

## Wood Court Extra Care Housing Scheme

### 1. Introduction

Wood Court is a purpose built extra care housing scheme providing high quality accommodation with full disabled access. The building supports a wide range of assistive technology thus promoting independence. . StepForward provide Support and Care Services to elderly single people and couples within 39 self-contained, one-bedroom flats.

The communal areas of the building will provide a central hub for the local community, enabling service user's opportunities to enjoy a range of social activities.

Catalyst Housing Association owns the scheme.

StepForward provide a Support and Care Service commissioned by the London Borough of Barnet. StepForward Older Persons team specialises in providing high quality Support and Care services to vulnerable older people. StepForward have extensive experience of providing high quality services to older persons and have been awarded 6 level A's in the Local Authority Supporting People QAF core objectives in seven London Boroughs.

### 2. Aims of the service

- ❖ **To promote independence**
- ❖ **To Promote choice**
- ❖ **To enhance quality of Life**

Wood Court is designed to provide intensive Support and Care Services to vulnerable older people over the age of 60, or who are registered as disabled with assessed care needs and a lifestyle suitable to living in a community of older people. The scheme uses a person centred Support and Care planning process and works in partnership with a wide range of service providers both statutory and voluntary to enable Service Users to improve their mental/physical/emotional/social health and well being.

The scheme aims to enable Service Users to take more control over their lives, live independently and combat social isolation. Service Users receive Support and Care throughout their tenancy.

### 3. Objectives of the scheme/ outcomes for the service user

StepForward aims to ensure that each Service User will receive the Support and Care they require to enable them to maintain or regain their

independence and choice and have an improved quality of life. Through the Support and Care they receive, Service Users will be able to achieve the following:

**Tenancy sustainment:**

- Live in good quality well designed housing
- To settle into the scheme with information and Support from their scheme manager before and during their move into the service.
- Understand the terms of their tenancy and their rights and responsibilities as a tenant
- Be safe and secure within their own homes and know how to raise concerns if they feel their safety and security is compromised.
- Understand their right to have privacy
- Be encouraged to report maintenance repairs independently and/or be supported by on-site Scheme Managers to report such repairs and maintenance.
- Understand how to follow up those repairs and know how to receive support when and where they need it.
- Have an understanding of what is considered reasonable/unreasonable or anti-social behaviour, taking responsibility for the behaviour of their family, friends and visitors
- Be supported to pay their rent, service charges, Support and Care charges if applicable and have their income maximised to ensure they are able to pay their utility bills etc. independently
- Receive a daily morning call and/or additional Support and Care visits
- Be linked to an out of hours control centre
- Be supported to complete relevant housing benefit and support charges forms

**Health:**

- Access to Social Services for care packages etc as needs determine
- Access to GP services within the community
- Access to Primary Care Trusts for aids and adaptations, Occupational Therapists, Physiotherapists, falls clinics etc. as individual needs determine.
- Access to Mental Health teams when necessary
- Access to other specialist services as appropriate and when required
- Access to health promotion
- Receive support from Scheme staff with emotional and practical issues
- Advice through their support worker and other agencies.

**Social networks: (friends, family and the community)**

- Link into existing borough support services for older people
- Develop peer support networks
- Regain or retain relationships with family or friends

- Have the opportunity to involve family/friends/advocates during the Risk assessment process as well as assisting to identify Support and Care needs and attend Support and Care plan reviews
- Find meaningful daytime activities both at the scheme and within the community
- Have access to a range of scheme and inter scheme social events
- Have access to community based activities
- Have access to services tailored to account for individual religious, social, cultural and ethnic values and access to information and support to access these services in the wider community.

#### **Welfare benefits:**

- Maximise their income with the support of the scheme Support Staff.
- Have their benefit claim reassessed annually by the Pension service with the support of the scheme Support Staff.
- Have an understanding of their entitlement to benefits and be able to complete forms independently or with support
- Receive updated benefit information

#### **Life skills:**

- Manage their budget with the support of the scheme Support Staff if required.
- Establish an independent daily routine
- Be aware of the importance of health and safety in the home
- Be aware of the signs of abuse and how to report concerns.
- Access community based services, with support from the scheme Support Staff as and when required.
- Be able to safely use equipment in their home
- Be supported to understand the importance of a healthy lifestyle
- Be referred to appropriate agencies who can provide additional support/care

## **4. Location**

The scheme is sited in Burnt Oak and has excellent transport links within walking distance. There is also a wide range of local amenities within walking distance. The scheme is based in the London Borough of Barnet.

#### **Accommodation Details:**

The accommodation comprises of 39 self-contained one-bed flats. All flats are wheelchair accessible and have level entry showers.

The scheme has excellent communal facilities. There is a spacious entrance area leading to the main foyer, a dining room, a sitting room and a fully equipped kitchen. The dining and sitting rooms will provide the focus for numerous social activities, acting as a hub for community involvement e.g. Health promotion events, focus groups, house meetings etc. The scheme has a fully equipped laundry room and provision has also been made within the

flats to accommodate the tenant's own washing machine. There are assisted bathrooms and large seating areas.

The StepForward office is located on the ground floor in the main entrance area.

Other facilities available include hairdressing facilities, assisted bathrooms, a door entry system, a care office and communal gardens.

Other features include electrical sockets at waist height. Every flat has an intercom/Delta alarm system linked to the care staff or, if they are unavailable, to a control centre. Pendants connected to this system are available for Service Users who are frail or have limited mobility.

Service Users are issued with an assured tenancy. If Service Users have very substantial savings they may be expected to pay their own rent and part or all of their Support and Care charges.

## 5. Service Users

### Resident Profile

The client group are vulnerable older Men or Women over the age of 60, or registered as disabled with assessed care needs, with social, physical or mental health needs who would benefit from quality housing and care in a supportive community in the London Borough of Barnet.

### Referral Criteria

In order to qualify for this service, applicants must meet the above profile, be in need of support with physical, mental or social needs and be reasonably able to live on their own with the necessary care package/support.

### Referrals Process

Referrals are taken from the London Borough of Barnet Social services department.

## 6. Delivery of the service

### Service Provision

The scheme has an on-site office staffed by two Support Workers. There is also a full time Administrator, a full time Care Manager and there will also be a number of Care/ Support Assistants on duty 24 hours a day.

The on-site Scheme Staff will call all Service Users via the Delta alarm system and a Care Assistant will visit in line with Service Users Care Plans. Support Staff will also visit at planned times providing a Support planning service in line with StepForward's standards and processes.

Emergency cover is also provided. The Delta alarm system contacts the care office or control centre for emergency action.

All Service Users have the option of joining the meals social club, which provides a social gathering in the dining room several times a week.

Service aims and outcomes will be achieved by individual regular Support and Care planning in accordance with StepForward's Support and Care planning and Service User risk assessment standards and processes, which set targets, objectives and reviews with appropriate and realistic timescales. Service user's views and involvement are central to all aspects of the service.

The Support Worker in conjunction with the Service User and care manager will draw up a Support and Care plan, the service user will be encouraged to invite any other representative they wish to be present at the Support and Care planning meeting. The support plan will be drawn up within one month of their arrival into the scheme. The support plan will cover the following areas:

- Emotional Support /motivation
- Budgeting and life skills
- Benefits help and advice
- Advocacy/enabling communication with other agencies
- Social and leisure activities
- Settling in process
- Information on local facilities
- Service user involvement
- General assistance
- Health and safety
- Maintenance
- Any other Support and Care area relevant to the service user

The service will establish effective local links within the community and staff will complete referral forms to appropriate external agencies as required, to ensure Service user's needs are both identified and met. Service Users will work with the scheme manager to agree their Support and Care needs and how these will be addressed through the Support and Care plan. A service user can request a review of their support and or care plan at any time

Services to be provided directly to service users fall into one of 5 categories:

- ❖ Practical care
- ❖ Personal care
- ❖ Additional Support i.e. additional support as needs change as well as family support
- ❖ Support service users to access social & community activities
- ❖ Care Co-ordination

**Practical Care:** a domestic and basic housework service will be provided to ensure that the Service User has a reasonable measure of health, hygiene and safety in their own home, delivered in such a way as to enhance the

Service User's quality of life, and promote independence. The provision of such tasks should only be provided if needed however and should not conflict with the services aim to promote independence and support rehabilitation. The services required are included in the following non-exhaustive list:

### **Practical Support Services Required**

- Supporting Service Users to maintain their own home
- Arranging Furniture
- Operating heating system
- Hand, machine or laundrette washing (on-site facilities are provided)
- Washing up
- Changing and making the bed
- Ironing – where possible
- Support with shopping
- Preparation of meals (purchasing freshly cooked and frozen meals to be heated and served hot in the Service Users flat, purchasing food to enable the Service User to prepare meals, offering minimum assistance as required, assisting with preparation of light snacks and drinks).
- Collecting benefits, pension, obtaining cash or prescriptions
- Paying bills and assisting to manage financial resources
- Maintaining social contact
- Making appointments
- Assisting with correspondence
- Enabling access to activities/significant others within the community.

### **Personal Care Services Required**

**Personal Care:** The following non-exhaustive list of services should be provided to services users as required. Again the provision of such services should only be provided as needed and should not conflict with the services aim to promote independence and support rehabilitation.

- Getting out of bed
- Washing
- Bathing/showering
- Hair care
- Denture and mouth care
- Getting dressed
- Moving and handling
- Eating and drinking
- Hand and fingernail care
- Supporting medication compliance
- Basic foot care (not requiring a state registered chiropodist)
- Cleaning and checking batteries of hearing aids
- Managing continence
- Emptying commodes
- Emptying colostomy and catheter bags (though not catheter tubes)
- Administering non-controlled prescribed medication in accordance with the written authorisation of a member of the primary health care team
- Evening and night settling

- Direct Response to call for assistance (24hr) care support

## 7. Duration of the Service

The service for each Service User will be on a long-term basis. All Service Users are offered a home for life, unless their health deteriorates to such an extent that long term nursing care is required in line with StepForward's mission statement.

## 8. Housing Management

Catalyst is the landlord and will provide housing management services for Wood Court. StepForward Support and Care staff will liaise with Catalyst's Housing Officer to ensure effective sign-up and arrears procedures are carried out. There is a formal joint working protocol in place between Catalyst and StepForward.

As a Registered Social Landlord, Catalyst complies with the Housing Corporation Regulatory Code, which incorporates the statutory requirements for housing management.

Decisions regarding move-on arrangements for Service Users will be made after consultation with the Service user (and their advocate where appropriate), Barnet social services and the care provider.

<b>Support and Care Charges:</b>	TBA
<b>Service Charges:</b>	TBA
<b>Rent Charge range:</b>	TBA

Service Users will be supported to complete a financial assessment form, which will be forwarded to the fairer charging team. Service Users will be asked to sign a Support and Care. Service Users will be written to directly to advise them of their weekly Support and Care charge.

## 9. Obligation of Referring Agencies

To meet their mutual obligations to the Service Users the referring agencies of the Councils and StepForward, will:

Referring Agencies from Barnet	StepForward
Develop clear referral / nomination procedures and ensure that these are adhered to.	Produce clear and accessible referral information which outlines referral criteria and to ensure that this is adhered to.
Ensure that up to date risk assessments, care plan and all relevant information is submitted along with written social and	Ensure that the care package outlined in the care plan is implemented in association with

personal history of the nominee.	all the agencies and individual named therein.
Commit to monitoring and evaluating the service for the purpose of overseeing referral and allocation decisions and the participation of all agencies in Supporting each placement.	Commit to monitoring and evaluating the service for the purpose of overseeing referral and allocation decisions and the participation of all agencies in Supporting each placement.

**10. Staffing**

**Staff working at Wood Court who provide the Support services consist of the following:**

Staff member	Name and/or Hours worked at the scheme per week	Based centrally or at the scheme
Janice Gunn	Director of Operations	Centrally based
Antonia Oakley	Head of Operations	Centrally Based
Philip Long	Operations Manager	Centrally Based
Extra Care Service manager (Registered Care manager)	Mike Kent 18.75 hours	Scheme Based
Care Team Manager	TBA 37.5 Hours per week	Scheme Based
2 Support Workers	To Be Appointed To Be Appointed (37.5 hrs) X 2	Scheme Based
Cook	To Be Appointed	Scheme Based
2 Facilities Assistant	37.5	Scheme Based
Care Assistants to meet the needs of the service	24/7 staffing levels variable	Scheme Based

The Scheme Based staff appropriately qualified as set out in the Barnet Extra Care Housing Care and Support Contract.

Locum staff will cover all planned and unplanned absences.



The management structure is as follows:

There will be Service Manager responsible for the scheme providing:

- Line management Support to all Scheme based staff
- Multi-agency liaison
- Day to day management of the scheme is provided by an onsite Care Manager

The Operations Manager will Support the Service Manger with the above responsibilities and will manage the contract with Barnet Council.

The main contact for the Support and Care Service and for further information please contact:

Mike Kent  
Extra Care Service Co-ordinator  
StepForward Support and Care team office  
Wood Court Extra Care Sheltered Housing Scheme  
Address to be confirmed  
Email: [mken@mht.co.uk](mailto:mken@mht.co.uk)

Philip Long  
Operations Manager Care & Support  
StepForward Older Person's Team  
MHT House  
Crescent Lane  
London. SW4 9RS  
Telephone 020 7501 2300 ext 2352  
Fax on 020 7501 2369  
Email: [plon@mht.co.uk](mailto:plon@mht.co.uk)

For Further information on nominations to Wood Court please contact  
Rena Haria, Adult Social Services (Older People)

Barnet House, 8th floor, 1255 High Road Whetstone N20 0EJ

Tel: 0208 359 2126  
E Mail: [Rena.Haria@barnet.gov.uk](mailto:Rena.Haria@barnet.gov.uk)

## 11. Documentation

- All StepForward Service Users receive a copy of the StepForward Service User Guide, which gives details of the Support and Care that StepForward offers, standards of our service, expectations of our work with Service Users and useful local information.
- The service user guide is currently available in large print, cassette tape, and the following languages: Turkish, Greek, Chinese, Vietnamese and Gujarati. There are also sections, which have been re-

written for people with learning disabilities. Service Users who cannot access the guide in the formats mentioned previously are accommodated following StepForward's translation policy.

The service user guide covers the following topics:

- Rights and responsibilities
  - Moving in
  - Planning Support and Care
  - Ending Support and Care
  - Working with other agencies
  - Access to personal information
  - Involving you
  - Equality and diversity
  - Health and safety
  - Protection from abuse
  - Drug misuse
  - Customer feedback
  - Harassment and Anti Social Behaviour (ASB)
- Service Users will receive a copy of the Menu of Involvement, which explains how they can get involved in shaping our services. This is available in large print, and Chinese.
  - All tenants are given a Catalyst handbook which details; an overview of Catalyst, their rights and responsibilities as a tenant, their tenancy agreement, who to contact if they need help in specific areas, ASB and harassment, how to give feedback, equal opportunities and tenant involvement and consultation.
  - Customer feedback forms are given to all Service Users at regular intervals; it defines how Service Users can make complaints, comments and give feedback on the Support and Care services they receive.

## 12. Notification of Significant Events

For the purpose of this agreement, significant events shall comprise the following:

- Death
- Serious Illness
- Incidents relating to personal safety and wellbeing and any incident which may result in risk of physical and / or emotional injury / harm.
- A major incident relating to the building where the Support and Care is being given i.e. flood, fire, natural disaster

StepForward will immediately notify the relevant Departments within the Council who have an on going responsibility to the Service user in the case of significant events. Notification will be made in line with responsibilities under the Protection of Vulnerable Adults Policy required by the Barnet ECH Care and Support Contract.

In the instance of a significant event occurring outside of working hours of the said statutory bodies, StepForward shall immediately notify the Emergency Duty Team (EDT) for the relevant Council and the Authorised Officer of the relevant Council as soon as possible.

In the case of emergency measures and to safeguard any vulnerable adult, Service Users using the service will be provided with Support and Care from Barnet.

Barnet Council will immediately inform StepForward's Contract Manager if they become aware of a significant event affecting a Service user receiving Support and Care.

## Publicity

StepForward will be responsible for the production of publicity materials about the service, such as referral leaflets, service specifications, posters, etc. StepForward will agree all publicity mentioning Barnet Council with the Authorised Officer for Barnet Council.

## 14. Liaison

In relation to issues pertaining to the Barnet ECH Care and Support contract Contract the Authorised Officer details are set out in Schedule 1 of that Agreement.

With regard to the issues arising from the Service Specification, StepForward will liaise with the named contract manager at Barnet. No changes can be made to this service level agreement without the prior approval in writing of the Contract Manager.

StepForward will establish and maintain a dialogue and a working relationship with the following:

- Barnet Adult Social Services
- Barnet Housing Services
- Barnet Mental Health Services
- Community Drug and Alcohol Services
- Primary Care Trust Services

Links shall be actively sought and be made into:

- Victim Support and Care Groups
- Health Visitors
- Health Services
- Other Voluntary Services
- Community Safety (Police)
- Barnet Mental Health Team

In respect of significant issues relating to any Barnet Service User, StepForward will inform the Lead Officer.

### **Liaison meetings:**

Liaison meetings regarding the operation of the service will take place six-monthly as set out in the Service Specification. The meetings will be co-ordinated by the named Contract Manager at Barnet who will invite representatives from:

- Barnet Adult Social Services
- Barnet – Supporting People Team
- StepForward
- Barnet Housing
- Catalyst CHA

## **15. Quality**

StepForward has developed a quality monitoring framework based on the Supporting People framework, which assesses the performance and quality of services against measurable performance standards. This system ensures that StepForward:

- Complies with the Supporting People Quality Assessment Framework (QAF)
- Sets quality standards for the delivery of its Support and Care service
- Monitors performance against agreed standards and the service specification as a means to continually review and improve the service provided
- Maintain efficient systems to provide staff with information to comply with the specification
- Reports on performance information
- Maintain effective performance management at all times.

StepForward conduct peer reviews, which are undertaken randomly throughout the organisation.

StepForward has a complete range of key performance indicators and performances against these are monitored quarterly by the management team. These include the SP KPIs, which are reported to the SP teams quarterly.

Monitoring and other arrangements will also be in line with the Council's requirements.

### **Standards**

StepForward will ensure that standards will be monitored through:

- Annual self-assessment against the QAF
- StepForward's peer review
- Supporting People
- Best value assessment
- Local authority monitoring standards.

## 16. Good practice

The Support and Care service provided by StepForward recognises the good practice recommendations outlined in the ODPM Housing Research Summary 2002, and the DTLR 'Guidelines for Good Practice in Supported Accommodation' and will in providing this Service: -

- Endeavour to be represented on any working group associated with housing issues in Barnet. Support and Care will be provided through a key-working system with structured Support and Care and action plans in an atmosphere that is respectful, empowering and offers confidentiality.
- Ensure Support and Care programmes will cover independent living skills, health promotion, empowerment and self-esteem, and access to training and education.
- Encourage the development of peer Support and Care with Service Users while at the scheme.
- Develop partnership working to forge strong links with co-ordinators in Barnet as well as local strategies.
- Ensure the good communication and marketing of the service provided along with close liaison with referral agents. This will ensure that there is good pre-placement information and continued placement input from agencies and other Support and Care networks.
- Support the development of an awareness of the traditions and needs of different cultural and ethnic groups, relating to the local population and service user group.
- Where possible include friends or family of the service user to sustain networks and promote inclusion.

## 17. Outcome Evaluation

In addition to the above monitoring, quality and standards commitments StepForward will aim to assess the impact of the scheme, identify outcome measures for the service, the extent to which the project's goals have been achieved, and the influence it has had on the ability of Service Users to sustain independent tenancies.

Identified outcomes are that tenants have:

- A good quality of life
- An independent life
- A home for life (for most people)
- An enjoyable life

**Indicators will vary and may include:**

- Tenancy sustainment figures
- Annual satisfaction surveys
- Service Users focus groups
- Commissioner's feedback
- Comments and suggestions procedures

- Comments, suggestions and complaints monitoring

## 18. Diversity and Equal Opportunities

StepForward shall be familiar with, and operate within, the Council's policies on Equal Opportunities. Catalyst has its own statement of commitment to principles of Diversity, and is expected to demonstrate effectiveness in this area. StepForward and Catalyst will produce annual equality and diversity action plan, which is actioned through service annual work plans.

## 19. Non-Eligible Clients

The Grant Conditions under which Barnet Council receive Supporting People funding defines the services that are eligible for funding as "eligible service" and specifically identifies as ineligible "services by the administering authority in satisfaction of a statutory duty placed on the authority". StepForward will/may provide services in satisfaction of an authority's statutory duty. However, where StepForward is providing services on behalf of an authority this cannot be funded from Supporting People Grant.

To ensure compliance with Supporting People Grant Conditions the Supporting People Team in Barnet will recover any ineligible expenditure from the department within the authority that has the statutory duty

To enable the Supporting People Teams to make the appropriate recharges StepForward will: -

1. Get written agreement from the responsible department in the authority to meet the recharge before accepting a Service user on to the service who may not be eligible for Supporting People Funding.
2. Send a copy of the written agreement to the Supporting People Team in the authority that made the referral within 20 working days of accepting the referral.
3. Inform the Supporting People Team of the referring authority within 20 working days of:
  - Any change in the status of a service user that would make them eligible/ineligible for Supporting People.
  - Service Users they believe to be ineligible for Supporting People Funding no longer receive a service.
4. Ensure that all referral information clearly states that for any Service User referred to the service that would be receiving the service as part of a statutory duty the Supporting People Team of the referring authority will recharge the department with the statutory duty.

## 20. Service user involvement

Service Users will be encouraged to become involved in developing our services through the following avenues:

- Service Development Group where all standards and processes for StepForward are created and reviewed
- Regional Service User Group: Service Users are encouraged to attend to represent their service
- Via customer feedback system which records all feedback given by Service Users