

**CHANGE AGENT TEAM
RECORD OF PRACTICE IDEAS AND INNOVATIONS**

These are practices and ideas heard about or seen on visits by the changes agents. We think they could be applied in other situations and should be shared more widely. They have not necessarily been evaluated, nor are they endorsed by the Change Agent Team.

Name of Organisation: <p style="text-align: center;">Durham County Council and B&N Care Partnerships</p>	
Service: (e.g. physiotherapy, care management) Extra Care Partnership	
Contact: Debbie Richardson email address: debbie.richardson@durham.gov.uk	Tel No: 0191 3835151
Key Words (3-4 words which sum up the service, for cataloguing purposes) Extra Care Partnership	
<i>Brief description of the 'new practice/bright idea'</i> <p>Southfield Lodge is Durham County Councils first Extra Care Partnership, designed, built and operated in partnership with B&N Care Partnerships. The scheme is situated in the town of Crook and opened in October 2001 and was developed to offer a direct alternative to residential care for older people and replaced two of the council's older residential homes which did not meet the old Registration and Inspection standards.</p> <p>The scheme offers 37 single bedroom, two person flats and a range of communal facilities including a restaurant, shop, bar, consultation suite, Laundrette, assisted bathing and hairdressing salon. The scheme is designed to accommodate wheelchair users, with each flat offering 50 square meters of floor area.</p> <p>As the scheme was designed to be a true alternative to residential care a high number of care hours were allocated and two waking night staff are deployed. In addition to the 'block' of hours there is also the facility to spot contract if necessary, although this has not been required very often due to the flexible deployment of staff. The staffing structure mainly consisted of staff who transferred from the two residential homes who due to the totally different approach to care and support underwent intensive training in new skills and ways of working. The approach that was adopted was primarily one of promoting independence where ever possible through the provision of support and guidance, but also having the capacity to provide care where necessary. Many of the residents who chose to move in to Southfield Lodge had lived in residential care for many years so confidence and skills had to be gradually built.</p> <p>In total 19 residents chose to move from the two homes that closed into Southfield Lodge and began the journey back to independent living. There are a number of examples of how individuals lives have improved since moving into Southfield Lodge, for example one person from the residential home commented on how much it means to them to have their own bathroom. A second example is the woman who's grandchildren can stay over at weekends This woman could no longer live in her previous home and had the option of residential or Extra Care, clearly, the flexibility and choice offered by Extra Care suited. There are also four couples who have been enabled to retain their privacy and choice but within an safe and secure environment.</p>	

Impact of the introduction of the change/development

The main impact is that the Southfield Lodge is preventing people being admitted into residential care by offering a true alternative where choice, independence and dignity are core ingredients of the overall package.

Why did this change/development 'work'? Could it be replicated?

The development worked because of the clear vision of what was to be achieved and effective partnership working by the organisations. The concept is in line with people's aspirations to remain in their own home but also to be safe, secure and have the opportunity of companionship if required.

Has the practice been formally evaluated? Please describe briefly.

The development has been jointly evaluated and has also been inspected in the Joint Review of the Department and in the CPA recently. The Home Care service, County Durham Care, hold the Charter Mark Award of Excellence and Southfield Lodge won this years Health and Social Care Award in the Older Persons category.

Submitted by: **Debbie Richardson**

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Email back to Tempcat@doh.gsi.gov.uk