

Funding cuts and personalisation – Sheltered housing and support services

16 June seminar

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Commissioning and funding

- **SP funding cuts**
 - Withdrawing funding (Nottinghamshire)
 - %age cuts (Sheffield)
 - Benchmarking provider costs to get all providers down to the average (Surrey, Salford)
- **Commissioning different service models to get more for less funding**
 - Durham
 - Derbyshire
 - Wiltshire and Sunderland



What providers are doing – 5 main responses

- Reactive and firefighting to cope with cuts
- Proactive to develop new service models and structures to reduce costs
- Enhancing the service offer; link to personalisation agenda
- Pulling out of support services
- Pulling out of SP funding and agreeing new deal with residents



Service models for the future – across all stock for older people

- **Basic service for low cost option:** Depends on history & expectation; bungalows/flats for older people with alarm only can be very successful and popular
- **Tiered support linked to community alarm:** e.g. Silver - emergency only; Gold – mobile response plus 2 pieces of telecare; Gold Plus – mobile response plus 5 pieces of telecare. Some services also provide weekly, fortnightly, monthly visit. Building market across tenure/ordinary housing

Sheltered housing fundamentals

- Why would anyone want to move into sheltered housing unless added value from ordinary housing:
 - ✓ Accessible building in a good location
 - ✓ Accessible, easy living flat
 - ✓ Good value, flexible services that sustain independence
- Is alarm only enough?
- Is it sheltered housing?



Sheltered +: the hub

- Scheme/area based staff covering one or more schemes and people in the community
- Outreach and in reach hub role
 - Newcastle/YHN model
 - PfP Star service
 - Derwent Living in Derby



Hub – YHN example

Support linked to a sheltered scheme

- reshaping housing support into a neighbourhood/locality model with a community hub
- a wider role for community alarms and Telecare, and to develop a virtual extra care concept
- develop a tiered service, including support for socially isolated and excluded older people
- linking housing support plans and care plans to reduce bureaucracy for staff

Eligibility

- Clients are eligible for the service if they are aged 60+ years; live within close proximity of the sheltered accommodation ‘hub’ – 2 miles; have been assessed as requiring a support service to maintain independence, but typically be classed as low to moderate need within the FACS criteria



Places for People

- Kirkdale Court: low demand sheltered scheme in N Tyneside
 - Converted flat into well-being centre and community resource
 - Opened up use of common room for wider community use by older people
 - Developed STAR service in conjunction with SP commissioners – floating support to older people in the local area as well as scheme residents
- Nellie Gormley House: Digital Community Hub

Very sheltered housing

- Good quality buildings – accessible, good space standards, good location
- Adult social care & provider wanting to make best use of housing asset
- ASC commissioning care & additional support through community alarm and/or scheme manager to keep residents out of residential care
- Allocations & nominations outside CBL
- Improved communication between care managers, Scheme Managers, ASC commissioners & housing managers



Personalisation

- Develop new services and/or offer existing services
- Private sector providers of care & support are gearing up for personalisation
- Opportunities to work in partnership e.g. RSL & domiciliary care agency offering a programme of social & leisure activities in extra care scheme



Building a more flexible workforce – linked to well-being and personalisation

- More self funders including older people with direct payments – what services will they buy?
- Wider support worker role: well-being link worker; trained as health trainer and Info & advice provider to link in other services
- Linking support and care – new type of generic worker
- Housing officers providing a First Contact service (Nottinghamshire Link Age+ model)



Care provision

- Organisations providing personal care need to be registered with the Care Quality Commission (CQC) as a domiciliary care provider
- Adult social care provider without residential accommodation, CQC fee based on the number of locations £1,000 for one - £32,000 more than 25
- Detailed outcome requirements which organisations are required to evidence – Health & Social Care Act 2008



Funding

- SP funders want providers to reduce to average weekly SP costs at very least e.g. £8-£10 for sheltered and £5-6 for general needs housing including careline and visiting service; lower for Careline and emergency services response
- Floating support services having to compete with domiciliary care services at £10 an hour
- Some authorities are tendering for care & support and RSL's are struggling to compete because of high wage structures/staff conditions



Structures

- General shift from inflexible 1 resident or non resident worker per scheme
 - Can still have scheme based staff but must do more or opt out of SP
 - If scheme based must play wider community role
 - Team approach covering a locality for sheltered and general needs
 - Needs to link to community alarm & mobile response service



Legal & regulatory issues (1)

- Residents need to be consulted about proposed changes to services
- Providers need to set out clear options and/or invite suggestions
- Check tenancy agreements & associated documents
- Tenants are consulted but not asked to vote on proposed changes
- Leaseholders all need to agree to any changes to their lease e.g. removal of resident manager

Legal & regulatory issues (2)

- Consultation needs to be thorough
- Need to take account of legal duties to residents or risk Judicial Review e.g. LB Barnet had not taken account of duties towards people with disabilities
- Rents and/or service charges can fund Scheme Manager service but no return to pre SP arrangements
- CIH Complaints Guide sets out routes for complaints about changes to service delivery in older people's housing



Wider role with older people

- Older people are a large potential market for housing providers
- It's not just providing services for people in sheltered housing
- It's not just providing services for your tenants
- Home owners often unaware of services; think they're not eligible or put off because they will be too costly – always surprised at low cost and value for money of community alarm services
- Potential to develop a 'wider' offer in partnership with other providers (Orbit Charitable Trust research)



Potential development areas

- **People you house**
 - Info and welfare advice
 - Handy person
 - Gardening
 - Decorating
 - Exercise
 - Social and leisure
 - Care services
 - Digital
- **Wider older population**
 - As for your tenants +
 - Home moving service
 - Community alarm service



Stock sustainability

- Do not forget sustainability of stock, with focus just on services
- Right stock in right location for your market is crucial
- Don't be afraid to de-commission or change use
- Use assets to re-build or adapt for different market – extra care; for sale
- Developing good services in poor quality stock will not work

