



# Community Development & Scrutiny Panel

Thursday  
27th July 2006

**South Kesteven District Council  
Sheltered Housing  
Helpline Services**

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# Agenda



- The Warden Service / Sheltered Housing
- Supporting People Issues
- Helpline Community Alarm Service
- Service & Business Plan 2006/7



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# SKDC Sheltered Housing



- 40 schemes – a group of dwellings visited by a scheme manager on a regular basis
- Currently 1313 tenants



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# Service Provision

- Schemes are visited by a scheme manager on a regular basis.
- Numbers of dwellings in a scheme range between 45 – 90 !!
- Most of the schemes have community centres.
- All units are connected to the 24 hour Care Centre in Grantham via the hard-wired two way speech units or Lifeline alarm telephone units.
- The Care Centre provides a 24 hour, 365 days a year support and emergency service to ensure that help and assistance is readily available at all times.

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# Service Provision

- Monday to Friday, 9.00am to 5.00pm, visiting and any other contact is provided by the scheme manager.
- Outside of these hours and when the scheme manager is on holiday or absent because of illness, a team of mobile staff are on hand to provide an effective and efficient response. Fairly unique service delivery... at least in Lincolnshire..... (more about that later !!)
- A scheme manager can be responsible for just one site or a grouping of 2 or 3 in a common geographic area.



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# Scheme Manager's Typical Duties (SP eligible !)



- helping residents to settle into their new home and giving advice on facilities
- ensuring that all residents are contacted on a regular basis
- monitoring residents well being and their need for support
- complete a support plan on a regular basis and determine an appropriate level of visiting with the resident
- be an advocate and adviser to residents when required
- liaising with Tenancy Services staff in respect of housing management issues and repairs to the dwelling
- calling on additional services provided by other agencies and organisations when necessary
- help residents with applications for appropriate financial benefits



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# Scheme Manager's Typical Duties (SP eligible !)



- continually updating his/her knowledge and information about other services available - for example, meals on wheels, mobility aids, adaptations and home care provision
- liaising with doctors, health and social services staff
- keeping in contact with and encouraging the involvement of relatives and friends in the support of residents
- dealing with tenant disputes and where appropriate, referring them to Tenancy Services staff
- responding to emergencies as appropriate and calling for assistance from others - eg, doctors or emergency services
- arranging for emergency shopping and collection of prescriptions when residents are ill
- encouraging and / or organising communal activities
- encouraging the tenants to use the communal facilities.



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# Best Value Review 2003

## **What we had in our schemes at this time :-**

- One size fits all service
- an aging, more demanding and more discerning set of tenants
- properties no longer possessing those special qualities that made them desirable
- modern expectations to get what you pay for .....or to pay for nothing more than you get
- a situation where the government was worried by escalating housing benefit and personal care costs
- the arrival of technological solutions to the demands of best value.



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# Residents Concerns & Complaints



- There was a (small) proportion of residents in each scheme in need of more attention than the majority.
- We were also receiving complaints from some (the healthier, more independent) residents of undue intrusion by the Scheme Manager.
- In practical terms the complaints seemed to be associated with the requirement to pay the Warden Service charge ..... when they considered they weren't actually needing (receiving) the service !!



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# Satisfaction Survey 2003



<b>Response</b>	<b>No. of responses</b>	<b>%</b>
Very Satisfied	520	54.7
Fairly Satisfied	284	29.9
Neither Satisfied or dissatisfied	66	6.9
Fairly Dissatisfied	24	2.5
Very Dissatisfied	23	2.4
Don't Know/No Opinion	33	3.5
Total	950	100.0



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## Survey - if you had a choice, how often would you like to be visited ?



Response	Number	%
Daily	151	16.2
3 Times pw	500	53.6
Weekly	98	10.5
Monthly	37	4.0
Not at All	147	15.8
Total	933	100



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# New Levels of Service

As a result of the BVR and consultation, residents are now able to choose the frequency of visiting from a range of options :

**Core**

**A Monthly visit**

**Level 1**

**A Weekly visit**

**Level 2**

**Monday, Wednesday &  
Friday visits**

**Level 3**

**Daily visits inc weekends**

**Level 4**

**Twice daily visits**



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# New Levels of Service Charges 2006/7



<b>Core</b>	<b>Monthly visit</b>	<b>£ 3.19</b>
<b>Level 1</b>	<b>Weekly visit</b>	<b>£ 6.76</b>
<b>Level 2</b>	<b>3 times per week</b>	<b>£ 11.00</b>
<b>Level 3</b>	<b>Daily visits</b>	<b>£ 41.97</b>
<b>Level 4</b>	<b>Twice daily visits</b>	<b>£ 81.62</b>



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# New Levels of Service

- A different Warden Service Charge is applicable to each level.
- Changes in support needs, evidenced by the Support Plan, may mean residents are advised to change the level of warden service and hence the number of visits.
- In circumstances where a resident is considered to be at "risk" for short periods (because they are ill, or in need of more help and support than would normally be expected) the scheme manager will increase the frequency of visits as considered appropriate without necessarily increasing the Warden Service charge.



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# Sheltered Housing Support Plans



- Like all providers.....
- Introduction of the Supporting People programme in 2003.
- Formally introduced what had previously been "unwritten".
- Scheme Manager's role to complete a support plan on a regular basis for each and every resident on their scheme.
- Help to determine, with the residents having their say and choice, the most appropriate level of regular visiting that will enable the resident to maximize their independence.

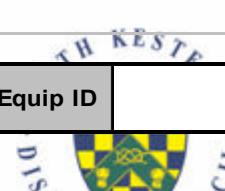
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## Care Services - Sheltered Housing Support Plan

Name		Address		Scheme ID		Equip ID	
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Note : all other personal information is retained on the Care Centre data document



### PART ONE : Resident Risk Assessment Profile

Please complete the profile in conjunction with the resident. If necessary complete a separate form where there is a couple and a different risk is identified. Please refer to the notes to establish level of risk. Comments should include action to be taken

Needs Criteria	None	Low	Moderate	Substantial	Critical	Comments	Score
	0	1	2	3	4		
Personal Care							0
Cooking & Feeding							0
Physical Health / Disability							0
Memory Orientation Self Esteem							0
Sensory							0
Attitude							0
Personal Safety							0
Mobility							0
Social Interaction							0
Carers							0

The total score for this assessment is 0

The score indicated by each tick should be entered in the last column. A referral to the appropriate agency is considered necessary if :

1. The score for any individual "need" is 3 or 4 or
2. The score added together for all "needs" is greater than 15.

A referral is considered to be URGENT ROUTINE



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## Current Choice of Service Level (1313 residents)



	<b>SP Grant</b>	<b>Self funding</b>	<b>Total</b>
<b>Core</b>	79	137	216 (16.5%)
<b>Level 1</b>	29	33	62 (4.7%)
<b>Level 2</b>	841	120	961 (73.2%)
<b>Level 3</b>	57	10	67 (5.1%)
<b>Level 4</b>	7	0	7 (0.5%)



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# Back to the 2003 Survey – if you had a choice, how often would you like to be visited ?



<b>Response</b>	<b>Number</b>	<b>%</b>	<b>Actual %</b>
Daily	151	16.2	5.6
3 Times pw	500	53.6	73.2
Weekly	98	10.5	4.7
Monthly	37	4.0	16.5
Not at All	147	15.8	
Total	933	100	100



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# Supporting People



- Agreed to change our SP Contract to deliver this “new” service
- SP agreed for us to pilot as they wanted to assess the idea of choice and flexibility with a view of extending across all older peoples services in Lincolnshire



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# Problems Encountered !

- Our assumptions on who would have what level of service, based on survey and given choice, simply have not materialised
- Causing problems in calculating service charges & income generated – increased the deficit
- Initial problems with allocations and understanding what it all meant
- Scheme Managers getting used to the Support Plan process – reviewing and keeping it up to date – making it the tool to determine individual need for support !!



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## Good Points !!

- However, residents really do like the opportunity to have a choice
- A recent survey asked, "**Overall how do you rate the support you receive?**"

	Number	%
Pleased	328	51.7
Satisfied	286	45.0
Not satisfied	21	3.3
Total	635	100



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# Supporting People



- Newly established OP Provider Focus Group – discussions on the “Way Forward” !!
- Determined that a common OP service specification, county-wide, is required
- Definition of sheltered and very sheltered housing required
- Provide for better benchmarking re regional and national charges
- Consultation with providers at the focus groups is necessary in order to drive the programme forward
- Ultimate intention – same service provision across the county ..... for the same service charge ???? ..... will be difficult to implement.....
- However, we shall be pushing for accommodating choice related to individual “needs” as we are content that is what the residents want !

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# Conclusions !



- We like the idea of having flexibility and choice within our service
- The residents do as well !!
- It is hard work to keep on top of it !!
- We haven't got a financial model (charges) that truly reflects the real costs associated with it.....
- AND .....
- Concerned that Lincs SP proposals may well scupper any long term situation !!



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# Helpline Service

- SKDC's 24 hour, 365 days per year alarm monitoring and operations centre.
- The Care Centre monitors 40 SKDC sheltered housing schemes
- Monitors 20+ other housing providers' schemes, including South Holland DC stock
- Plus nearly 2,000 private individuals
- **TOTAL CONNECTIONS = 5,500**



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# Who is the Service for ?

- For those wanting a “chat or reassurance”
- Those who may be “lonely” - ie may have no local family
- In case of real emergency situations
- **Not all customers are older people** - disabled, learning disabilities, mental health, vulnerable - young / old alike !!
- Low cost solution



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## Who else is the service for ?

- Council tenants & Private (owner /occ)s)
- Domestic Violence - Harassment
- Bogus Callers
- Lone Workers
- PCT / Social Services / Hospitals - care management particularly for early discharge
- Intermediate Care Strategies
- Preventative Technology Grant £80M
- Lincolnshire share about £1.2M

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# How does it work ?

- Tunstall Telecom PNC Vision system
- 8 telephone lines
- Disaster Recovery System in place
- Backed up by Digital Voice recorder
- Calls received from Scheme based intercom systems and
- Use of unique telephone units - "The Helpline"
- Simply requires a telephone socket & electrical point



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# Telecare Solutions Offer New Choices



- **Use of sensors and communications technology**
  - to provide remote support to people who are vulnerable at home
- **The Freedom**
  - to live where you want, the way you want
- **The Security**
  - to protect people with the very best in technology
- **The Reassurance**
  - to know help is always at hand



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# Protecting People



- Falls
- Fire, burns, explosions
- Door Alerts or Wandering
- Hypothermia



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# Protecting People



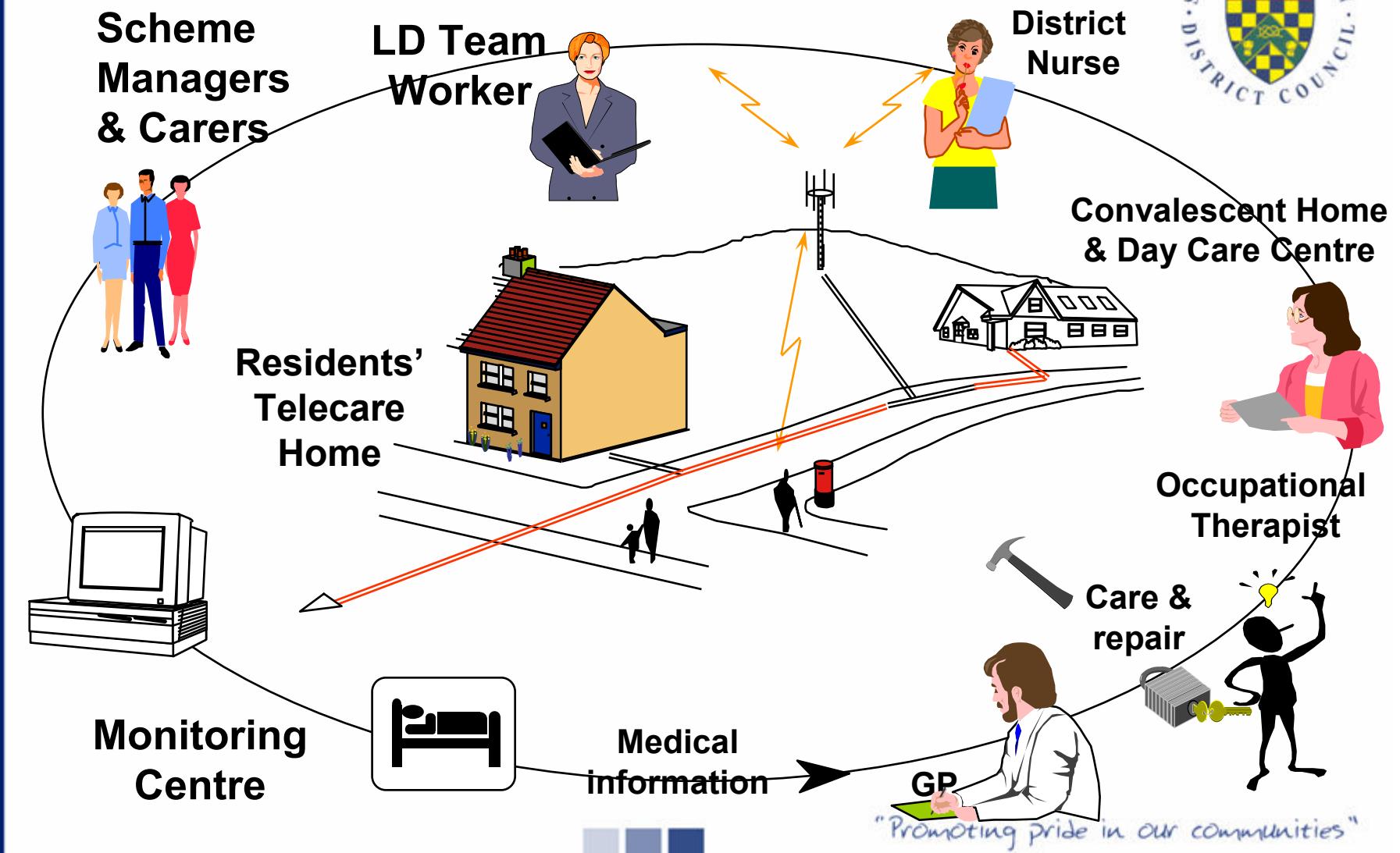
- Floods
- Gas Leaks and Carbon Monoxide
- Intruder/Bogus Callers



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# The Future Carer Network



## **South Kesteven District Council**

# Service & Business Plan 2006/7



- Review of Sheltered Housing
- LSVT
- Telecare Services Association & national Accreditation Scheme
- Preventative Technology Grant
- Supporting People



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# Any Questions ??



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