

## Housing Learning and Improvement Network

**HOUSING WITH CARE MATTERS**

Phil Hope MP, Minister of State for Care Services with the joint winners of the HIA 'Agency of the year' award, Care and Repair Leeds and Lincolnshire Home Improvement Agency

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**Issue with live URLs and website links**

**NEWS:****A cash boost for innovation in Extra Care Housing**

Speaking at Laing & Buisson's annual extra care housing conference last month, Phil Hope MP, the Care Services Minister, announced that every council with adult social care responsibility will get a slice of a £3.5m fund to support further innovation in Extra Care Housing.

He stated, "Considerable progress has been made to commission and develop Extra Care Housing in recent years, but the market is still relatively 'embryonic' and we need to advance changes to meet the housing choices that older people are beginning to demand".

He went on to say that he wants councils and their partners to develop more integrated, innovative and sustainable solutions to meet the housing needs and aspirations of older people. He urged councils to "act now and act decisively" to put in place new and refreshed local housing strategies that promote dignity, respect and choice.

In announcing an allocation to each council with adult social care responsibility, the DH will expect councils to prepare an extra care housing strategy for their area, pinpointing how they will seek to transform the housing with care provision for older people in their areas.

Full details of the allocation arrangements are expected to be published by the DH later this month. Keep an eye on the Housing LIN website for further news. For a copy of the DH press release, go to: [www.dh.gov.uk/en/News/Recentstories/DH\\_113092](http://www.dh.gov.uk/en/News/Recentstories/DH_113092)

If you have promotional material, articles or features you would like us to include in future editions of *Housing with Care Matters*, please send details to [info.housing@dh.gsi.gov.uk](mailto:info.housing@dh.gsi.gov.uk) **We welcome your contributions**



## **Elderly Accommodation Counsel Awards**

At last the retirement housing sector has its own dedicated awards. At the inaugural event at Lords Cricket Ground on 4th February around 340 guests, including over 100 elderly residents, were present to see 32 Awards handed out across 11 categories of retirement housing and housing with care.

For the first time residents of retirement housing, sheltered housing, assisted living, extra care housing, etc, have been able to vote for their schemes through a consultation involving them in small groups as well as individually, using a deck of cards designed to stimulate discussions and help capture satisfaction ratings on design, services, and well-being. For a list of the winners, go to:

[www.housingcare.org/](http://www.housingcare.org/)

## **POLICY NEWS**

### **Partnerships for Older people Projects (POPP's)**

These Projects were funded by the Department of Health to develop services for older people, aimed at promoting their health, well-being and independence and preventing or delaying their need for higher intensity or institutional care. The recently published evaluation, Improving Lives, Saving Money, found that a wide range of projects resulted in improved quality of life for participants and considerable savings, as well as better local working relationships, including examples of housing and telecare. A copy of the report can be found at:

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_111240](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_111240)

### **Fair Access to Care**

The DH has published new guidance prioritising care needs in the context of Putting People First: a whole system approach to eligibility for social care. This replaces Fair Access to Care Services published in 2003. The new guidance can be found at:

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_113154](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113154)

### **Adult Autism Strategy**

Further to the Autism Act 2009, the DH has published an Autism Strategy to improve the lives of people with autism and their families. It is estimated that there are approximately 400,000 adults with autistic spectrum conditions (ASC) in England, around half of whom have a learning disability. Rewarding and

fulfilling lives: The strategy for adults with autism in England set out what people with ASC want and what they should expect from public services and their communities, including housing options. For a copy of the strategy, go to:

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_113369](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_113369)



## **CALLS FOR INFORMATION**

### **Care and Support in Extra Care – Request for Information**

Since our Care in Extra Care Technical Brief was published in 2005, the "landscape" which shapes the provision of care and support in extra care housing has seen many changes and the HLIN brief is being updated to reflect these.

We are interested in hearing from councils or providers where the Putting People First (PPF) agenda is being incorporated into extra care, for example:

- Use of [supported] self-directed assessments and resource allocation systems to determine the personal or individual budget - and whether the allocation is proving sufficient to cover the cost of the services in Extra Care for those choosing to use their IBs in that way
- Use of individual service funds in Extra Care
- Providers as brokers in Extra Care
- Co-production approaches
- Examples of contracts for care provision in Extra Care which give particular recognition to personalisation (in its broadest sense), outcomes, and some of the specific aspects of PPF mentioned above

In addition, we would like any examples of registration challenges from CSCI/CQC and/or challenges from Housing Benefit authorities over gross rent levels because of the way the care and support provision is configured?

Any information you share will remain anonymous and should be sent to: [sue@suegarwood.co.uk](mailto:sue@suegarwood.co.uk) by Friday 12th March. Thank you.

### **Extra Care - Care and Support Specification**

Hillingdon Council wishes to tender care and support within one contract covering two Extra Care schemes which are currently in development. These will be the first 24-hour schemes in the borough.

The Council would be grateful for other LAs who would be willing to share similar model specification or examples that they might have issued.

Please send information to Rupert Brandon, Interim Housing Service Improvement Manager (Procurement) at [rbrandon@hillingdon.gov.uk](mailto:rbrandon@hillingdon.gov.uk)

## ***NEW HOUSING LIN PUBLICATIONS***

To coincide with this enews, the Housing LIN have issued the following new learning resource materials:

### **Assessment and allocation in extra care housing**

This report explores the main issues in the assessment for and subsequently allocation of extra care housing illustrated through a small number of case studies. It sets out the key considerations for commissioners and providers to ensure an effective approach. It describes the need for clear allocation policies based on a shared vision and a partnership approach to delivery. Download at:

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7336](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7336)

### **Charging in extra care housing**

This report discusses the merits of a variety of models for charging residents of extra care housing for their social care. It explores the challenges in this area presented by the personalisation agenda and the development of mixed tenure schemes, in addition to the planned introduction of free personal care. It describes the key issues that need to be considered in developing local models. Download at:

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7337](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7337)

### **Meeting the needs of minority groups in extra care housing**

This report explores approaches to meeting the needs of the wide range of minority groups within local populations. It describes the issues faced by such minorities, such as older lesbian, gay and bisexual people, older homeless people, and older

people with learning difficulties. It then explores in more detail approaches taken to meeting the needs of older people from black and minority ethnic communities, and considers how these could be applied with other groups. Download at:

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7338](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7338)

### **Eco Housing – Technical Brief**

This new Technical Brief on environmentally friendly design in Extra Care Housing compares the application of the Code of Sustainable Homes and BREEAM and relevant compliance requirements. This is a useful addition to the design information on the Housing LIN website. Download at:

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7380](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7380)

### **A South West regional market assessment report**

This new report from the Housing LIN South West LIN and GOSW, builds on Putting Older People in the South West and provides a detailed assessment of the housing market in the region.

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7349](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7349)

### **Extra Care Housing and Personal Budgets**

This report describes the scenarios, and identifies a set of key questions and issues, aided by the feedback from a recent workshop on the subject. The workshop was hosted by the London and South East Housing LIN at its latest regional meeting.

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7367](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7367)

### **Age Friendly Bournemouth**

This case study takes a social capital approach to assessing the housing needs and aspirations of older people in Bournemouth.

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7343](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7343)

### **A Directory for promoting social well-being in ECH**

This directory, in partnership with the JRF, was updated in January 2010 and presents ideas for good practice in promoting social well-being grouped into five themes: general considerations; social

interaction; design and planning; funding issues and models of care. Where appropriate, these ideas for good practice are supported by signposts to further information.

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=2777](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=2777)

### **Putting people at the Centre – joint HLIN and TPAS report**

The aim of this Housing LIN Report and the accompanying case studies is to emphasise the real benefits to commissioners and providers of housing with care and support which arise from the genuine engagement of service users at every level, including an increased drive towards service involvement and integration.

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7342](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7342)

### **Putting Inclusive Design into Practice - Viewpoint**

Housing LIN Viewpoint no14 – This paper discusses the need to do much more to improve the accessibility of older people's housing and to move from traditional design to Inclusive Design.

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7382](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7382)

## **OTHER USEFUL PUBLICATIONS**

In recent weeks, the following reports have been published that we consider relevant for Housing LIN members. They include:

### **More than just a few kind words! - reshaping support in sheltered housing**



This report forms part of the work of the CLG Ministerial Working Group on Sheltered Housing, chaired by Lord McKenzie, the National Housing Federation were commissioned to produce a good practice guide on reshaping support in sheltered housing for housing providers and local authorities. 'More

than just a few kind words!' promotes good practice in the delivery of varied support models for older people and in the implementation of any changes to

current services. The sister document to "More than just a few kind words" produced by CHS and TPAS focuses specifically on consultation and engagement of residents in sheltered housing. Both documents are available on the NHF website: [www.housing.org.uk/default.aspx?tabid=1058&mid=2050&ctl=Details&ArticleID=2729](http://www.housing.org.uk/default.aspx?tabid=1058&mid=2050&ctl=Details&ArticleID=2729)

### **Under Pressure**

This new report from the Audit Commission, highlights the financial challenges for councils of an ageing population. It states that "investment in services such as housing [and leisure] can reduce or delay care costs and improve wellbeing. It goes on to explain that poor housing or an inappropriate



environment, this can increase the demand for social care and provides examples of innovative housing and related services eg. the role of HIAs, extra care and telecare, that have already begun to offer cost-effective and preventative solutions for older people. To download a copy and the accompanying documents, go to:

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7303](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7303)

### **A Guide to Age Friendly Communities in the North**

The Northern Housing Consortium (NHC) recently launched this guide which explores and seeks to understand and respond to the needs of older people in the North, and map out the steps the housing sector needs to take to create 'age friendly' homes, neighbourhoods and services which will meet the needs of future generations.

The publication is a compilation of findings from a two-year NHC project and sets out to simulate debate, create opportunities for innovative thinking and hopefully act as a useful guidebook to challenge ourselves and the way we work and deliver services. For further information, visit [www.northern-consortium.org.uk](http://www.northern-consortium.org.uk)

This publication is available on our website under: [www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7253](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7253)

### **Adapting for a lifetime**

This new report from Foundations, the national body for Home Improvement Agencies (HIA) identifies examples of good practice and innovation within the HIA sector and their partnerships with local authorities but also makes that point that many adaptations services across the country are failing, and the combination of funding shortages and long waiting lists means that services are unable to meet the needs of disabled people.

The report sets out a number of ways that HIA's can lead the challenge to improve adaptations services within the budget constraints which are bound to have an impact in the next few years.

The report can be found on our website under: [www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7257](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7257)

### **Fair Society, Healthy Lives - Sir Michael Marmots review of public health**

This major report sets out how health inequalities can be dramatically reduced over the next 10 years and more. It offers a thorough and comprehensive analysis of health inequalities in England today, including reference to poor housing conditions as a significant determinant of ill health. It also highlights the need to tackle poor housing conditions, adopt energy efficiency measures, and better integration of health and housing.

For a copy of the report and executive summary, go to [www.dh.gov.uk/en/PublicHealth/Healthinequalities/DH\\_094770](http://www.dh.gov.uk/en/PublicHealth/Healthinequalities/DH_094770)

### **Hanover Catering Survey 2009**



Catering is a key part of the Extra Care model. Not only do residents benefit from receiving a well-balanced and nutritious meal each day with high levels of choice, but they enjoy the opportunity to socialise with their friends and neighbours over lunch.

In the summer of 2009, Hanover decided to ask its Extra Care residents about what they wanted from a catering service. The findings provide some very useful insights into resident's views on current services and their aspirations for future service development.

For a copy of the Executive Summary of Hanover's report:

[www.hanover.org.uk/extra-care-catering-survey-results](http://www.hanover.org.uk/extra-care-catering-survey-results)

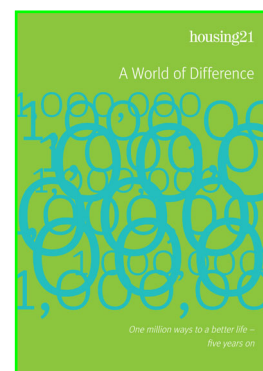
or for a full copy of the report please contact Sarah Hanson, Deputy Director for Extra Care and Services [sarah.hanson@hanover.org.uk](mailto:sarah.hanson@hanover.org.uk) or 012 7459 9686/079 6882 2358

Also of interest: *Catering arrangements in Extra Care Housing* - Housing LIN Factsheet No22

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=2314](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=2314)

### **A World of Difference**

A new report from Housing 21 calls for action to help support and encourage older people who are eligible for benefits which they don't claim. The report, analyses the experience of older people who have successfully claimed benefits and examines national benefit and pensioner policy. It also found:



- Up to a third of pensioners still do not claim their full benefit entitlement; and
- There is limited recognition of the role of benefits in helping older people remain independent.

Copies of the report are available at:

[www.housing21.co.uk/corporate-information/media-centre/news/new-report-on-welfare-benefits-published/](http://www.housing21.co.uk/corporate-information/media-centre/news/new-report-on-welfare-benefits-published/)

### **Strategic Approach to Housing Key Line of Enquiry (KLOE)**

The Audit Commission has published an updated Strategic Approach to Housing Key Line of Enquiry (KLOE) document and information on existing local good practice. The updated KLOE will be used from April 2010 and assesses how well local authorities are working with partners to meet current and future housing needs, balance their housing market, and deliver better housing outcomes for the community. For details go to:

[www.audit-commission.gov.uk/housing/inspection/keylinesofenquiry/pages/strategicapproachtohousing12april2010.aspx](http://www.audit-commission.gov.uk/housing/inspection/keylinesofenquiry/pages/strategicapproachtohousing12april2010.aspx)

**End of Life Care and Bereavement**

Further to the DH's End of Life Care Strategy, the Centre for Housing Support (CHS) have published a new good practice guide about end of life care, targeted specifically at those in the housing sector who provide support or accommodation but not hands on care. The CHS guide provides practical tips, illustrated with case studies, on how support staff should assist in achieving the strategy's objectives for individual service users.

For further details on the guide, contact: [goodpractice@chs.ac.uk](mailto:goodpractice@chs.ac.uk)

**Extra Care Housing Literature review**

Centre on Policy on Ageing's information services, published a literature review in January 2010 on extra care housing and includes extracts of research, reports and publications from 1975 to the present day:

[www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7263](http://www.dhcarenetworks.org.uk/IndependentLivingChoices/Housing/Topics/type/resource/?cid=7263)

**Personalisation and supported housing**

This interim report on a Supporting People project, jointly funded between Look Ahead Housing and Care and LB Tower Hamlets, is one of the first to report on the idea of personalising services and giving tenants control of budgets in supported housing. For a copy of Choice, control and independence: Personalising block contracts in supported housing, go to: [www.dhcarenetworks.org.uk/pageFinder.cfm?cid=7252](http://www.dhcarenetworks.org.uk/pageFinder.cfm?cid=7252)

***REGIONAL MEETINGS*****A Journey through Extra Care - the people, the places, the future**

Tuesday 27th & Wednesday 28th April 2010, The Belfry, Cambourne, Cambridge

This event, being brought to you by Bramall Construction and Greenwoods Solicitors, will take you on a journey around current and future issues relevant to the provision of extra care services.

Please note that, part of this event, the Eastern region HLIN AGM will take place at 6.00 pm on the evening of the 27th.

With a full programme of speakers, the event promises to be an ideal opportunity to learn more about the people, places and future of Extra Care. For further information and to book on-line please

go to [www.cih.org/events](http://www.cih.org/events) or telephone CIH Events on 024 7685 1722 or email: [events@cih.org](mailto:events@cih.org)

**East Midlands Region LIN**

11<sup>th</sup> March 2010, Nottingham

**London & South-East Region LIN**

18<sup>th</sup> March 2010, Slough

**North-East, Yorkshire & Humberside Region LIN AGM**

31<sup>st</sup> March 2010, York

To register for these events, visit our events page at [www.dhcarenetworks.org.uk/housing/Events](http://www.dhcarenetworks.org.uk/housing/Events).

***FORTHCOMING NATIONAL EVENTS*****Capita's 3rd National Conference - Implementing the National Dementia Strategy: One Year**

Wednesday 28th April 2010– Central London

Capita's 3rd National Conference, examines progress to date in the development and delivery of services which fully meet the complex needs of people with dementia and their carers.

For information: [www.capitaconferences.co.uk/public-sector-conferences/diversity-hr/full-conference/article/implementing-the-national-dementia-strategy-one-year-on.html](http://www.capitaconferences.co.uk/public-sector-conferences/diversity-hr/full-conference/article/implementing-the-national-dementia-strategy-one-year-on.html)

**NHC Housing adaptations conference: Supporting Choice, Control and Wellbeing through Housing Adaptations**

29th April York racecourse

It has been over a year since the 'National Strategy for Housing in an Ageing Society' announced increases in the national budget for the Disabled Facilities Grant (DFG) and the relaxing of the ring fence around the funding. This conference will look at how these changes fit within the wider policy context.

For information: [www.northern-consortium.org.uk/assets/events/pdf/2009%20-%20adaptations%202009%20full%20flyer.pdf](http://www.northern-consortium.org.uk/assets/events/pdf/2009%20-%20adaptations%202009%20full%20flyer.pdf)

**Chartered Institute of Housing conference and exhibition**

22nd, 23rd & 24th June - Harrogate

The CIH Annual Conference will focus on the provision of affordable housing and the development of sustainable communities.

More information on: [www.cih.org/events/conferences/harrogate2010/es-flyer.pdf](http://www.cih.org/events/conferences/harrogate2010/es-flyer.pdf)