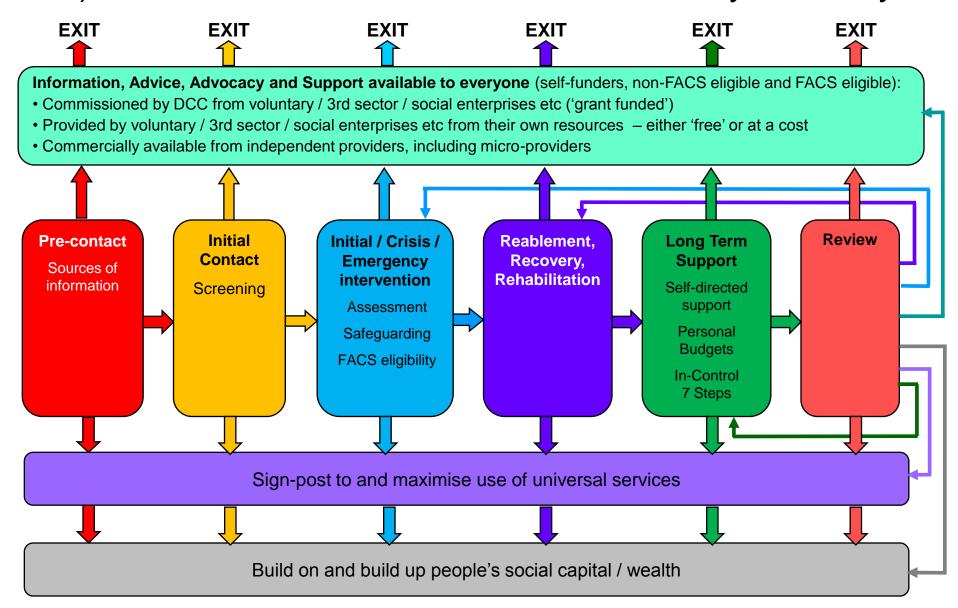
Making better use of Extra Care Housing: proposed strategy

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1) The Personalisation Customer Journey in Derby



2) Extra Care Housing - key proposals

i) Who gets a place in Extra Care Housing?

- The Council only gets value for money if ECH reduces both placement and home care costs
- The current "thirds" principle of Low, Medium and High allocation obstructs this, is bureaucratic and leads to contracting inefficiencies
- The Council's aim should be to maximise the number of people in ECH at High and Medium priority as shown by the previous slide
- People delivering both Crisis Intervention and Re-ablement need to recognise the potential of ECH and refer appropriately
- Flats that cannot be filled as above should be available for older people in general, without the involvement of social care staff
- Public information about supported housing needs to be improved so people with ineligible social care needs understand their choices

2) Key proposals (continued)

ii) How should care and support arrangements work?

- Housing Benefit and Supporting People should fund housing and support staff against a fixed formula, including scheme management
- Everybody on the scheme gets the peace-of-mind of an overnight care presence and should be charged for this
- Daytime care should be purchased by tenants using their Personal Budget or own money with appropriate support brokerage
- A Personal Budgets approach will avoid contracting bureaucracy
- The on-site care provider should provide a menu of care options that people can purchase against
- The on-site care provider ought to have inherent advantages in terms of flexibility and price, but tenants should have the option to spend their Personal Budgets with other providers

3) Extra Care Housing and the customer journey

Route into ECH if no eligible care needs

1) STAGE OF CUSTOMER JOURNEY

2) REFERRAL ROUTE TO EXTRA CARE HOUSING

3) CARE AND SUPPORT IN EXTRA CARE HOUSING

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Customers with no care needs who feel they would benefit from a supported housing environment

Self referral

Low priority for ECH. Consider other supported housing also

Initial / Crisis / Emergency intervention

Customers who have an urgent need for re-housing because of their care needs and who might otherwise need residential care

Referral via Community Care Assessment and Support Plan

High priority for ECH

Recovery, Rehabilitation

Reablement.

Customers who have had a Reablement assessment that indicates Extra Care Housing will reduce ongoing care needs

Referral via Community Care Assessment and Support Plan

Medium priority for ECH

Customers not eligible for care, unless Crisis / Emergency Intervention.

<u>Direct care provision</u> will be contracted in a way that supports Personalisation, using Individual Service Funds underpinned by Personal Budgets

<u>24/7 emergency help with care needs</u> to be accessible to all customers. Customers to be charged accordingly to subsidise this provision.

<u>Support costs (including management)</u> should be fixed and covered by a combination of Housing Benefit and appropriate use of Supporting People funding.

4) Proposed next steps

The 98 unit Mackworth scheme will open in October 2012

- December 2011: care and support contract to be let. Need to link to Long term support pathway in terms of use of Personal Budgets
- March 2012: Housing Options open for this scheme: focus on Precontact and Initial Contact pathways for people with low needs
- March to June 2012: engagement with Re-ablement, Recovery, Rehabilitation pathways to generate Medium Priority allocations
- July to Sept 2012: engagement with Initial / Crisis / Emergency Intervention pathways to increase High Priority allocations

Handyside Court and Cedar House will run as normal until late 2012

 Care and support contracts will be re-let for October 2012 allowing potential link up across all three sites

Exploration of added-value sheltered housing

 Can care and support be consolidated in schemes with high care needs?