

# Extra Care Housing Schemes

A guide for potential tenants

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

The number of Extra Care Housing Schemes in Kirklees, and across the country, is growing. It is important that people considering moving to Extra Care (and their carers, families and visitors) have a clear understanding of what Extra Care is...and is not. This guide has been produced to help you understand both the ethos and practicalities of the Extra Care Schemes.

### What is an Extra Care Housing Scheme?

An Extra Care Housing Scheme is essentially a group of self-contained homes 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 which are described later in this guide. Some of the communal facilities, such as the cafe bistro, hairdressers and some of the activities held at the Schemes may be open for use by the community as well as tenants. Some areas of the Scheme are available for hire by the local community.

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
Meadow Green	Heckmondwike	Kirklees Council	Radis Community Care	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	24 x 7	Pinnacle PSG	41 one and two bedroom flats.
Woodland Court	Dewsbury	Kirklees Council	Radis Community Care	24 x 7	Pinnacle PSG	46 one and two bedroom flats.

### My district nurse has suggested I look round EC – can me and my family pop along anytime?

We know that it is important for you to visit a Scheme and see a flat before making any decisions. Although there will not be someone available to show you round if you ‘pop in’ anyone can visit the Schemes, for example to have a coffee or lunch in the café bistro, and this would enable you to see some of the communal areas. There is also a dedicated team of assessors who work at the Extra Care Schemes and if you are being considered for a flat one of the team will ensure that you have visited and seen the allocated flat before making a final decision.

### 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. They 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 Governments 'Lifetime Homes' standards which means that, in relation to physical need, 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.

### **Does everyone living at an Extra Care Scheme need care and support?**

Generally speaking - yes. Tenants must have 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 expensive adaptations. A 'care need' means needing support with personal care or meals for example and this will be established by an assessment. If the person needing care is part of a couple or two relatives living together for example, only one must meet this criteria. The aim of extra care is that there will be people living in the schemes with a wide range of care needs in order to create a 'balanced community' of people who are mutually supportive to one another.

Of course there are some people living in Extra Care who have no care needs. For example, a partner or relative of an existing tenant with care needs or very occasionally where the tenant with care needs no-longer lives in the flat and their partner or relative is planning to move to more appropriate accommodation.

All referrals for Extra Care housing go to a special panel which considers each case carefully and allocates the flats based on priority of need. The needs of applicants on the waiting list are re-assessed each time there is a vacancy to ascertain the most suitable candidate. Therefore eligibility does not guarantee a flat will be allocated to you.

### **How will I be looked after if I move to Extra Care?**

Generally tenants with assessed care needs have a package of care and support delivered by the on-site care provider. However, you won't be '*looked after*' in the sense that everything will be done for you. This approach would result in you losing skills and motivation and increasingly relying on the on-site care provider and other services. Instead the approach of Extra Care is that of 'supported independence'. Care staff are trained to take a 'strengths based' or 'enabling approach' – to encourage and motivate you to remain active and independent and to do as much as you can for yourself. The care staff would not be doing their job correctly if they didn't take this approach.

The level of care and support you receive and the outcomes you want to achieve from your care and support is determined by an assessment. The assessment involves you, our carer or family if appropriate and the Council and detailed in your care plan. Some aspects of the care are delivered in a similar way as if you lived in the wider community. You will usually be visited by care staff from the on-site care provider at approximately the same times during the day (usually within a 60 minute timeframe) until your outcomes have been achieved. Alternatively a more flexible arrangement may be put in place if this would be beneficial. The times can be subject to change and this will be discussed with you. Please remember though that some aspects of your care will be delivered flexibly around the building; in the restaurant, the lounge, the corridors, the activity room, as staff

meet your needs as and when they arise. This is one of the advantages of living in Extra Care housing. This is very different to the way care is organised in a residential care home for example.

The Council strongly advises that the on-site care team provides care and support for all tenants who are eligible for a planned care package. There are many advantages to this. For example, you will get to know the on-site staff very well and vice versa. This means that providing you with care in the event of an emergency will be easier and much more effective. However, occasionally, a tenant may choose to pay for their care privately without having an assessment and some may choose an alternative way of meeting their care needs, for example by having a direct payment to pay for an alternative care provider or a personal assistant.

### **I only want to be supported by female care staff, is that ok?**

Care providers (like hospitals, care homes and GP practices etc.) employ a diverse workforce regardless of gender, age, race, sexual orientation etc. You will receive your support from a care worker who is trained to be able to carry out their duties. The on-site care provider will make every reasonable effort to respect people's preferences but it will not be possible for you to request specific staff to provide your 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.

### **If I am eligible to move to Extra Care, what will the fee be?**

Tenants do not pay a 'fee' which covers all elements of the service. You will need to consider payment of rent, service charges, furnishing, household bills and care costs. A benefits check would determine whether you are eligible for any extra help. 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 you pay towards the overall cost. For some tenants Housing Benefits may contribute towards some of the overall cost.

### **I also need help with answering letters, speaking to utilities companies and things like that. Can I get support with this too?**

Yes. This is called **Housing Related Support**. As well as a Personal Care Plan you will also have a 'Housing Related Support Plan' which tells staff how to support you with these kinds of tasks. You will also be offered a 'wellbeing check'. The check is usually daily, but can be weekly (or anything in between) and can take place in your flat or anywhere around the Scheme. The purpose is simply to check that you are alright or if you need any further support. The wellbeing check is an important part of living in an Extra Care scheme, but you can sign to say that you want to opt out of this check. If you have arranged to have a wellbeing check and you decide to go out, you must let the home care provider know, otherwise they may think you have had an accident or are ill inside your flat.

### **I want support from the on-site care provider at exactly the same time every day as I like to go out. Can this be arranged?**

At the start of your service you will be given a time range which will meet your 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 the on-site staff need to attend to, such as

emergencies, illness and accidents. Your home care organisation will try to contact you if your call time is likely to be much later or much earlier than your usual time range.

Sometimes the on-site care provider may need to make changes to your time range. They will talk to you about this and make sure that the times of your calls still meet your assessed needs.

Home care services 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 you want to change your usual time range, you should speak with the scheme manager 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.

### **I've started to fall occasionally in my home. Can I call someone if I need help if this happens?**

Yes. Every Scheme has an Assistive Technology (AT) emergency call system fitted. This enables tenants to summon additional help from anywhere within the building in the event of an emergency. If you occasionally fall you may also be advised to wear a falls sensor which is like a band which you wear on your wrist. If you do fall the sensor will automatically alert the staff who will come to your assistance. Other pieces of equipment (assistive technology) are also available to keep you safe and independent. It is important to remember that the AT call system is to call for assistance for emergency or urgent additional care or support only and must not be used for other reasons, such as asking when visitors are arriving, which staff are on duty, or to call in to pass you something for example. Excessive numbers of calls could block the system and may delay the response to a real emergency.

The care provider is expected to answer the initial call within an agreed minimum time. They will then assess the urgency of the call and give the caller an estimated time of arrival.

### **I have lots of family and friends who visit. Will there be someone to let them in and bring them to my flat?**

No. The extra care model is one of 'supported independent living'. Therefore this is not the responsibility of any Extra Care staff. It is your responsibility to make sure that visitors know how to enter the building and make their way to your flat. There is a door entry system which you can operate from your flat or additional door fobs can be purchased for family for a small charge. Staff are not available to give access to health care professionals who visit your flat, such as district nurses, GPs and pharmacists. Equally if you need to arrange for any kind of goods, medication or equipment to be delivered, it is not the responsibility of staff to take delivery and arrange for the goods or equipment to be transferred to your flat. You or your family must arrange this – just like you would if you lived in the wider community. Of course there are exceptions to this, for example, if you are ill or being nursed in bed and cannot give access to visitors the staff will be happy to help.

### **I like my family to visit and/or be near me when I'm very ill, can they stay in the Scheme?**

Yes. All Schemes have at least one visitor's apartment (sometimes known as the Guest Suite) available for temporary use, for when families are visiting, or perhaps when they want to be close by if you are unwell. A charge is usually payable. Use of the visitor's apartment must be arranged with the Scheme Manager and is at their sole discretion. Bookings are taken on a 'first come first served' basis.

**I have a cat and want to take her with me I move, will that be ok?**

The Schemes do 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 allowed as they do require such access. 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 understand there are communal facilities. What are they and how are they used.**

Yes, each Scheme has a lounge, cafe bistro, activity room, therapy room, hairdressing salon, secure gardens and a tenant buggy store. An assisted bathroom is also available within each Scheme. They are open to all tenants and their visitors and some of the facilities are available to the wider community to hire and/or access when activities/events are taking place. All communal facilities (apart from the assisted bathroom) are separate from the flats which are accessed by via fob controlled security system so you are safe from unwelcome visitors. While the communal facilities are for your use and pleasure, you and your visitors must respect other users. For example; you may use the lounge for your own event, if agreed by the Scheme Manager. However, other tenants must be able to join in or a charge may be payable. Each Scheme will also have a slightly different programme of activities for you to enjoy.

Also, the use of the buggy store is made available on the understanding that it is a limited space for the benefit of all tenants and is not designed for the storage of multiple vehicles or vehicles which are no-longer in regular use. Where this occurs tenants will be expected to remove vehicles.

**Useful Contacts**

**Sandy Mount**

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

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

**Meadow Green**

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

**Woodland Court**

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

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

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

## Do you need this information in a different format?

This information can be made available in languages other than English. It can also be made available in large print, audio CD and Braille. Full details are available by telephoning 01484 414933

## Contact Details

Kirklees Council Gateway to Care take referrals for the Extra Care sites.

Call: 01484 414933

Email: [gatewaytocare@kirklees.gov.uk](mailto:gatewaytocare@kirklees.gov.uk)

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

For more information about Extra Care schemes:

Call: 01484 221000 Ext. 78067

Email: [excellent.homes@kirklees.gov.uk](mailto:excellent.homes@kirklees.gov.uk)

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