



SERVICE SPECIFICATION SCHEDULE SEVEN (7)

Extra Care Service Conditions

CARE AND SUPPORT AT HOME IN EXTRA CARE SCHEMES

DEFINITIONS

In this Specification, the following terms shall have the following meanings

Extra Care Housing

Extra Care Housing is a housing option for older people which aims to enable independent living with care and support provided as appropriate, in individually tenanted and self-contained accommodation.

Extra Care Support

For this Specification, Extra Care refers to the care and support provided in Extra Care Housing on an agreed basis which is tailored to the needs of the individual. Extra Care Support should:

- Eliminate isolation
- Be delivered flexibly to meet person centred needs
- Promote independence

Background Support

Background support relates to a Service provided to a person for developing or sustaining that person's capacity to live independently in their accommodation outside of the assessed care needs set out in the Service User's Care Plan.

Partners

For this Schedule the Partners are BCP Housing Services, Strategic Commissioning and Adult Social Care Teams as well as the Care and Support at Home Provider who has been allocated to deliver a Care and Support Service in an Extra Care Scheme.

The Commissioner

The Commissioner and funder of the Care and Support Service in Extra Care Scheme is BCP Council.

The Service

Any reference to 'The Service' relates specifically to the Care and Support Service being delivered in the designated Extra Care Scheme.

Specialist Dementia Service

In relation to this Agreement the reference to specialist dementia services is an example of a unique requirement that may be relevant to an Extra Care Scheme for which staff delivering the service should be specially trained at the cost of the Provider.

Supporting People Hub (SP Hub)

The SP Hub are the team in BCP Council (Bournemouth) who consider housing options for people requiring a housing solution. In relation to Extra Care Schemes in Bournemouth the SP Hub will be aware of any voids in the Extra Care Scheme and will promote these to Practitioners in the Adult Social Care Teams for their consideration as an option for people who may meet the eligibility criteria.

1. INTRODUCTION

The aim of Extra Care is to maximise the independence of adults by providing individually tenanted and self-contained accommodation and, where required, 24-hour care and support on an “as and when” basis which is tailored to the needs of the Service User.

Extra Care adds to the spectrum of choice for people and enables Partners to respond flexibly to meet the changing needs of Individuals who need support with maintaining independence in a responsive manner.

An assessment of a person’s eligibility will be undertaken based on the principles of needs, age, local connection, equity and eligibility to join the Housing Register (in accordance with the Lettings policy and with reference to unacceptable behaviour and immigration status).

As of March 2019, there are 7 existing Extra Care Schemes operating in Bournemouth and 1 in Christchurch. See condition 11 for a detailed description.

2. MODEL AND SCOPE

- 2.1. All aspects of the Extra Care Service will be delivered in line with the Agreement and Specification for the Provision of Care and Support at Home.
- 2.2. Each Extra Care Scheme will have unique elements relevant to the delivery of the Care and Support Service which is detailed in condition 11, e.g. Shaftesbury Court which is an Extra Care Scheme for adults with a physical disability.

2.3. The following will be taken into account when assessing suitability for the scheme:

- Person is receiving or is eligible for Care and Support at Home, including people requiring a Service from two care workers (double ups);
- Person would benefit from a flexible delivery of home care, living in a safe and secure environment where staff are available during the day every day for up to 24 hours;
- Person has the Mental Capacity to both enter into and maintain a tenancy and the Conditions in the tenancy or have suitable Powers of Attorney.

2.4. The following list is an indication of the Care and Support required from the Provider to meet the assessed needs of the Service User living in the Extra Care Scheme:

- Support with mobility and frailty
- Support with physical and emotional wellbeing
- Reducing feelings of isolation and supporting people who have suffered from mental illness
- Supporting people to live with long term conditions such as dementia, with the level of support being subject to the unique requirements of the Extra Care Scheme as set out in condition 11 of this Schedule.
- Supporting couples who want to remain together in a flexible environment, where one partner is the main carer with assistance from the Provider.
- Supporting people to increase their independence and skills for living.

2.5. For a more detailed overview of the practical and personal care and support tasks that may be required as part of the Service in the Extra Care Scheme please refer to Schedule One, Conditions 9.1.6 and 9.1.7.

2.6. If a resident requires a level of Care and Support which the Provider believes to be beyond that which is appropriate for the Scheme the Provider should request a review in line with Condition 15.2 of Care and Support at Home Agreement.

2.7. Background support may include the following:

- Welfare checks outside of the assessed care needs set out in the Care and Support Plan
- Supporting people to manage their tenancies including assisting people with the post and household bills

- Facilitating activities in communal spaces
- Assisting people to do their own laundry or normal household tasks
- Responding to call-bells or alarm calls
- Facilitating people to maintain good nutrition including supporting people to do their shopping and preparing meals
- Signposting people to appropriate information and advice Services.

Please note this list is not exhaustive.

2.8. The Service should be delivered 365 days per year.

2.9. Each member of this Partnership is fully supportive of the approach to Extra Care provision locally.

3. PRINCIPLES OF THE SERVICE

3.1. The Partners shall work together to achieve the following principles:

- 3.1.1. People's well-being will be promoted in a way that maintains their abilities and promotes their independence within their own accommodation on an 'as and when' basis, tailored to the needs of the Service User;
- 3.1.2. People will be supported to safeguard themselves from harm, abuse or neglect;
- 3.1.3. The Service will be actively promoted to maximise the number of people that benefit from it;
- 3.1.4. To deliver the Service flexibly to meet person centred needs
- 3.1.5. To evolve the Service over time and continuously look at ways to work collaboratively with Partners to implement improvements.
- 3.1.6. The Provider will demonstrate the following Service User quality outcomes:
 - 3.1.6.1. dignity and respect which means people say they feel better about themselves
 - 3.1.6.2. people say they have control over the way that Services are delivered and make choices

3.1.6.3. people say they have the social contacts they want and that they enjoy, and how the Service helps them achieve these.

3.1.7. To create a community within the Extra Care Scheme with appropriate links to the wider community including:

3.1.7.1. Maximising the use of available community resources to help each Service User to achieve their outcomes.

3.1.7.2. Sharing information and signposting the Service User to resources to promote an active life within their community.

3.1.7.3. Facilitating and encouraging friend and family relationships ensuring residents' families and friends will be welcomed to the Extra Care Scheme.

4. TRAINING AND DEVELOPMENT

4.1. The Provider will ensure staff have appropriate training to deliver the Service in the Extra Care scheme, in line with Condition 18.2 of the Specification Schedule One.

4.2. Where the Extra Care Scheme has a unique requirement to deliver a Service to a specific Client group e.g. people living with dementia, the Provider will ensure that all staff working on the contract have appropriate specialist training to ensure they can meet the needs of the Clients receiving a Service, and that every part of the Service delivery is tailored to the unique elements of the scheme.

4.2.1. Specialist training should be regularly refreshed and updated to ensure best practice at all times.

4.2.2. The Provider should work in Partnership and collaboratively with other agencies where it would benefit the Clients living in the Extra Care Scheme, in line with condition 20 of the Specification.

5. CONDITIONS OF THE SERVICE

5.1. The Service will be delivered in line with the standards set out in the Specification, Schedule One.

- 5.2. The Provider will put in place a Service Delivery Plan following consultation with the Service User and with reference to the Care Assessment and referral documentation for all Service Users at the scheme, to include people only receiving background support.
- 5.3. The Provider will manage their allocated hours to ensure that there is an acceptable balance between the assessed Care and Support needs, and delivery of the background support.
- 5.4. The Provider will work collaboratively with the Partners to ensure staffing levels are sufficient to deliver and maintain the requirements of this Agreement.
- 5.5. The Provider will be careful not to cross boundaries such that the scheme is considered a residential care home in terms of the Care Quality Commission rules.
- 5.6. The Provider will ensure that a dedicated staff team is in place specific to unique requirements of the Extra Care housing site, to support good relationships and build trust with Service Users.
 - 5.6.1. Provider will allocate a dedicated senior member of staff to have oversight of the Service delivered on the site including managing background hours, and to attend to matters such as visitors and support for Carers.
 - 5.6.2. The Provider will ensure that residents are aware of how to access staff support when required outside of the visit times agreed in the Service Delivery Plan.
- 5.7. The Provider will ensure that training is provided to care workers in line with Condition 18.2 of the Care and Support at Home Specification and that where possible the Provider will work towards providing joint training with other schemes to maximise efficiencies.
- 5.8. The Provider will work in partnership to ensure issues, concerns or complaints relating to the building are assessed in line with Condition 11.1.13 of the Specification and escalated to the appropriate Partner to be resolved.
- 5.9. The Provider will have a complaints and compliments policy and process in line with Condition 21 of the Specification Schedule One.

- 5.10. The Provider will ensure that a full and appropriate activity programme is facilitated to encourage Service User engagement and reduce social isolation.
- 5.10.1. The Provider will communicate and promote activities to encourage Service User participation.
- 5.10.2. The Provider will promote the use of Assistive Technology such as Tablets and other Interactive IT packages to promote social inclusion.
- 5.10.3. The Provider will empower Service User to take the lead in organising activities where possible, with support from the staff at the scheme.
- 5.10.4. The Provider will keep a record of activities facilitated including information about how many Service Users participated in those activities and what feedback has been received from the Service Users
- 5.11. The Provider will ensure entry to and from the building is appropriately managed between 6am – 11pm and at night where appropriate.
- 5.12. The Provider will work with Social Workers, Carers and Families to ensure that the settling in period is successful, working with other agencies to ensure a seamless transition in the Extra Care scheme, e.g. assisting Service User in sourcing additional furniture and equipment.
- 5.13. The Provider will encourage the use of reminiscence tools as available.
- 5.14. The Provider will work with other agencies to ensure additional assistive living equipment is installed where required.
- 5.15. The Provider will have systems in place to maintain communication with those involved in an individual's care.
- 5.16. The SP Hub will be responsible for sending details of a prospective tenant to the Care and Support Provider in accordance with the Referral Process set out in Schedule Four.
- 5.16.1. The Provider will carry out a full assessment in conjunction with landlord and will be responsible for ensuring that the outcome of the joint assessment is communicated to the SP Hub.
- 5.16.2. The outcome of an assessment must include reasons for any decision to ensure our records can be subject to challenge.

- 5.16.3. The Provider will be responsible for ensuring the SP Hub is kept informed of any known significant changes that may affect a person's tenancy.

6. MEDICINES POLICY

- 6.1. The Provider shall have a clear written Medication policy, agreed by the Commissioner and shall ensure its entire Staff are trained to meet the Client's medication needs in accordance with the Commissioner's Medicines Guidance (Service Specification Schedule Five).

7. PAYMENT CONDITIONS

- 7.1 Payment for the Service will be in line with Payment Conditions, Service Specification Schedule Two.
- 7.2 The Commissioner will be responsible for collecting all Service User contributions towards their care and support.
- 7.3 The Provider may request a review of the hours being purchased in the Extra Care Scheme where there has been a significant change in the demand on the Service.
- 7.3.1 The Commissioner reserves the right to vary the hours allocated in each Extra Care Scheme and the Commissioner will notify the Provider of any variation to these hours in writing.
- 7.4 The Provider shall supply the Commissioner with details of how the allocated hours are being used upon request.
- 7.5 The payment rate is a flat rate for 365 days per year with no enhancements for Bank Holidays or Weekends in line with the payment conditions in Schedule Three.

8. QUALITY ASSURANCE

- 8.1. The Provider will have in place a system for assessing the quality of the service delivered in the Extra Care Scheme in line with Condition 25 of the Specification Schedule One.

- 8.1.1. In addition to assessing the satisfaction of Service Users, the Provider may seek, assess and report on the satisfaction of others involved in the Service, including, but not limited to, family of Service Users and other Partners.
- 8.2. The Provider and Commissioner will meet at least annually to agree planned Service developments and improvements.

9. PERFORMANCE MONITORING AND EVALUATION

- 9.1. The Commissioner and the Provider have a duty to monitor the effectiveness and quality of the Services provided by the Provider.
- 9.2. The Provider shall be required to take part in the review and monitoring of the Service in accordance with reasonable requests of the Commissioner and in line with Condition 31 of the Specification, Schedule One.
- 9.3. The Commissioner reserves the right to request financial information, such as annual audited accounts, to satisfy themselves of the Provider's sustainability.
- 9.4. The Commissioner retains the right to take their own measures to satisfy themselves as to the quality of the Service. Such monitoring may include the right to seek the views of people who use the Service.
- 9.5. Monitoring of the Service shall include:
 - 9.5.1. examining the information required to be maintained by the Commissioner pursuant to Condition 7 of this Agreement;
 - 9.5.2. periodic inspections;
 - 9.5.3. investigating any Service User complaints;
 - 9.5.4. Service User surveys if appropriate;
 - 9.5.5. other relevant matters as specified from time to time by the Commissioner.
- 9.6. The Provider shall implement a strategy/risk management plan/improvement plan to address any perceived failure to perform the service to the standards set out in this Agreement and the Specification for Care and Support at Home, Schedule One.

10. TERMINATION

10.1. The Agreement for the Provision of Care and Support at Home in an Extra Care Scheme may be terminated by either party giving to the other not less than six months' notice in writing throughout the period of the Agreement unless in a particular circumstance the parties agree some lesser period.

11. DESCRIPTION OF EXTRA CARE HOUSING IN BOURNEMOUTH & CHRISTCHURCH

11.1. The table below sets out the description of each Extra Care Scheme in Bournemouth and Christchurch included in the scope of this service.

Location and Name	Approx. Commissioned Hours Per Week	Services Required			Details & Unique Requirements	Indicative Award Date
		Care and Support at Home	Background Support	Night Support (11pm-6am)		
BH11 Brushett House	315	Y	Y	Y	Extra Care for People with dementia aged 60+. 20 x 1-2 bedroom flats.	Awarded
BH1 Craigleith	321	Y	Y	N	Extra Care Housing for older people 55+. 31 x 1-2 bedroom flats	Awarded
BH9 Kingsley House	272.5	Y	Y	N	Extra Care Housing for older people aged 55+. 53 x 1-2 bedroom flats.	Awarded
BH3 – Shaftesbury Court	370 (subject to change based on occupancy)	Y	Y	Y	Extra Care Housing for adults with a physical or sensory disability. 18 x 1-2 bedroom flats.	July 2019
BH3 – TFB	TBC	Y	Y	TBC	6 x 1 bedroom	2020

					bungalows for people with a physical or sensory disability.	
BH1 [OTHER 1]	TBC	Y	Y	N	Extra Care Housing Complex for older people aged 55+. 72 x 1-2 bedroom flats.	2020
BH10 [OTHER 2]	TBC	Y	Y	N	Extra Care Housing for adults with a physical disability aged 55+. 49 x 1-2 bedroom flats.	2020
BH23 [OTHER 3]	TBC	Y	Y	TBC	Extra Care Housing for older people aged 55+. 44 x 1-2 bedroom flats.	2021

12. APPENDICES

12.1. **Appendix 7a:** Extra Care Strategy 2018-2023 (Bournemouth)

12.2. **Appendix 7b:** Extra Care Provision in Shaftesbury Court