

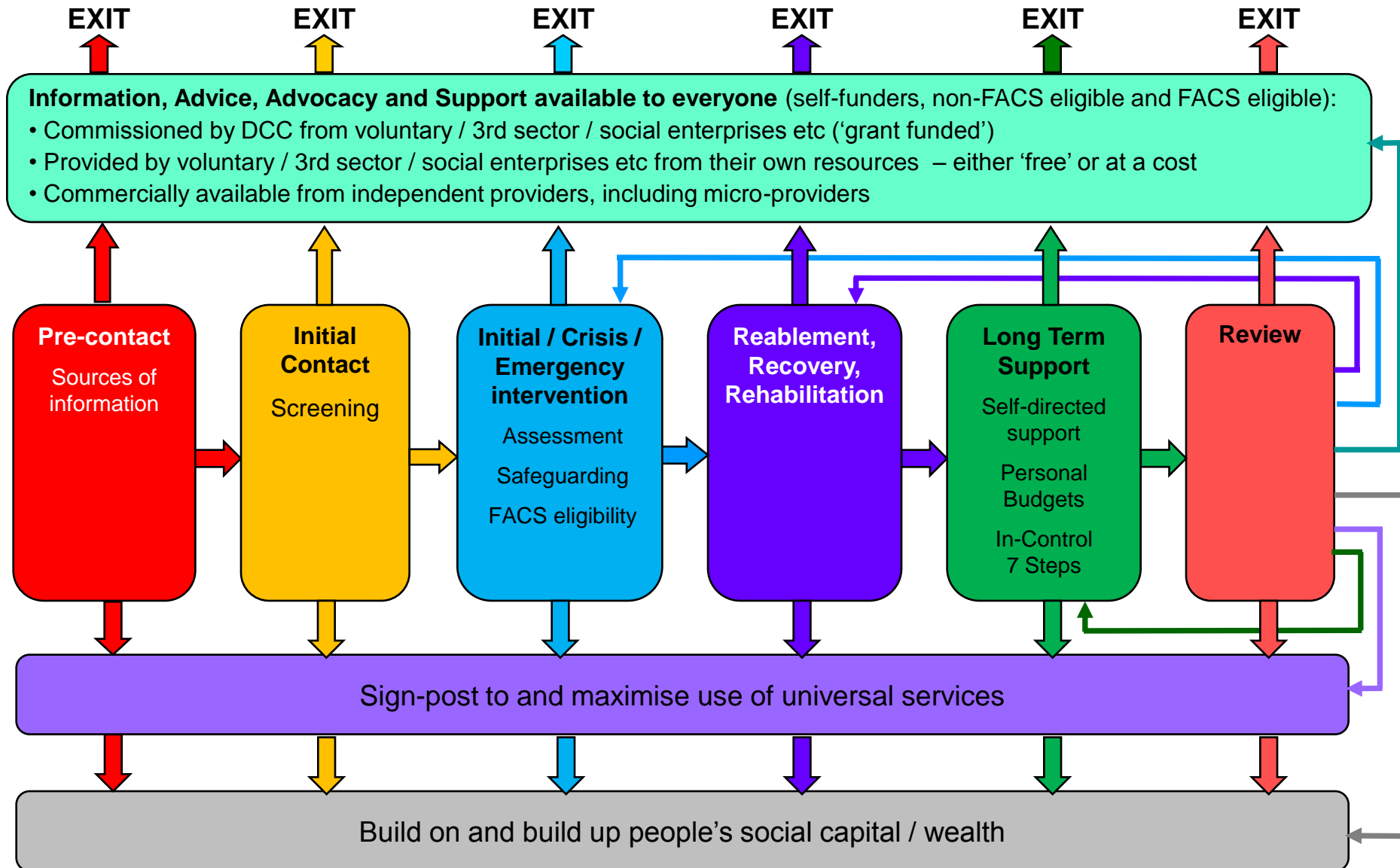
# **Making better use of Extra Care Housing: proposed strategy**

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Presentation to Derby Homes

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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?

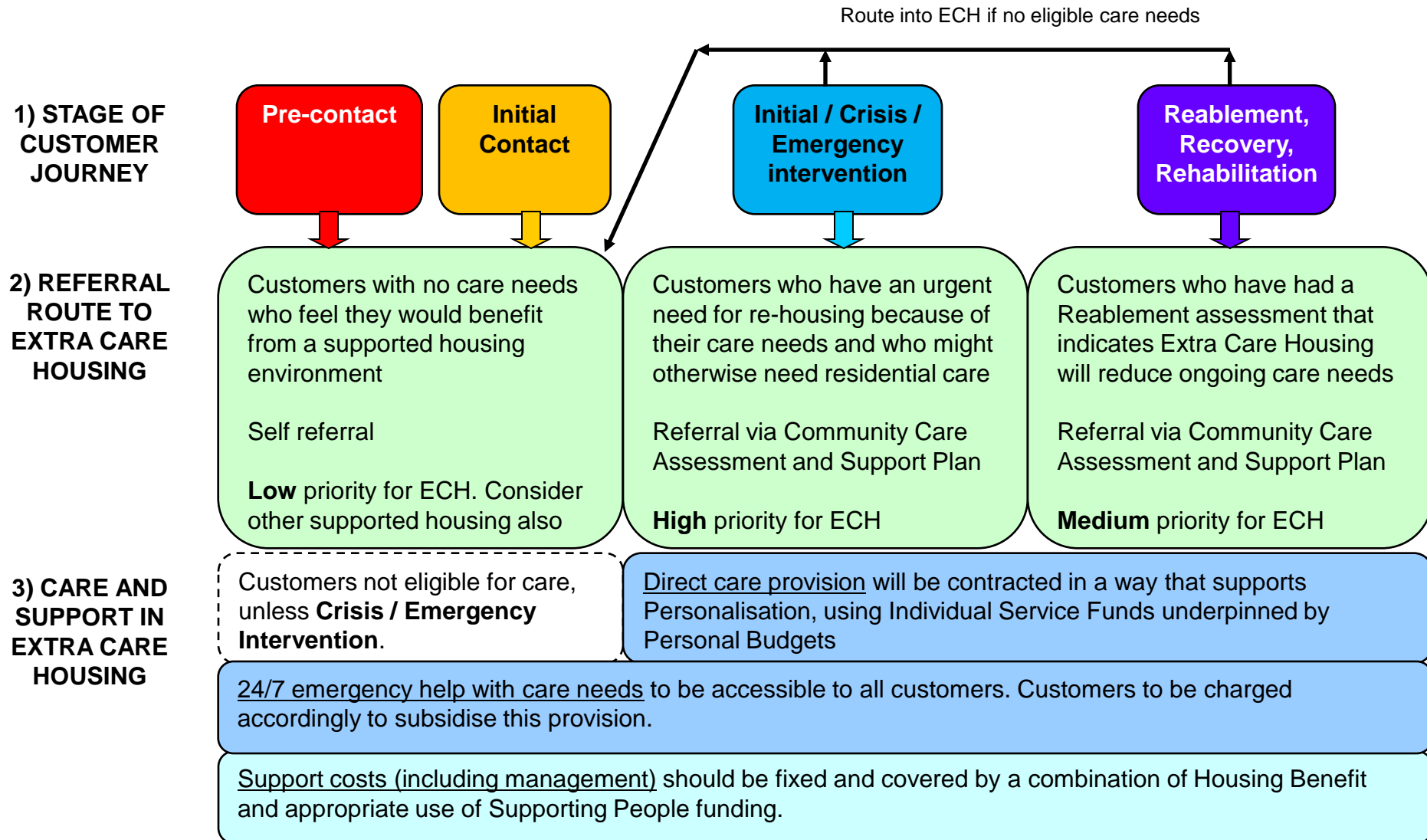
- The Council only gets value for money if ECH reduces both placement and home care costs
- The current “thirds” principle of Low, Medium and High allocation obstructs this, is bureaucratic and leads to contracting inefficiencies
- The Council’s aim should be to maximise the number of people in ECH at 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



## 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 **Pre-contact** 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?