency.
- Additional assistive technology aimed at maintaining independence, such as a fall sensor, provided on an individually assessed basis.
- Flexible care at times of illness or when recovering after a hospital visit.
- A daily wellbeing visit to check that everything is ok, and if not, to establish what assistance is needed.
- Support with things like contacting utility companies, completing benefits forms, keeping in touch with families or joining local clubs.
- An on-site bistro providing nutritious homecooked meals.
- A programme of meaningful activity aimed at keeping occupants physically and mentally active.

In addition, everyone thinking of moving into extra care housing will take part in a care assessment and an individual package of care will be arranged if needed. Ideally, this will be provided by the on-site care team, although people can choose a different way of meeting their care needs, such as through family or an off-site care provider, if they prefer.

People living in extra care housing can also purchase additional services such as shopping, cleaning and social support privately, if they choose. This can be purchased from the on-site or an off-site care team.

What are the communal facilities?

Most extra care housing includes communal facilities such as a lounge, activity room, therapy room, secure gardens, tenant buggy store, assisted bathroom and limited parking for tenant use. They are open to all tenants and their visitors and some of the

facilities, such as the hairdressing salon and bistro, are open to the general public too. Communal areas are usually separated from the flats by a fob-controlled security system so occupants are safe from unwelcome visitors.

The schemes are designed to be community hubs so that extra care housing scheme tenants and also people living in the community can access some activities and sessions. To facilitate this there are rooms for community use, and these are bookable in advance with the scheme manager. There may be a charge for the hire of a room. We also welcome partner agencies booking these facilities for smaller meetings or hosting community and tenant information sessions.

What does it cost to live in extra care housing?

There are various charges and costs associated with living in extra care housing. It is important the potential tenant fully understands all the information on the individual scheme charging leaflet which they will be given by the assessor handling their enquiry.

They will need to consider payment of rent, service charges, furnishing, household bills and care costs (if necessary). Tenants may request or be offered a financial assessment if necessary. This can be done either prior to or after moving into Extra Care. The financial assessment will determine how much they pay towards the overall cost. For some tenants, Housing Benefit may contribute towards some of the overall cost.

Can visitors stay over in the scheme?

Yes, all extra care housing has at least one visitor's flat (sometimes known as a guest suite) available for temporary use. Use of the visitor's apartment must be arranged with the manager and is at their sole discretion. Bookings are taken on a first come first served basis and there is usually a charge.

Are pets allowed?

Some extra care housing does allow small pets such as fish or budgies which do not need regular outside access. However larger animals such as cats or dogs are not usually allowed. It is strongly advised that the potential tenant finds out what the pet policy is before tenancy sign up to avoid any disappointment. Where pets are allowed, they remain the owners' responsibility throughout the tenancy, on-site staff cannot take responsibility for pet care.

Can potential tenants view an extra care housing scheme at any time?

It is important that anyone considering a move to extra care housing visits before making any decisions. Popping in for a look to view a flat is not recommended as all flats are usually occupied. However, people can visit for a coffee or lunch in the on-site bistro or pre-arrange to join an activity, to get a feel for some of the communal areas. Individuals being considered for a flat are always invited to view the allocated flat before making a final decision.

Access to the schemes for professionals

When tenants have visiting professionals, it isn't usually the responsibility of staff at the extra care housing schemes to give access to the non-communal areas of the schemes. Each scheme has security features such as door sensors or fobs and it is your responsibility to find out how to enter the building and make your way to the tenant's flat.

Equally, if you need to arrange for any goods, medication, or equipment to be delivered, it isn't usually the responsibility of the on-site staff to take delivery and arrange for the equipment to be transferred to the tenant's flat.

It is acknowledged however that on occasion a tenant may be unable to give access to professionals such as district nurses, for example, if they are ill or being nursed in

bed. On such occasions, please explain the situation to the scheme manager who will be happy to help.

On-site care provision – working in partnership with professionals

The on-site care provider wants to work with partners to enable the best possible outcomes for tenants. Please involve the scheme manager if you believe this would be beneficial to your client.

Hospital discharge

The way staffing levels are organised in extra care housing schemes is similar to a care provider in the community with fluctuating staffing levels to meet the levels of care needed in a scheme from day to day.

It is therefore essential that you liaise with the on-site care provider as soon as possible about your client’s potential needs upon discharge and agree a discharge date. This will enable the provider to forward plan for the tenant to return home with the correct levels of care in place as soon as possible.

Information sharing

Some tenants living in extra care housing schemes do not have any care services from the on-site care provider, either because they do not receive a planned care service or because they use a different provider. In these situations, the on-site care provider will not necessarily have information about health needs or the tenant’s medication and would therefore be unable, for example, to provide this to a paramedic or GP.

Making a referral for extra care housing

If you are working with someone who you believe meets the criteria for extra care housing in Kirklees and want to refer them for consideration, contact Gateway to Care in the first instance on 01484 414933 or via email gatewaytocare@kirklees.gov.uk.

‘Home from Home’ flats and how to make a referral

Home from Home flats are available at all three extra care housing schemes (and other locations). Home from Home (HFH) is an initiative by Kirklees Council, Pinnacle and NHS Kirklees.

Home from home flats are used to temporarily accommodate people who are medically fit to be discharged from hospital but are unable to immediately return to their usual accommodation, for example if it needs adaptations. They can also be used by people whose permanent accommodation requires a deep clean or where safeguarding concerns prevent the person from living at home.

Contact HFH coordinators via extracare.housing@kirklees.gov.uk to request a referral from and other information.

Useful contact information

Contact	Telephone number	Address/ email address
Meadow Green and Meadow Green Lodge	01924 482174	Dale Lane, Heckmondwike, WF16 9QG
Sandy Mount	01484 221020	Blackmoorfoot Rd, Crosland Moor, Huddersfield, HD4 5QP
Woodland Court	01924 482176	School Lane, Dewsbury, WF13 4DU
Gateway to Care (referrals)	01484 414933	gatewaytocare@kirklees.gov.uk
Home from Home (HFH) coordinators	N/a	extracare.housing@kirklees.gov.uk
Pinnacle Group	0330 036 1517 (24-hour helpdesk)	kirkleeshousing@pinnaclegroup.co.uk