

**EXTRA CARE ACCOMMODATION – MANAGEMENT GUIDE**

**Report of Executive Director of Health, Housing and Adult Services**

**STRATEGIC PRIORITIES: SP2: Healthy City; SP3: Safe City; SP5: Attractive and Inclusive City**

**CORPORATE PRIORITIES: CIO1: Delivering Customer Focused Services: CIO4 Attractive and Inclusive City.**

**1 WHY HAS THIS REPORT COME TO THE COMMITTEE?**

- 1.1 The purpose of this report is to provide members with a copy of the Extra Care Accommodation – Management Guide ('The Guide') which outlines:
- Good practice relating to developing a scheme; project management arrangements; information for Providers and information required for residents;
  - The council's aspirations relating to the management standards expected within future extra care housing developments
  - Our expectations relating to the programme management and subsequent operational management of an extra care scheme; with the main focus being upon positive customer outcomes.

**2 BACKGROUND**

- 2.1 The Council is engaged within an ambitious project to deliver more extra care housing schemes in the City. This housing provision will be provided to meet the identified need for people over the age of 55 who choose to live in the city, including people who have:-
- physical or mental health issues
  - learning disabilities
  - complex needs
  - cognitive impairment, and
  - sensory impairment.
- 2.2 The Council aspires to work in successful partnerships which will provide high quality, vibrant, safe, attractive, sustainable and well designed extra care housing which creates independent living within an enabling environment. We expect effective communications through the building programme, the commissioning period and throughout the move in period for residents. This will enable the project team to monitor key milestones, put in

place a risk management programme and monitor delivery of the scheme. This is fundamental to the success of the scheme for residents, as we need to be sure that the scheme is fully fitted out, fit for purpose and fully operational to enable residents to move into their new home. We need to ensure that all team's working within the scheme understand the concept of extra care housing and the 'one team' approach we require. We expect high levels of customer care to support people through this re housing transition and to ensure that they are fully informed to enable them to make decisions relating to how they live within the extra care scheme, embracing the principles of personalisation.

- 2.3 The Guide was compiled by considering existing published good practice and by including key information from our own experiences relating to the programme management of extra care within the city.
- 2.4 The DH Housing LIN have a copy of the Guide and intend to share this with all of their members as a Good Practice Case Study which is accredited to the City Council.

### **3 CURRENT POSITION**

- 3.1 This guide is intended for use by everyone involved in the extra care housing development process to assist in achieving high quality and sustainable 'places for living'. It sits alongside the council's Accommodation with Support Design Guide as a complimentary document. It will support the achievement of well developed and commissioned extra care housing schemes, with an emphasis upon all teams working together towards providing excellent service experiences for the residents living in, and visiting the scheme.
- 3.2 The guide outlines our existing policies and procedures, including the eligibility and allocations procedure for extra care; information required for residents; maintaining a balanced community within the scheme and induction and training requirements for staff. This will ensure that there is consistency within all extra care schemes operating within the city, and a common understanding for everyone regarding the basic mechanics of extra care housing. This will help to inform customer enquiries and raise awareness of the housing choice extra care provides as a real alternative to residential and nursing care.
- 3.3 We expect Registered Social Landlords and private developers who want to build accommodation with support in the City to sign up to the principles held with the Design Guide for Accommodation with Support.
- 3.4 The guide has been circulated within Health Housing and Adult Services; with Providers; Members of the Department of Health's Housing Learning and Improvement Network, as part of a consultation process.

- 3.5 No consultation responses have been received to date, therefore, the guide will be made available on the Council's website for reference. This will enable updates received from future good practice to be incorporated into the content of the document and maintain the 'Guide', as a living document without undertaking costly hard copy reprints.
- 3.6 With new extra care accommodation and other forms of supported accommodation being developed nationally, we know that more good practice and innovative ways of working will transpire. This information will be drawn into our evolving 'Management Guide' as good practice emerges.
- 3.7 The Management Guide has been shared with providers / developer partners who are interested in building accommodation with support in the City. It has been well received and the Guide requires acknowledgement Corporately to outline to providers / developer partners that the Council has a commitment to our expectations and aspirations relating to the management of extra care housing schemes pre occupancy and post occupancy, and also to outline the Council's aspirations in relation to providing accommodation to meet the needs of people with a support need who choose to live in our City.
- 3.8 The Guide was initially developed as a training tool for a Provider who had not developed extra care previously but is delivering a scheme within the City. Using good practice and to maintain a consistent approach to the management of extra care, the guide was devised to support that Provider through the process and share with their operational teams to inform them regarding the requirements of extra care housing. Therefore, this guide has a number of uses, including a training and reference document.

#### **4 WHY PRODUCE A MANAGEMENT GUIDE**

- 4.1 To provide clear and consistent guidance to developer partners regarding the standards of extra care housing accommodation the Council expects within the City. To enable emerging good practice and innovative management solutions to be incorporated within the Design Guide as appropriate, particularly as the personalisation agenda moves forward.
- 4.2 Providing consistent guidance for developer partners ensures that they understand:-
- Sunderland's expectations relating to the concept of extra care housing;
  - the principles of developing a successful extra care scheme
  - our requirements for schemes to be effectively programme and risk managed
  - the agreed policy approach to allocations / nominations and our eligibility criteria for extra care housing
  - the consistent approach to the commissioning programme and the way in which open days are organised; residents are matched to apartments; move in dates are organised; the balance of the scheme is maintained

- the high quality customer experience that we would expect and the required information for residents
- the training requirements and induction processes for staffing
- our quality assurance, monitoring and review processes
- the staffing requirements for the scheme
- the models of support and personal care
- the services provided to the wider local community
- our health priorities and care service requirements
- model example documents for re use.

## **5 RELEVANT CONSULTATIONS**

- 5.1 This Guide has been shared with colleagues within Health, Housing and Adult Services. It has been shared with Providers for information / comment. No comments have been received to date.
- 5.2 The Housing LIN have received a copy of the Guide and have agreed to make it available to other Members of the Department of Health (DH), Housing Learning and Improvement Network.

## **6 RECOMMENDATIONS**

- 6.1 Scrutiny Committee is invited to consider this report and provide views on the Extra Care Accommodation Management Guide.

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