Date

**OPERATING PROTOCOL**

**(Jigsaw Homes Group)**

**&**

**xxxxxxxxxxxx**

**(Tameside MBC’s contracted on-site care provider)**

**Beatrix House**

**Gorse Hall Road**

**Dukinfield**

**SK16 5GZ**

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**INTRODUCTION**

Beatrix House is an Extra Care scheme for people of 55 years and over, and aims to provide a comprehensive housing and care service, which:

* Promotes independence
* Promotes choice
* Provides security
* Prolongs independent living
* Offers opportunities for communal and social activities
* Promotes the scheme as part of the wider community
* Enhances the quality of life
* Offers older people with care needs an alternative to living in a care home

To maximise the benefits of the housing with care service for residents and deliver an effective service, Jigsaw Homes Group and Xxxxx (Tameside MBC’s Contracted Care Provider) are committed to staff working in very close collaboration.

The intention is that staff should work together as a team, achieving a balance between clarity around roles and boundaries on the one hand and flexibility and responsiveness for the benefit of residents on the other.

The purpose of this operating agreement is to outline the roles of the two organisations and how they will work together to ensure a safe secure and valued service is provided.

**The SCHEME MANAGER Role**

Jigsaw Homes Group owns the building and is the landlord at Beatrix House and therefore has a long-term presence and investment in it.

The Scheme Manager is Jigsaw Homes Group’ representative at Beatrix House. The Scheme Manager will work together with Xxxxx to enable them to;

* Keep Xxxxx informed of any property matters such as routine alarms testing and planned works which may impact upon residents.
* Pass on complaints related to the support service.
* Carry out routine checks as required.
* Work to maintain property condition and safety, agreeing action where required.
* Liaison with Xxxxx to ensure an overview of the whole service i.e. tenancy breaches, property damage, neighbour disputes, grumbles / complaints (related to housing provision).
* Have monthly meetings with Xxxxx representative to discuss shared issues and matters
* Assist in provision of relevant information to tenants
* Work together with colleagues from TMBC to ensure allocations are managed in a timely and appropriate manner

The Scheme Manager and Xxxxx staff should be able to share information in the interests of the resident, service quality and property condition without compromising confidentiality. Both organisations have clear confidentiality and data protection policies which will be adhered to. Each organisation will hold its own records independently and securely and be responsible for their own information. Neither party will access such records without explicit consent of the other and with the resident’s consent.

Any information relating to the health and safety and the building will be made available as required.

**Scheme Manager Absence**

New Charter’s Connect will receive and respond to calls when the Scheme Manager is away from Beatrix House and will be the first contact point for building related issues. Connect are available 24 hours a day on 0161 331 2000.

Xxxxx staff are not expected to fulfil the role of the Scheme Manager at any time and Jigsaw Homes Group retains responsibility for the property.

A Manager is also available to Xxxxx staff during office hours if required. The Manager can be contacted via Connect on the number above, or via numbers directly provided to Xxxxx staff.

During times of holiday and other absences of the Scheme Manager, arrangements for visiting staff from the Independent Living team will be made. This information will be shared with Xxxxx.

**The CARE Provider Role**

The primary role of Xxxxx is to provide care and support to Beatrix House residents in accordance with their specified Care Plans and their contract with Tameside MBC and CQC compliance. This will include;

* Providing a 24/7 staff appropriate to meet the care needs of all residents
* Work with Tameside Adult Services to review and update Care Plans as residents needs change
* Keeping Jigsaw Homes Group informed of relevant information including information regarding matters which may constitute tenancy breaches; such as property damage, neighbour disputes, grumbles / complaints (related to housing provision
* Provide a representative to meet monthly with the Jigsaw Homes Group representative to discuss shared issues and matters such as repairs
* When Jigsaw Homes Group’ Scheme Manager is away from the property, to be responsible for responding to emergency situations and health and safety issues, both in respect of the building and individual residents.

Xxxxx will not give permission to residents regarding any property alterations or use of the property.

In the absence of the Scheme Manager, Xxxxx will facilitate access for emergency contractors, report repairs and other emergencies to Connect. Such actions will be reported to the Scheme Manager via email communication.

Xxxxx will also undertake night security checks of the building, ensuring the building is secure, i.e. make sure doors are locked and the building is only accessible to those who have an access fob, ensure all ground floor windows are closed and secure.

**LIAISON AND COMMUNICATION**

The Scheme Manager and Xxxxx Team Manager/Leader will meet weekly and share information more frequently as required to ensure both parties are informed of all key issues impacting upon the housing with care service. These weekly meetings will be recorded by the Scheme Manager and Xxxxx Team Manager/Leader alternatively. A standard meeting form is in place.

In addition, the Scheme Manager and Xxxxx Team Manager/Leader will share and communicate any issues via secure email. The content must be factual only.

Contract Monitoring Group meetings will take place every three months. In attendance will be Tameside MBC, Jigsaw Homes Group and Xxxxx. These meetings are recorded by Tameside MBC.

Allocation Meetings are held monthly in line with the agreed nomination procedure. These are recorded by Tameside MBC. The Scheme Manager must attend with information regarding the housing related needs of existing residents.

An ethos of sharing information will prevail at Beatrix House. This openness will be subject to a shared understanding that residents have a right to privacy generally and to confidentiality, with regards to their health and social care needs. The responsibilities for safeguarding in each relevant organisation will however override this position.

Residents will be informed that Adult Services, Xxxxx and the Scheme Manager will routinely share information including;

* Written care/review plans
* Participate in service user reviews

Each organisation will hold its own records and information securely. Neither party should access these records without explicit consent by the other and with the residents consent.

**EQUIPMENT**

Xxxxx staff will be shown how to use and operate all key equipment. This includes; resetting the fire alarm, how to reset the Tynetec system and how to use the laundry equipment. Other areas will be included as required or as requested.

This training will make it clear what property related tasks Xxxxx will undertake and those they must not attempt.

Training is provided by the Scheme Manager and training records will be maintained.

**Granting Tenancies**

Jigsaw Homes Group will grant tenancies. These will be Assured Shorthold tenancies.

Allocations Meetings are arranged by Tameside MBC, which are attended by Jigsaw Homes Group and Xxxxx to discuss potential housing applicants. These will take place monthly or as required.

Xxxxx and Jigsaw Homes Group will liaise closely and together with Tameside MBC to anticipate any move on to minimise voids and rent loss. This means that if Xxxxx become aware that someone they support is intending to, or are likely to need to end their tenancy, this information is shared with Jigsaw Homes Group in a timely manner. This will ensure Jigsaw Homes Group are able to work with Adult Social Care to consider nominations to the service. Minimising void loss is a key performance measure for Jigsaw Homes Group.

**ANTI SOCIAL AND CHALLENGING BEHAVIOUR**

In the event of a resident presenting with anti-social behaviour each organisation will operate their own relevant procedures. However, close collaboration will be essential to ensure that a safe and secure environment is maintained for all residents.

This will necessitate immediate sharing of incidents or a review of incidents at the joint monthly meeting between Jigsaw Homes Group and Xxxxx.

**COMPLAINTS**

A complaint received from a resident will be managed by the organisation most appropriate in relation to the subject of the complaint. If the complaint impacts upon both organisations then a shared approach will be agreed. This may include a joint response if the matter is not a clear responsibility of one organisation or the other, or if it is likely to have an impact upon the other organisation.

In addition each organisation should inform the other if a complaint is received which relates to the housing with care service.

Information on complaints and compliments are to be a standing item on the Contract Monitoring Group meetings.

**FIRE ACTION**

Jigsaw Homes Group operates a stay put approach at Beatrix House. This means that unless the fire is in the flat, residents are advised to remain within their flat until the Fire Service arrives. The fire alarm is linked to the monitoring centre who in the event of a fire alarm activation contact the Fire Service to attend.

The Fire Risk Assessment and Fire Procedure will be made available to Xxxxx by Jigsaw Homes Group.

In the event of a fire, Xxxxx will support tenants to remain calm and stay put (if the fire is not in the vicinity). In the event of an actual fire in a tenant’s flat, it is hoped that Xxxxx will assist tenants evacuate. Xxxxx staff will not do this if such action puts themselves at risk.

In the event the Fire Service attends and the Scheme Manager is not available, Xxxxx are asked to reset the fire alarm panel, when instructed to by the Fire Officer. Keys to reset the fire alarm panel are held within the key safe, adjacent to the fire alarm panel (the code has been provided to Xxxxx staff).

Xxxxx may wish to hold the contact numbers of the Monitoring Centre and New Charter Connect for support and guidance as necessary. This information will be provided on request.

Each organisation will be responsible for providing fire safety training to their own staff. All Xxxxx staff will be trained on specific fire procedures within Beatrix House by the Scheme Manager.

Weekly fire tests are completed by the Scheme Manager. Xxxxx will be informed of the date and time.

Jigsaw Homes Group have installed a personal protection misting system in the flats of residents who have been assessed as high risk in relation to fire. To prepare for all eventualities in the event of a unit activation, an Emergency Alternative Accommodation Plan (EAP) for each resident with a personal protection misting system has been completed by Jigsaw Homes Group. Copies are given to Xxxxx.

If an activation occurs and the Scheme Manager is not present, it is hoped that Xxxxx will take measures to ensure the safety and wellbeing of the resident. This may include contacting relevant people as identified on the EAP, for example, Adult Social Care for alternative accommodation, family/other contacts and Jigsaw/New Charter Connect.

Jigsaw Homes Group has clear procedures in place to respond in such events with regards to making the property safe. All of which will be co-ordinated by Connect out of hours and during office hours by the Scheme Manager, or in her absence, Independent Living Managers.

**Health and Safety**

Every member of staff in both organisations has responsibility to report health and safety risks identified. Where this risk is relevant to the other organisation and their staff, this information must be passed on in a timely manner.

In the event of an accident or incident the key principle will be the sharing of information between organisations so that each organisation can take appropriate steps in relation to individual procedures.

**ACCIDENT/INCIDENT INVESTIGATION**

Information sharing will be vital, so that each organisation can take the appropriate steps according to their own procedures.

All accidents/emergencies/incidents must be communicated by secure email and;

* Reviewed by the Scheme Manager and Xxxxx Manager the next working day
* Take action and review risk assessments as required
* Notification forwarded to the relevant senior manager in each organisation
* In the absence of the Scheme Manager, Xxxxx staff will record the incident, notify the Xxxxx Manager, notify the Independent Living Manager and carry out any actions as required.

All accidents and incidents are reviewed at the Contract Monitoring Group meeting.

**ACCESS TO SCHEMES**

Occasionally, Schemes have emergencies (e.g. gas leak) when emergency services may need details of the scheme.

In the event of a major incident, if the Scheme Manager is not available, Xxxxx staff should contact Jigsaw/New Charter Connect on 0161 331 2000, who will take the necessary steps and escalate the incident.

New Charter’s Monitoring Centre (Nottingham On Call) should also be contacted (0115 746 9777) as they will assist in notifying family and named contacts for the residents.

**ALARM AND RESPONSE SERVICE**

Each flat within Beatrix House has a hard wired alarm and pull cord.

Beatrix House has a number of handsets, one for the Scheme Manager and the remaining sets are to be kept with Xxxxx. Any damaged or lost handsets held by Xxxxx will be recharged back to Xxxxx.

Xxxxx will respond to all social alarm calls in the first instance and pass any non-related care calls to the Scheme Manager. The effectiveness of this way of working is reviewed as part of the Contract Monitoring Group meetings.

Calls not answered on the handset will go to New Charter’s Monitoring Centre (Nottingham On Call). NOC has been instructed to contact Xxxxx (on phone numbers provided by Xxxxx).

NOC is available across 24 hours, a day 7 days a week on 0115 746 9777.

**REPAIRS**

All residents are expected to report repairs by e-mailing repairs@newcharterhomes.co.uk or calling 0161 331 2000.

Alternatively, they can be reported directly to the Scheme Manager.

**SOCIAL ACTIVITIES**

The Scheme Manager is responsible for facilitating and working with Xxxxx to organise activities for the residents in Beatrix House. Xxxxx will assist residents to attend activities as well as help them to participate if necessary, if this is stated as an assessed need in the individual care plan.

**INVENTORY**

An inventory will be maintained for all equipment and information that has been handed to Xxxxx from keys to handsets.

**In the event of a death**

In the event that Xxxxx identify or are notified of a death of a resident, Xxxxx will inform the Scheme Manager as soon as is practical.

The Scheme Manager will work with Xxxxx and family as required to plan for the tenancy end, cessation of rent payment and removal of personal property. In addition the Scheme Manager is required to follow a specific procedure which will require a copy of the death certificate.

**Key Safes**

There are three Jigsaw Homes Group key safes which both Jigsaw Homes Group and Xxxxx can access. The key safe located next to the fire alarm panel in reception holds the fire alarm key plant room key, lift key, riser cupboard keys, AOV key and main door control key. The key safe adjacent to the door into the Scheme Manager office holds the master key, the code for this can be obtained via a password to Jigsaw Homes Group Connect on 0161 331 2000.

The use of the master key is to be kept for emergencies only. It should not be used to enter residents’ flats without their express permission other than in an emergency situation. Any use of the master key must be notified to the Scheme Manager.

Circumstances of when the master key might be used by Xxxxx may include;

* Significant concerns about the residents health or wellbeing
* A repairs emergency within the flat, i.e. plumbing – water leak

**care team ROOM**

The offices and furniture used for Xxxxx should be kept in a good order. No items are to be placed on the walls, other than notice boards. Lockable cupboards must be used to store any resident records, medical or domestic care equipment (gloves, aprons, pads etc).

All equipment used must be kept clean and tidy and stored appropriately after each use. Any electrical equipment used in the staff room, staff office or meeting room must be PAT tested as a requirement of the building insurance once a year. Any equipment that does not show a tested notice will be asked to be removed.

**PERSONAL BELONGINGS**

Personal belongings must not be kept in the staff room - Jigsaw Homes Group will ensure that lockers are provided and kept in the locker room. Any damaged lockers or lost keys will be charged to Xxxxx.

**Car Parking**

There is limited car parking at Beatrix House and priority for parking must be given to those who live at Beatrix House and Hunters Court.

**Smoking**

Jigsaw Homes Group operates a non-smoking policy on all its premises including outside on grounds and car park areas, except in designated smoking areas.

Residents can smoke within their own properties.

**CLEANING**

Jigsaw Homes Group on-site cleaning team clean the communal areas in line with their contract.

**WASTE DISPOSAL**

Jigsaw Homes Group have provided large communal bins in the bin store area for domestic waste only; residents are responsible for their own clinical waste where applicable. Recycling bins have been provided and tenants should be encouraged to recycle at all times.

**HANDLING RESIDENTS MONEY**

Each organisation will apply its own policy.

**GIFTS AND HOSPITALITY**

Each organisation will apply its own policy.

**SAFEGUARDING ADULTS**

Jigsaw Homes Group and Xxxxx will comply with the local inter agency protocol on safeguarding adults, which is available from Tameside MBC.

**CATERING**

A catering service is available at Beatrix House for residents, non-residents and staff.

Xxxxx staff may be asked to assist to deliver meals to residents who are unable to get to the café, e.g. lift broken. In addition, Xxxxx will be expected to support individuals to the café who wishes to buy a meal, if a meal call is part of their care plan.

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