

# Extra Care Housing Schemes

A guide for professionals

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Independence • support • choice • control • life time home  
• care at hand • privacy

## Extra Care Housing Information for Professionals

The number of Extra Care Housing Schemes in Kirklees, and across the country, is growing. It is important that 'professionals' who occasionally work with tenants or their carers have a clear understanding of what Extra Care is (and is not). By 'professionals' we mean: district nurses, pharmacists, GPs, advocates, social workers and care navigators, physiotherapists, chiropodists, patient transport service and so on. However, other people such as council workers, church visitors and so on may find the information useful. We have therefore produced this guide to aid understanding of both the ethos and practicalities of the Schemes.

### What is an Extra Care Housing Scheme?

An Extra Care Housing Scheme is essentially a group of self-contained homes, currently in Kirklees to rent, which are designed to maintain the independence of older people (usually 50+), who have care and/or support needs, whilst still meeting those needs. They consist of individual homes alongside communal facilities; such as a lounge, restaurant, activity room(s), therapy room, hairdressing salon, buggy store and secure gardens. Some of the communal facilities, such as the restaurant, hairdressers, as well as some of the activities held at the scheme may be open for use by the community as well as tenants. A care team is on-site at all times to deliver planned care services, provide safety and security and respond to emergencies.

In Kirklees there are currently 3 Extra Care Schemes; Meadow Green, Sandy Mount and Woodland Court, for which Kirklees Council is the Landlord, all of which operate in the same way. This information guide is about how these schemes operate.

Name	Area	Landlord	Care Provider	Care Staff on Site	Housing Management	Number of flats
Woodland Court	Dewsbury	Kirklees Council	Radis Community Care	Yes 24 x 7	Pinnacle PSG	46 one and two bedroom flats.
Meadow Green and Meadow Green Lodge	Heckmondwike	Kirklees Council	Radis Community Care	Yes 24 x 7	Pinnacle PSG	43 one and two bedroom. Plus 10 in Meadow Green Lodge (for people who have dementia).
Sandy Mount	Crosland Moor, Huddersfield	Kirklees Council	Community Integrated Care	Yes 24 x 7	Pinnacle PSG	41 one and two bedroom flats.

## **My client and I want to view an Extra Care Scheme – can we pop along anytime?**

We know that it is important for potential tenants to visit the Schemes before making any decisions. You should not assume that there will be someone free to show you round the buildings, also the flats are usually occupied and there is no show flat available for view. Therefore ‘popping in for a look’ in order to view a flat is not recommended. However, anyone is welcome to visit the Schemes, for example to have a coffee or lunch in the restaurant, and this would enable you to see the communal areas and perhaps chat with people who already live there. If your client is offered an Extra Care flat they will be offered a viewing of the actual vacant flat before being asked to sign a tenancy.

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

Not at all. The people who live in Extra Care Schemes are tenants with full tenancy rights and a key to their own front door. Tenants can 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’s ‘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.

## **Is there a specific criteria which my client has to meet in order to be considered for an Extra Care flat?**

Yes there is. To be considered for allocation of an Extra Care flat people must have a ‘housing need’ and a ‘care need’. A ‘housing need’ may mean that your client’s current home is no longer suitable or needs expensive adaptations. A ‘care need’ means that your client has been assessed as having unmet care needs which can be met in the Extra Care housing environment. All referrals for Extra Care housing go to a special panel which considers each case carefully and allocates the flats. Within the Schemes there are people with a variety of different 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 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.

## **My client is considering a move to an Extra Care Scheme, what will the fee be?**

Tenants do not pay a ‘fee’ which covers all elements of the service. Your client 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 in to 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.

### **How will my client be looked after in Extra Care?**

It is probably more helpful to discuss 'having needs met' or 'meeting outcomes' with your client rather than 'being looked after' in the Extra Care Scheme. Care staff are expected to take a 'strengths based' or 'enabling approach' and tenants are encouraged to remain as independent as possible. *Generally* tenants with assessed care needs have a package of care and support delivered by the on-site care provider. The level of care and support is determined by an assessment carried out by the Council and is detailed in the person's care plan. Some aspects of the care are delivered in a similar way to the way it would be if the person lived in the wider community - they are visited by care staff within a time band and stay until identified outcomes are met. Some aspects of care may be delivered flexibly around the building; in the restaurant, the corridors, the activity room, as staff will meet your clients' needs when they arise. However, as staff are on site, there may be the opportunity to deliver care and support more flexibly to enable someone to retain their independence. For example, they may choose a shorter call one day, just to be accompanied to the dining room but require full support for a meal preparation in their flat the following day. This is very different to the way care is organised in a residential home for example. The Council strongly advises that the on-site care team provides the planned care and support for all tenants. There are many advantages to this. For example, your client will get to know the on-site staff very well and vice-versa. This means that providing care in the event of an emergency will be easier and much more effective.

### **My client only wants to be supported by female care staff, how can I arrange that?**

Your client will receive support from a male or female care worker who is trained to be able to carry out their duties. The on-site care provider employs a diverse workforce regardless of gender, age, race, sexual orientation etc. in the same way that hospitals, GP surgeries and care homes do. It is not possible to request specific staff to provide their support. The care workers will treat you and your family with dignity and respect. In return it is important that the care workers are shown courtesy and treated with respect.

### **My client has a care service and tells me that the time of their care calls varies from day to day. He wants it to be exactly the same time every day.**

At the start of their service your client will have been given a time range which will meet their assessed needs. The on-site care provider, like district nurses, are unable to give specific times. This is because on a day to day basis there could be unexpected events which staff need to attend to, such as emergencies, accidents and staff sickness. The on-site provider will try to contact your client if their call time is likely to be much later or much earlier than their usual time range. Sometimes the on-site care provider may need to make changes to your client's time range. They will talk to your client about this and make sure that the times of their calls still meet their assessed needs.

The on-site care provider can be very busy at certain times of the day. Priority has to be given to people who have particular needs. For example, some people need to have their calls at more specific times because of a medical condition such as diabetes, or because the medicine they take has to be given at a set time.

If your client wants to change their usual time range, they should contact the manager of the on-site care provider and discuss this with them. They may not be able to meet your request at the time but may be able to work towards a new time banding over a period of time. However, this cannot be guaranteed.

**My client has a care service but the care worker always tries to get her to join in making her own lunch, she doesn't want to do this as she is paying for the service to do it.**

The ethos of Extra Care is that of supported independence. Care staff are trained to take a 'strengths based' or 'enabling approach' – to encourage and motivate tenants to remain active and independent and to do as much as they can for themselves. The care worker would not be doing their job properly if they didn't encourage the tenant to remain independent. If however the tenant is struggling to join in, she should tell the care worker who will inform the Scheme Manager who will be happy to adjust the care plan.

**My client has an occasional fall and is concerned that he won't be able to call for help.**

An important benefit of living in Extra Care is that there are care staff on site at all times so that if an emergency occurs (e.g. if the tenant falls) or if the tenant has an urgent need for additional support (e.g. if they drop their tablets while taking them and cannot pick them up) they can request support via a pendant call system (assistive technology or AT). It is important that it is not used for other reasons, such as asking when visitors are arriving or which staff are on duty, as this blocks the system and may delay the response to a real emergency. Equally, the pendant call system must not be used by professionals except for response to an emergency, for example it must not be used to ask care staff to come to a flat or to ask for information over the system. Some tenants who have a high usage of the pendant call system may need to have additional time added to their support plan to be used flexibly by staff to respond to the pendant calls.

**My client used the pendant call system for support to go to the toilet, but the care staff didn't attend immediately.**

The care providers at each Scheme are expected to answer the initial pendant call within 60 seconds. If the call cannot be answered within 60 seconds on site, it is diverted to an off-site helpdesk which immediately contacts on-site staff by other means.

The on-site staff then assess the urgency of the call according to an agreed procedure. If it is an emergency, for example, if someone has had an accident, they will arrange an immediate

response to the flat. However, staff are usually engaged in delivery of the day to day care service, or responding to other pendant calls and may not be able to respond to non-emergency calls immediately. They will however, give the caller an estimated time of arrival. If the tenant regularly requests support to use the toilet outside of their care plan, they will be re-assessed so that time for staff to respond to regular pendant calls can be added to the care plan as a regular support need.

**Last time I came to see my client there were staff in uniform walking around but there was no one to let me in or show me to the clients flat.**

This is not the responsibility of staff at the Extra Care Schemes. Each scheme has security measures 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 tenants flat. Equally, if you need to arrange for any kind of goods, medication or equipment to be delivered, it is not 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.

**My client's family like to stay over when she is ill; can this be arranged at Extra Care?**

Yes. All Schemes have a visitor's flat (sometimes known as the Guest Suite) available for temporary use, for example when families are visiting a tenant or perhaps when they want to be close by if their relative is unwell. A charge is payable and use of the visitor's flat must be arranged with the Scheme Manager with bookings on a 'first come first served' basis.

**My client has a cat and wants to bring her if she moves, will that be ok?**

Meadow Green, Sandy Mount and Woodland Court do allow small pets such as fish or budgies. However larger animals such as cats or dogs are not allowed. Whatever the pet is, Pinnacle PSG, the Housing Management Contractor, must be advised BEFORE tenancy sign up of any intention to bring a pet.

**I've heard about the 'Home from Home' Flat. How do I make a referral?**

'Home from Home' flats are available at all three Extra Care Schemes. Home from Home is an initiative by Kirklees Council, Kirklees Neighbourhood Housing, Pinnacle PSG and NHS Kirklees. It aims to meet the needs of people who are ready to leave hospital but are unable to because they have special housing needs that have not yet been met. If there is a vacant flat, they can also be used by people in the community whose permanent accommodation requires a deep clean or where safeguarding concerns prevent the person from living at home. The HFH co-ordinator informs managers via email when a flat becomes vacant.

Contact HFH coordinators via [extracare.housing@kirklees.gov.uk](mailto:extracare.housing@kirklees.gov.uk) to request a referral from and other information.

**I wanted to arrange discharge home from hospital for my client. He didn't need the care service when he went into the hospital but now needs two staff to attend four times every day for 30mins. The on-site provider said they couldn't accommodate this immediately. Why not? He could have been discharged back to a residential care home immediately.**

The on-site care provider wants to work with partners to enable tenants to be discharged home as quickly as possible. However, the way in which staffing levels are organised at Extra Care Schemes is not the same as in residential care homes. The way that the on-site care provider operates is more like a care provider in the community. They may be able to accommodate small changes to a tenants support plan quickly but do not usually have additional staff immediately available to accommodate significant increases. 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 as soon as possible.

**I am a paramedic. Last week I arranged for a tenant living at an Extra Care Scheme to go to hospital. The on-site care provider couldn't give me information about the person's health needs or a record of the person's medication. This information would have been available in a residential care home.**

The on-site care provider wants to work in partnership with partners to ensure good outcomes for tenants. However, unlike residential care homes, some tenants living in Extra Care do not have any care services from the on-site care provider, either because they do not receive a planned care package or because care is provided by a different care provider. In these situations the on-site care provider will not have information about health needs or medication which the tenant is taking.

**I am an advocate and would like to run some information sessions about advocacy. Can I use a room?**

The schemes are designed to be community hubs so that not only the Extra Care tenants but also people living in the community can access sessions just like the one you suggest. 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.

**My client wants to make a complaint about living in Extra Care. How do they do this?**

This really depends on which part of the service your client wishes to make a complaint about: In the first instance the tenant should be encouraged to make their complaint directly to the

Manager providing the service in question; If it is housing related - Pinnacle PSG, care related – the care provider who provides their care, or catering – Kirklees Catering. The manager of the relevant service will make every effort to resolve the complaint directly with the tenant. If the manager cannot resolve the complaint, your client should be encouraged to take the complaint higher within the relevant organisation.

## Useful Contacts

### Meadow Green

Dale Lane, Heckmondwike, WF16 9QG  
Tel: 01924 482174

### Woodland Court

School Lane, Dewsbury, WF13 4DU  
Tel: 01924 482176

### Scheme management and on site care provision:

Radis: 03301 008150 or [www.radis.co.uk](http://www.radis.co.uk)

### Sandy Mount

Blackmoorfoot Rd, Crosland Moor, Huddersfield, HD4 5QP  
Tel: 01484 221020

### Scheme management and on site care provision:

Community Integrated Care: 0151 422 5385 or [www.c-i-c.co.uk](http://www.c-i-c.co.uk)

[gatewaytocare@kirklees.gov.uk](mailto:gatewaytocare@kirklees.gov.uk) or telephone 01484 414933

Home from Home co-ordinator - [extracare.housing@kirklees.gov.uk](mailto:extracare.housing@kirklees.gov.uk)

[www.kirklees.gov.uk/extracare](http://www.kirklees.gov.uk/extracare)