

PERTH AND KINROSS COUNCIL**Housing and Health Committee****25 May 2016****Update on the Implementation of Housing with Additional Support****Report by Director (Housing and Social Work)****PURPOSE OF REPORT**

This report updates Committee on the implementation of Housing with Additional Support across Perth and Kinross.

1. BACKGROUND / MAIN ISSUES

- 1.1 In May 2015 Housing and Health Committee agreed a report (Report 15/218) proposing the development of housing with additional support and requested a progress report in spring 2016.
- 1.2 The new model formed a key aspect of the reshaping older people's care agenda in Perth and Kinross and involved the development of enhanced support for older people in specific sheltered housing complexes, as an alternative to residential care for those who wish and are able to live in this type of setting.
- 1.3 The model supports the integration of health and social care services and the Strategic Commissioning Plan's (2016-19) priorities, including person-centred health, care and support and making the best use of facilities, people and resources. Its purpose is to enable older people to remain in a homely environment, with the housing and support they need to help them live independently. People want to remain at home with support if necessary as they grow older, rather than move into a care home when they become frailer. The challenge and commitment of health and social care is to develop a continuum of housing for older people, offering support and care as they need it.
- 1.4 The model was initially introduced in five sheltered housing or very sheltered housing units in Perth City and offered with the following core components:
 - An average individual home care package of 15 hours per week – dependent on the needs of each individual.
 - An overnight care service provided from either within the facility or very close by.
 - A full telecare package reflecting the needs of each individual.
- 1.5 People who are eligible will normally be 60 years or over or with a recognised disability. They will have been assessed as needing formal housing support and/or a minimum of a medium level of care at home over 7 hours per week which could include overnight care. They will also have current

accommodation which is having an adverse effect on their physical and/or psychological wellbeing and a care and support package which can't be effectively delivered in their current home, or where their current accommodation can't readily or cost effectively be adapted to meet their needs. People are assessed for this model of care through a joint assessment process involving social work and housing professionals.

- 1.6 The model includes contact and involvement with the wider community and regular contact with community health services as part of the support offered to individuals and their families. It includes links with a befriending service specifically with the sheltered housing facilities offering housing with additional support and the introduction of an intergenerational initiative with Education and Children's Services to promote pupils visiting older people who may lack regular family contact in order to promote companionship and intergenerational understanding.

2. UPDATE AND RECENT DEVELOPMENTS

Referrals and current users

- 2.1 This model of housing and support is currently offered in 7 sheltered and very sheltered housing and sheltered housing complexes in Perth City, namely:

- Canal Street (Caledonia Housing Association)
- Carpenter Court (Perth and Kinross Council)
- Charterhouse (Perth and Kinross Council)
- Dewar Court (Cairn Housing Association: Under Perth and Kinross Council Management)
- Quayside Court (Bield Housing Association)
- Strathmore Street (Perth and Kinross Council)
- Isla Court (Perth and Kinross Council)

Plans are underway to expand to rural areas are outlined later in the report.

- 2.2 There have been 25 people referred and assessed for housing with additional support over the past year and all received a detailed assessment or review of their needs. All but one person met the criteria for housing with additional support. 15 of the 25 people were living in different types of accommodation and 9 were already living in a sheltered housing unit, but needed a change to their care and support package to enable them to remain there.
- 2.3 The highest number of people receiving the service at any point was 9, with 8 people currently receiving this service and 5 people on the waiting list for an appropriate sheltered housing apartment. The model is based on a balance of provision in each sheltered housing units, ensuring a mix of people with different levels of needs – low, medium, high – so people are carefully assessed and units monitored to ensure this mix.
- 2.4 An important part of the model is the care at home support tenants receive. The initial model was based on around 15 people receiving housing with

additional support each year in the early years, increasing by around 10 people each year over a five year period and receiving an average of 15 hours home care per week. Those receiving the service to date have received an average of 12 hours care at home per week, slightly lower than the target.

Publicity and promotion

- 2.5 A key part of the development of the model has been its marketing. This has included briefing and raising awareness among different groups of staff (social workers, home carers, district nurses, GPs, housing staff) as well as the public. The PKC website includes a video scribe outlining the aims of the service and those eligible to apply.
- 2.6 A communication and marketing plan includes promoting the model on Facebook and Twitter, as well as the Council's website, as well as 'On the House' newsletter to tenants and housing, community care and health staff bulletins. Some of these are included in the appendix.

Intergenerational work with Perth schools and befriending

- 2.7 An initiative has been developed in Perth linking high schools to encourage a formal connection between school pupils and older people receiving housing with additional support.
- 2.8 Intergenerational activities involving pupils from Perth High school have taken place in Carpenter Court, Perth on a weekly basis and have proved to be very successful.
- 2.9 In addition to this initiative, befriending activities are being organised and offered to tenants. 'Meal Makers' has been promoted in all of the units as a means of befriending and are proving to be successful. In addition, a drop in café with tenants and people from the community and the local nursing home is held weekly at Duchlage Court, Crieff and is proving very successful, with around 12-15 people attending each week. A similar café is planned for Causeway Court in Kinross and in Peter Arbuckle Place, Invergowrie.
- 2.10 There are other befriending projects funded by the Council to support people in local communities across Perth and Kinross as well as people affected by particular issues, such as loneliness and isolation, dementia. Many of these link with local sheltered housing units, including those offering housing with additional support. Some projects are highlighted below:
- Outreach rural reminisce: Kinross-shire Reminiscence Group provides reminiscence sessions in rural areas and other appropriate venues (sheltered housing, day centre) within Kinross-shire using technology to provide opportunities
 - Caledonia Housing Association has developed a new initiative for rural areas 'Companions Phone Network' for isolated individuals, as well as supporting a traditional befriending service.

- Bield Housing Association is offering isolated older people living in the local community access to a range of social activities within their housing developments. They offer 1:1 befriending support to tenants aimed at reducing social isolation and encouraging interaction within the local community. All of this achieved through the involvement of local volunteers.

Expanding housing with additional support to rural areas

- 2.11 Plans are underway to expand housing with additional support to rural areas, offering the service to people living in other local communities and these are listed below.

Complex	Total Units (HWAS will have c30% share)	Roll Out date
Perth & Kinross Council		
Harriet Court, Blairgowrie	21	Pilot to commence as soon as a vacancy arises and there is someone waiting / assessed for HWAS
James Court, Pitlochry	24	Pilot to commence as soon as a vacancy arises and there is someone waiting / assessed for HWAS
Cairn HA		
Cluny Court Blairgowrie (PKC provide the onsite management and support - Landlord Cairn)	34	Pilot to commence as soon as a vacancy arises and there is someone waiting / assessed for HWAS
Caledonia HA		
Corrie Place, Scone	30	June 2016
Cameron Court, Comrie	10	October 2016
Tay Place/Almond Place, Comrie	38	October 2016
Duchlage Court, Crieff	31	October 2016
Burnside Court, Alyth	26	October 2016
Viewlands Place, Errol	24	Dec 2016
Bield HA		
Ashgrove Court, Blairgowrie	36	Dec 2016
Hanover HA		
Hanover Gardens, Scone	25	TBC
Whyte Court, Kinross	36	TBC
Hanover Gardens, Auchterarder	35	TBC

Developing sheltered housing units for housing with additional support

- 2.12 Although an important feature of housing with additional support is the care and support people receive to enable them to remain in their homes, an equally important feature is the communal, social support they receive by

living in a sheltered housing flat. To support this, capital funding has been available to help upgrade communal areas, namely:

- Common areas for support and social care activities with options for including the wider local older population (as alternative day opportunities, for example)
- Supply and installation of telecare equipment (smoke, heat temperature, movement and flood detection) and this will be expanded as the technology-enabled care strategy develops and more innovative options are identified to enable people to be appropriately and safely supported at home with the use of technology
- Assisted bathing /toileting facilities.

Many of these were covered in the first two phases of the capital programme during 2015.

- 2.13 Phase 3 of the capital developments began recently with a programme of work to individual sheltered housing units. This will include upgrading physical access and improvements to communal areas, such as upgrading lighting, floor coverings, signage and suspended ceilings to comply with best practice for dementia design. There is also a plan to improve communal lounges and dining areas. The whole programme will complement the development of telecare (in Phases 1 and 2) to link to the Rapid Response Team to support people out of hours, if necessary.

3. KEY ISSUES

- 3.1 Referrals and delivery of housing with additional support for older people has been slightly slower than anticipated. However, the planned expansion to rural areas and the further development of communal areas for various uses, including day opportunities and the befriending and intergenerational activities, will all promote and publicise this model of care.
- 3.2 As health and social care integrated care teams develop in local areas and they support key prevention activities to enable people to remain in their own homes, the model should expand and numbers increase. In addition, there will be continued briefings with staff to make sure they promote this model, as well as publicising it to older people, carers and local communities.

4. CONCLUSION AND RECOMMENDATIONS

- 4.1 This report updates Committee on the implementation of housing with additional support for older people with complex needs, capable of sustaining a tenancy, based around sheltered housing units which offer support for them in their communities.
- 4.2 Housing and Health Committee is asked to note the developments which are an important feature of the integration of health and social care services, supporting people to remain at home and avoiding hospital or care home admissions.

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	None
Risk	None
Consultation	
Internal	Yes
External	Yes
Communication	
Communications Plan	Yes

1. Strategic Implications

Community Plan/Single Outcome Agreement

- 1.1 This report support the following outcomes from the Community Plan / Single Outcome Agreement:
- Supporting people to lead independent, healthy and active lives
 - Creating a safe and sustainable place for future generations

Corporate Plan

- 1.2 As outlined in section 1.1 above.

2. Resource Implications

Financial

- 2.1 None arising from this report.

Workforce

- 2.2 None.

3. Assessments

3.1 Equality Impact Assessment

Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

- The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) and are not relevant

3.2 Strategic Environmental Assessment

The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals. However, no action is required as the Act does not apply to the matters presented in this report.

Risk

- 3.3 A risk profile has been developed and is being managed by the Project Team.

4. **Consultation**

4.1 Internal

The Heads of Finance and Legal Services have been consulted on this report.

External

- 4.2 The Tenant Committee Report Panel has been consulted on this report. They commented that they “support programmes for people in communities as long as the scheduled hours of support is provided, including overnight, as required. The need to maintain social activities to help prevent isolation is also very important.”

5. **BACKGROUND PAPERS**

- 5.1 No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied upon to any material extent in preparing the above report.

6. **APPENDICES**

Housing with additional support publicity: [leaflet Log-In Pop-up Poster](#), and the [Social Media & Webpage statistics](#)

<http://www.pkc.gov.uk/article/10956/Housing-With-Additional-Support-for-Older-Residents> - including video scribe