

## **SERVICE SPECIFICATION SCHEDULE SEVEN (7a)**

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



# **EXTRA CARE STRATEGY**

**2018-2023**

**(BOURNEMOUTH )**

## **1.0 A PARTNERSHIP APPROACH**

The suitability of living accommodation is a core component of an individual's well-being and can facilitate engagement with the community, address isolation and promote independent living; with the added reassurance of care and support availability when this is needed.

This strategy document sets out the shared approach that can only be successfully achieved through an integrated commitment from the relevant stakeholders:

- Registered Providers
- Care and Support Providers
- Bournemouth Borough Council: Adult Social Care; Strategic Housing Services (including the SP Hub); Commissioning and Contracts; Housing Landlord Services

By self-certifying in the minimum requirements of the tender documentation, your organisation has agreed that stakeholders are confirming their commitment to working in a collaborative partnership to provide Extra Care Schemes with a holistic approach to enhancing well-being and quality of life for older people.

## **2.0 STRATEGIC CONTEXT**

Extra Care Schemes add to the spectrum of choice for older people and facilitates stakeholders to respond flexibly to meet the changing needs of individuals who need support in maintaining their independence. It is one opportunity for older people on a continuum of housing options, and has been shown to be cost-effective in reducing the risk of older people being prematurely admitted to residential care. More importantly, the ability to remain living independently is extended and is particularly beneficial for older couples where one, or both, have care and support needs.

Since 2010, there has been a significant pressure on all local authorities as a result of reducing budgets, and increasing demand linked to an ageing demographic. In Dorset, just under a quarter of the current population (24%) is over retirement age (65 plus), and 4% over 85 years (28,500). The number of older people in the county is predicted to continue to grow so adding to the increased demand for health and social care services with a notable increase in the 70-74 age group. With advancing age other risk factors are exacerbated, such as cognitive impairment, falls, level of physical activity, co-morbidity, depression, age related diseases and living in isolation (JSNA 2016). Extra Care Schemes provide an opportunity to address these additional risks by providing sustainable accommodation that can extend the time an individual can remain at home, with the option of additional services arranged as and when needed.

The direction of housing policy encourages local authorities to provide a wide range of housing types across all tenures, and emphasises the need to make suitable provision, and provide options, for an ageing population in the longer-term. Extra support, together with increased choice, is acknowledged to be even more important when ageing (Laying the Foundations: A housing strategy for England 2011).

Legislation introduced in 2015 placed market shaping duties on commissioners to design a range of effective services to meet a variety of need, working within a shared endeavour, that places the citizen at the centre. Joining up services around the individual is a strong theme within the Integration Agenda to support prevention, promote well-being, maintain independence and improve quality of life (Care Act 2014).

Bournemouth has a number of care models in place that are effective in the delivery of community based care including five Extra Care Schemes that provide specialist housing for older people with care and support needs. These schemes, although broadly similar, are individually unique in providing diversity and choice needed to support longer term independent living.

This document is a refreshed Extra Care Strategy to ensure the design of this care model aligns with emerging best practice, continues to provide best value and supports the 'home for life' principles.

### 3.0 VISION AND PRINCIPLES

The vision for people who use Extra Care Schemes is that they reside within a suitable physical environment that can support arrangements for the delivery of care and support that enables them to remain at home until the end of life. Their accommodation is designed with older people in mind to maximise independence whilst providing safety, security and personal autonomy.

3.1 The following service values underpin all activities undertaken by stakeholders so that service users/tenants:

- Retain the greatest possible control over their lives.
- Are treated with courtesy, respect and dignity.
- Are personally involved in any decision-making processes that impact on their lives.
- Are treated fairly
- Decisions are made with local solutions and impacts in mind

3.2 The following **principles** will be observed by stakeholders in delivering the service:

- adoption of a person-centred approach
- promotion of the independence, choice, dignity, privacy, respect and participation of service users/tenants and their carers
- acknowledgement of and respect for service users/tenants protected characteristics in line with the Equality Act 2010 and social background and lifestyle
- promotion of choice for the service user/tenant to have the optimum control over their own lives and the service provided

- recognition of the rights and responsibilities of service users/tenants, including the right to take risk
- the planning and provision of the service in partnership with service users/tenants, their carer's, families, friends or advocates, support workers, other independent and statutory agencies
- to act only on the authority of the service user/tenant engaged with the service or their nominated representative; including the delegation of work to third parties
- to promote and facilitate training for staff including equality and the influence of the social model upon the delivery of service
- to promote and facilitate training for staff to develop an appropriate level of generalist, and dementia specialist, knowledge

## **4.0 THE SERVICE MODEL FOR BOURNEMOUTH**

4.1 All aspects of the Care and Support Service will be delivered in line with the Contract Specification and Agreement for the provision of Care and Support at Home. Each Extra Care Scheme will have unique elements relevant to the delivery of the Care and Support at Home Service, detailed in Schedules One to Seven.

4.2 In assessing suitability, the following will be considered:

- The service user/tenant is receiving, or is eligible to receive care and support at home, including where moving and handling reports may stipulate the need for two care assistants to facilitate a transfer of position.
- The service user/tenant is identified as likely to benefit from: a flexible model of home care delivery; a safe, secure environment where staff are available throughout a 24-hour period.
- The service user/tenant is capacitated to legally sign up to and maintain a tenancy agreement or where Lasting Power of Attorney for Finance has been arranged.

4.3 A more detailed overview of the tasks that may be required to be undertaken by the Care and Support Provider can be found at Care and Support at Home Contract Specification Schedule Two. The following is a condensed list of tasks for illustration only:

- Provide support for service users/tenants who may be frail and/or have mobility needs;
- Provide support to maintain an optimal level of physical and emotional well-being;
- Address impact of isolation and those recovering from mental health illness
- Provide care to couples who wish to remain together in a supportive, flexible environment or, where one partner is the main carer provide support to maintain this role, where appropriate.

- Supporting healthy lifestyles including good nutrition and hydration.
- Facilitating meal preparation and shopping tasks.
- Signposting service users/tenants to access appropriate information, advice and services

4.4 The Care and Support Provider should seek a review of the care needs if they believe a significant change has occurred in line with the Care and Support at Home Specification, Schedule Two.

4.5 Background support may include the following:

- Welfare checks outside of the assessed care needs set out in the care and support plan;
- Provide support to manage their tenancy including assisting individuals with their correspondence and household bills.
- Facilitate a range of activities in the communal spaces
- Provide assistance to service users/tenants to undertake their own laundry and light household tasks. Provide a timely response to service users/tenants call bells.

## **5.0 EXTRA CARE ELIGIBILITY CRITERIA**

5.1 Criteria that are common to all Extra Care Housing Schemes include:

- Registration on the Housing Register
- A referral, assessment and care and support plan completed by a social work practitioner, where there is a defined need identified for care and support

5.2 The majority of the schemes in Bournemouth provide for general care and support, but all have unique elements, including one scheme that provides for low intensity dementia needs.

5.3 All referrals will be made through the SP Hub or any other arrangements put in place by Bournemouth Borough Council. Referrals will be accepted on the above criteria including local connection, level of assessed needs, equity and eligibility to join the Housing Register (in accordance with the Lettings Policy, and with reference to unacceptable behaviour and immigration status).

5.4 All referrals will be assessed and a decision reached in conjunction with both the Registered Provider and the Care and Support Provider. Any disagreements will be escalated to the Housing Manager (Integrated Health & Social Care) for discussion and resolution.

## **6.0 SERVICE DESCRIPTION**

The service will form part of a whole system approach that takes into account a service users/tenants holistic needs and outcomes including: leisure, health and

social care as well as their housing and support requirements. The service user/tenant, their carer and family (where appropriate) must be fully involved and at the centre of any decision that will affect them. Care and support services will need to be flexible and adjust to changes.

6.1 The service will be strengths-based, building on individual service user/tenant strengths, experience, skills and wider family, friends and community support, where appropriate.

6.2 Strengths-based approaches are closely linked to the idea of co-production. This is a participative approach to service design and implementation, which delivers services in an equal and reciprocal relationship between professionals, people using services, their families and neighbourhoods.

6.3 Over time, the service will become outcome-focused with Care and Support Providers supporting a strengths-based outcomes plan. The aim of this approach is to shift the focus from activities to results and from processes to impacts on a service users/tenant's life.

6.4 Individual well-being will be promoted in a way that maintains service users/tenants abilities and promotes independence, within their own accommodation with care and support provided on an 'as and when' basis.

6.5 Service users/tenants will be supported to safeguard themselves from harm abuse and neglect.

6.6 Stakeholders will work collaboratively to ensure the service evolves and improves continuously.

## **7.0 QUALITY ASSURANCE OUTCOMES**

The primary objective of the Extra Care Schemes is to maximise the independence of older people by providing self-contained accommodation with 24-hour care and support on an 'as and when' basis, personalised to the service user/tenant.

7.1 The Care and Support Provider will have in place a system for assessing the quality of the service delivered in the Extra Care Scheme in line with the Care and Support Contract Specification Schedule One, Condition 25.

7.2 Stakeholders directly involved in the delivery of the scheme will, in addition to service user/tenant feedback, gain feedback from significant others involved in the Service, including but not limited to the tenants' family and other stakeholders.

7.3 Stakeholders will operate the service in accordance with:

- The requirements of the Care Act 2014
- Care Regulator Standards (Care Quality Commission Fundamental Standards).
- The requirements of the Housing and Regeneration Act 2008 under the regulation of Homes England

7.4 The Care and Support Provider will demonstrate the following quality outcomes for service users/tenants:

- An agreed solution, with individual outcomes.
- Service users/tenants and carers are involved in the planning of their care and support.
- Service users/tenants experience improved function and wellbeing
- Service users/tenants report an improved quality of life
- Service users/tenants and carers are satisfied with the quality of service received.
- Service users/tenants say they are treated with dignity and respect which means they feel better about themselves.
- Service users/tenants say they have control over the way the care and support at home service is delivered and they are enabled to make choices.
- Service users/tenants say they have the level of social contact they want and enjoy, and the service helps to achieve this.

7.5 The Care and Support Provider will empower Service users/tenants to take the lead in organising activities where possible, with support from the staff at the Scheme.

7.6 The Care and Support Provider will keep a record of activities facilitated including information about how many Service users/tenants participated in those activities and what feedback has been received from them.

7.7 All stakeholders will operate a complaints and compliments policy and process for service users/tenants. Stakeholders directly involved with the service delivery at a scheme will provide clear information about which organisation should be contacted dependent on the nature of the enquiry.

## **8. THE EXTRA CARE ENVIRONMENT**

Stakeholders will work together to create and support the development of a harmonious environment where service users/tenants are welcomed, comfortable and feel immediately 'at home'.



This will include creating opportunities to engage with the wider community, for example, by identifying areas of interest to Service users/tenants and extending invitations to local groups to run sessions in the communal areas.

Stakeholders will work together with Carers and Families to ensure that a move to an Extra Care Scheme is successful and a seamless transition is achieved with clear actions and responsibilities agreed before a move takes place.

8.2 All stakeholders will assist Service users/tenants to achieve their outcomes by maximising the use of community resources by:

- Sharing information and signposting Service users/tenants to community resources to promote an active life
- Facilitating and encouraging the continuation of friend and family relationships
- Promoting the communal resource for use both by the Service users/tenants and local people so there are mutual benefits in combating social isolation and loneliness
- Managing the relationships positively within the Scheme between neighbours and with the wider community

8.3 All stakeholders will work with statutory, voluntary and independent sector organisations who provide information, advice and leisure activities to older people to increase and broaden the range of activities available.

8.4 The Care and Support Provider will promote best practice approaches in Dementia care and keep abreast of developments to ensure a constantly improving service. These include, but are not limited to:

- Living with Dementia and the importance of understanding the unique individual within their own situation and their lives.
- Finding out about the service users/tenants life story, family, interests and hobbies; using the knowledge to build rapport, trust and shared interests.
- Gaining an understanding of some of the symptoms of Dementia, including loss of memory, confusion, changes in behaviour and mood and difficulties with communication and reasoning skills;
- Understanding what the emotional impact might be and how people may react to the diagnosis.
- Providing empathy, understanding and reassurance over the support available to enable service users/tenants to live well with Dementia.
- Building confidence and allaying fears and listening to the service user/tenant.
- Understanding that behaviour can be a form of communication, particularly where verbal communication is affected.
- Understanding the importance of positive communication: conveying and checking understanding to include observation of non-verbal communication

- Appreciating why all Stakeholders need to be sensitive to the feelings of people with Dementia, their families and carers.
- Promoting practical strategies to maximise independence engagement and involvement of the service user/tenant.

## **9.0 TRAINING AND STAFF DEVELOPMENT**

Within Extra Care Schemes, there are a number, of stakeholders in contact with service users/tenants. It is crucial that these diverse organisations cultivate an overarching ethos of working together to improve the quality of life for their service users/tenants. Each stakeholder will need to be confident about their role within the scheme, including knowledge of their individual roles and responsibilities. The responsibility of all stakeholders within the Scheme is to promote a positive holistic and joined-up service for service users/tenants.

Opportunities should be made available for all staff to develop sensitive communication skills so that interaction can be maximised between the stakeholders and the Service user/tenant to minimise the potential for misunderstanding and unmet need. A broad understanding needs to be gained, by all stakeholders, of the range of needs of the client group within the scheme. This may include older adults with Dementia; older adults with physical disability and/or sensory loss, and will ensure that staff can support service users/tenants to maintain their independence and promote health and well-being.

9.1 Stakeholders will work collaboratively and in partnership with other agencies where it would benefit the Service users/tenants living in the Extra Care Scheme

9.2 All stakeholders will ensure that training is provided to staff and look to develop and share joint training with other schemes to promote best practice, and maximise efficiencies.

## **10.0 REQUIREMENTS OF THE SCHEME**

10.1 The care and support service will be delivered in line with the contract requirements set out in the Care and Support at Home Specification, Schedule One, and Seven. Allocated hours will be managed to ensure there is an acceptable balance between the assessed care and support needs and delivery of the background support.

10.2 Registered Providers will provide accommodation in line with their Nominations Agreement with Bournemouth Borough Council and the Tenancy Agreement with the tenant(s).

10.3 All stakeholders will promote the use of Assistive Technology such as Tablets and other interactive IT packages to promote social inclusion.

10.4 Stakeholders will develop a relationship within each of the Extra Care Schemes and work in conjunction with each other to achieve a holistic and seamless service to the service users/tenants of the schemes.

10.5 All stakeholders will ensure good communication is in place to ensure all organisations are aware of day to day responsibilities and any changes or developments.

10.6 All stakeholders will attend an annual meeting with Bournemouth Borough Council over and above any specific contract requirements to agree planned service developments and improvements for the coming year.