

### Working with health professionals

Health professionals have found that effective liaison by sheltered and retirement housing staff, when encouraged, is invaluable. The National Service Framework for Older People encourages health agencies to work with housing and social services to deliver the eight standards relating to: age discrimination; personal, hospital and intermediate care; strokes; falls; mental health, active old age

27 Are hospital discharge arrangements satisfactory?

Yes                      No                      In progress  
                                           

28 Do sheltered and retirement housing staff participate? If not, do sheltered and retirement housing staff know what action to take?

Yes                      No                      In progress  
                                           

29 Has the role of sheltered and retirement housing staff, as monitors of individuals' behaviour and physical condition been understood by GPs, district nurses and other health professionals?

Yes                      No                      In progress  
                                           

30 Do staff have a role in facilitating choice in care?

Yes                      No                      In progress  
                                           

31 Are they accessed to a range of optical, chiropody and dental services in the community?

Yes                      No                      In progress  
                                           

32 Have you considered empowering sheltered and retirement housing staff to make short presentations to team meetings of health professionals?

Yes                      No                      In progress  
                                           

## Checklist for sheltered and retirement housing providers

Sheltered and retirement housing is a huge resource. More older people (two thirds of a million) in the UK currently live in sheltered and retirement housing than in residential and nursing care put together. Sheltered and retirement housing was originally intended for fit, active older people. However, demographic trends and community care have led to an older and frailer population living, or wishing to live, in sheltered and retirement housing. The service has therefore evolved in response to these changing needs and new models of extra care sheltered housing are being developed. Residents can live independent and fulfilled lives in specially designed accommodation that aims to offer a "home for life". This leaflet, one of a series of four\*, has been produced by a consortium of sheltered and retirement housing providers.

Phone 01249 654 249 for:

- more leaflets
- further information on this consortium or obtain information from [www.shelteredhousing.org](http://www.shelteredhousing.org)

\* Four different leaflets are available for:

- Hospital and primary care staff
- Social services
- Sheltered and retirement housing providers
- General enquirers, older people, their friends and relatives

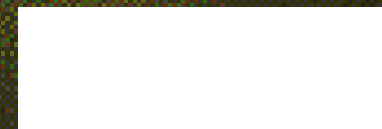
Sheltered housing has changed

# Checklist for sheltered and retirement housing providers

- a useful tool for your Best Value and Supporting People reviews

The providers of sheltered and retirement housing have responsibility to their residents and to staff. They can help empower their staff to become effective advocates for their residents and with suitable support and training can deliver an effective service, retain committed staff and maximise the independence and quality of life of residents.

The role of sheltered and retirement housing staff has undergone considerable changes in the last ten years and managers can help them to take their place as professional housing and support workers in community care networks. Scheme Managers are now required under Supporting People to formalise and record their assessments and support.



# Checklist for sheltered and retirement housing providers

## Working within your organisation

The following questions suggest some areas where networks can be built and how the accessing of social and healthcare services by staff, on behalf of residents, can ensure their needs are met swiftly.

### Line managers of sheltered and retirement housing scheme staff

- 1 Do the job descriptions of sheltered and retirement housing staff match the tasks they actually perform?  
Yes  No  In progress
- 2 Are you monitoring procedures to ensure their implementation?  
Yes  No  In progress
- 3 Do you have a staff training plan for all sheltered and retirement housing staff?  
Yes  No  In progress
- 4 Are staff fully briefed and trained regarding their new role under Supporting People, including needs and risk assessment, support planning, preventing abuse and promoting diversity and inclusion?  
Yes  No  In progress
- 5 Are staff aware of the positive contribution they can make to the access and delivery of community care?  
Yes  No  In progress
- 6 Do senior management recognise that they will need to take responsibility for chasing up the failures of other services if the efforts of sheltered and retirement housing staff have been to no avail?  
Yes  No  In progress

- 7 Have you discussed community use of sheltered and retirement housing facilities with social services, health, the Supporting People team and with residents?  
Yes  No  In progress
- 8 Have you discussed the advocacy role of sheltered and retirement housing staff with the team?  
Yes  No  In progress
- 9 Are you aware of the Supporting People strategy on older people's housing and if so, have you considered the "strategic fit" of your schemes with reference to the Supporting People strategy?  
Yes  No  In progress
- 10 At Supporting People reviews are you engaging with and preparing staff and residents to be fully informed and involved?  
Yes  No  In progress
- 11 Have you considered accrediting with the CSHS Code of Practice to passport your services with Supporting People Administering Authorities?  
Yes  No  In progress

## Assessment and procedures

- 12 Do you arrange for care and support needs to be assessed as part of the allocation process, or at least before the resident moves in?  
Yes  No  In progress
- 13 Do application forms record care and support needs as well as housing needs?  
Yes  No  In progress

- 14 Are needs assessment and support plans in place and staff trained to use them effectively?  
Yes  No  In progress
- 15 Do you regularly assess levels of dependency in schemes and the impact on service delivery on each site?  
Yes  No  In progress
- 16 Are sheltered and retirement housing staff involved in the allocation process - if not, could they be?  
Yes  No  In progress
- 17 Do staff have an up to date manual of procedures for assessment of care and support needs, hospital discharge, medication and the help they can give in an emergency?  
Yes  No  In progress
- 18 Does the community care/single assessment form adequately deal with housing need, e.g. whether sheltered and retirement housing would reduce or help to meet a person's care and support needs?  
Yes  No  In progress

## Working with social services

Care management staff, assessors and occupational therapists have found that successful links with sheltered and retirement housing staff assist liaison with their clients.

- 19 Do line managers fully appreciate the impact of community care arrangements on the jobs of sheltered and retirement housing staff?  
Yes  No  In progress

- 20 Have you agreed a policy for allocation priorities for sheltered and retirement housing with social services and health care managers?  
Yes  No  In progress
- 21 Do sheltered and retirement housing staff involved in the allocation process?  
Yes  No  In progress
- 22 Does the local delivery plan deal adequately with the use of sheltered and retirement housing and its integration into the community care framework?  
Yes  No  In progress
- 23 Have you negotiated with social services a clear procedure and role for your sheltered and retirement housing staff in assessments and reviews?  
Yes  No  In progress
- 24 Is there a senior officer responsible for liaising with social services about community care assessment?  
Yes  No  In progress
- 25 Have you discussed the potential of extra care sheltered housing and intermediate care with social services?  
Yes  No  In progress
- 26 Have you ever considered joint training with social services staff, for example on adult protection?  
Yes  No  In progress