

**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: Southampton City Council	
Service: (e.g. physiotherapy, care management) Extra-Care Sheltered Housing	
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Key Words (3-4 words which sum up the service, for cataloguing purposes) Extra-Care in an existing sheltered scheme	
<i>Brief description of the 'new practice/bright idea'</i> The project was to establish extra-care provision meeting the specification agreed by the Extra-Care Commissioning Group in an existing sheltered housing scheme. Funding enabled 6 flats in an existing block of 60 flats to be adapted to provide walk-in showers. The 3 located on the ground-floor also had all the doors widened and partition wall removed to suit wheelchair users and all had carpets/suitable flooring and curtain tracks fitted. Joint working between Housing Services, Social Services and the City PCT produced an agreed eligibility criteria, referral and assessment process. A care team is based on site and working protocols between the care team and the scheme wardens has been established. Funding also paid for a washing machine & tumble drier to be purchased for exclusive use of these flats. It is intended to increase the Extra-Care capacity within the scheme to 15 (5 x wheelchair suitable + 10 non-wheelchair) as and when voids occur and funding is secured to pay for the adaptations/alterations needed; this number will ensure maximum use of the care/support level provided with (hopefully) no additional costs.	
<i>Impact of the introduction of the change/development</i> The project has enabled 6 older people to remain independent and avoid admission into residential care. Joint working between the statutory agencies has improved + involved the care provider. There is a much better understanding of each agency and their respective roles and responsibilities and greater levels of confidence and trust have been reached. The project is a learning experience for all agencies and it is anticipated that the review near the end of this year will identify a model which could be replicated elsewhere in the City.	
<i>Why did this change/development 'work'? Could it be replicated?</i> The project works because of the commitment and willingness of all agencies to make it work. A positive approach is taken to resolve unforeseen issues/obstacles and as such there is a much better working relationship between the agencies. The project could be replicated and benefit from lessons learned elsewhere.	
<i>Has the practice been formally evaluated? Please describe briefly.</i> The full evaluation will take place later this year. Regular monthly meetings are held to discuss progress and issues which may arise and solutions agreed.	
Submitted by: Heather Christiansen. Community Care Officer.	Date: 25 th July 2003

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