

## 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 five\*, has been produced by a consortium of sheltered and retirement housing providers.

Phone 01249 654 249 for:

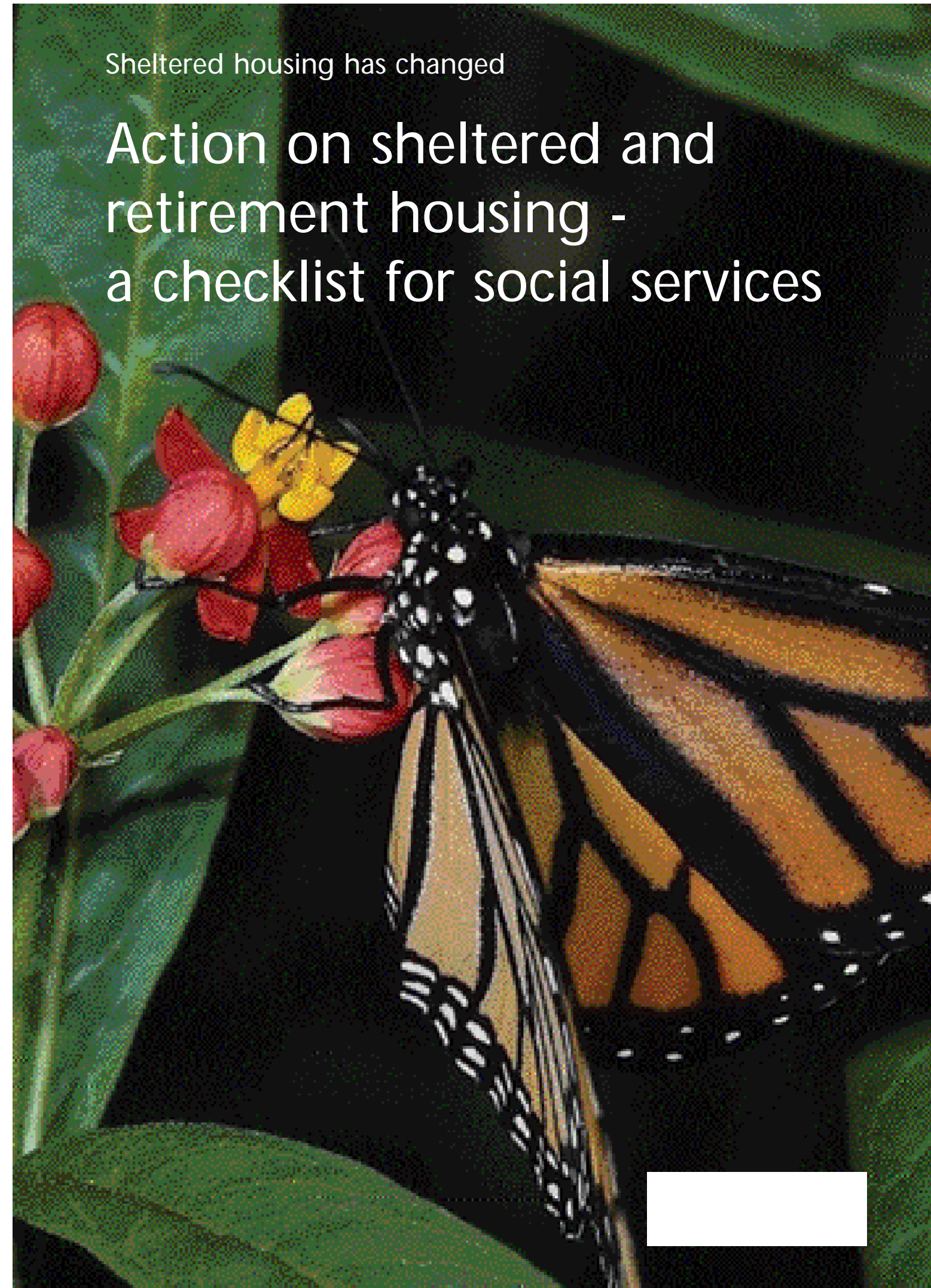
- more leaflets
- further information on this consortium or obtain information from [www.shelteredhousing.org](http://www.shelteredhousing.org)

\* Five 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
- 8 key questions and answers about sheltered and retirement housing
- Domiciliary care

Sheltered housing has changed

# Action on sheltered and retirement housing - a checklist for social services



# Action on sheltered and retirement

Sheltered and retirement housing - buildings and staff - are an under-utilised resource:

- The buildings have huge potential as alternatives to residential care. They offer privacy and independence in self-contained flats but also offer safety, security and company. In addition they can be a resource for the wider community and can offer a preventative environment. Sheltered and retirement housing helps reduce social isolation, loneliness, depression, anxiety and moves to higher dependency settings.
- The staff are ideally placed to contribute to assessments. They are the only professionals who see tenants every day, who are ideally placed to notice sudden or gradual changes in well-being, who have often built up relationships of trust over many years.
- Sheltered housing plays a preventative role by prolonging independence and self-care -for example by enabling older people to access a range of low level support services that

promote their independence and well-being." Supporting People Statutory Guidance 2003

"...one of the most attractive options is sheltered housing because it can combine the benefits of age and ability related design elements of security and support....." Gillian Dalley, Owing Independence in Retirement, Centre for Policy on Ageing, 2001

"...the extension of the warden's role to encompass assessment, key working, monitoring and co-ordinating care delivery needs to be considered".

- Home Alone: the role of housing in community care, Audit Commission 1998, para. 89

This checklist for Social Services departments is intended to improve joint working with sheltered housing providers

## Strategy/planning

- 1 Is there a joint policy in the Community Care Plan (now encompassed in the Local Delivery Plan) on how sheltered and retirement housing and extra care sheltered housing might contribute to community care most effectively including agreement on priorities and allocations? (Audit Commission 1998 paras. 46,48,89)  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 2 Have you considered the possibility of commissioning extra care sheltered housing (new build or remodelled) as a preferable alternative to residential care?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 3 Are your staff in contact with the local forum of sheltered housing providers and the local Supporting People team? (For details of all local providers contact the Elderly Accommodation Counsel tel: 020 7820 1343 or e-mail: enquiries@e-a-c.demon.co.uk or see www.housingcare.org)  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- 4 Is there a nominated officer who has a specific responsibility for managing the interface between housing and community care? (DoH/DoE 1997:23)  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 5 Do you organise home care staff around a sheltered or retirement housing scheme?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 6 Are you currently working with Supporting People officers to ensure health, housing and social services are joined up strategically and operationally?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 7 Could the issue of confidentiality be the subject of a joint protocol devised with other agencies (particularly in relation to sheltered and retirement housing staff, with the involvement of residents)?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

# housing - a checklist for social services

- 8 Have you considered asking support providers under contract with the Supporting People team to monitor domiciliary care delivery?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 9 Have you considered your role as a stakeholder regarding input into Supporting People reviews of sheltered and retirement housing?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 10 Are you working with Supporting People officers to explore the use of sheltered and retirement schemes as a base for developing new community services for older people?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Assessment and care monitoring

- 11 Are you confident that the Single Assessment Process in your locality would reveal whether a service user would benefit from sheltered and retirement housing or extra care or related support services?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 12 Is there a trigger on your assessment forms to ensure that sheltered and retirement housing staff are consulted?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 13 Are home care staff aware of what information about a resident is appropriate to be provided to sheltered and retirement housing staff?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 14 Have you discussed with sheltered and retirement housing providers the possibility of extending the warden's role to include assessments, key working, monitoring and co-ordinating care delivery? (Audit Commission 1998, para. 89)  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 15 Do you routinely ask sheltered and retirement housing clients if they would like their scheme manager to be present for the assessment or review?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- 16 When you are carrying out an assessment or review of a sheltered or retirement housing resident's needs, do you routinely contact the scheme manager beforehand and feed back information after the meeting?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 17 Have you explored the use of social alarm systems to monitor the delivery of care? (Audit Commission 1998, para. 93)  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 18 Does your authority have any interim arrangements in the event of older people in hospital needing sheltered housing but unable to return home (eg if the building is unsafe) in the light of the Community Care (Delayed Discharges) Act?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 19 Have you considered asking scheme managers to support residents to access Direct Payments?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 20 Do you work with other local authorities if an assessment indicates that an older person wants to move to sheltered housing outside their own local authority?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Working with health professionals

- 21 Have you considered joint training with sheltered and retirement housing staff and their line managers? (DoH/DoE 1997, p.23; Audit Commission 1998, para. 99) (for example, on adult protection)  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 22 Does your training budget include an allocation for joint social services/housing training?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 23 Have you incorporated an explanation of (or visit to) sheltered and retirement housing into staff induction training?  

|                          |                          |                          |
|--------------------------|--------------------------|--------------------------|
| Yes                      | No                       | In progress              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |