

Information

for County Councillors

Sheet Number:
2013-17/94

From:	Vicky Chipchase, Senior Commissioning Officer
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Date:	1 st July 2014
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To:	All County Councillors
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Care and Support in Extra Care Housing – Involvement and Consultation

Extra Care Housing (ECH) is currently considered as specialist housing provision for older people. ECH in Somerset offers “your own front door” with support available on site 24 hours, 7 days a week with a designated care team delivering assessed care packages during the morning and evening or when the person needs it. The aim of ECH in Somerset is to provide a cost-effective alternative to residential care and there are examples of this working well in some schemes.

Our analysis shows that there are many units where block contracted home care provision is not used to best effect because many residents have only low and moderate needs. The aim is to involve and consult with tenants, key stakeholders and the wider public on the proposal to target care and support more effectively to the Extra Care residents who most need it.

Personal budgets and personalised care and support plans will help us to do this. This proposal does not put at risk people’s tenancies and maintains housing related support to all tenants on the ECH Schemes. The actual questions for the formal consultation will be developed over the next month assisted by feedback from Somerset County Council Scrutiny for Policies and People Committee.

Providers of care and support in Extra Care Housing in Somerset have been fully involved in the current Extra Care project to develop a new model of Extra Care in Somerset and all current providers are members of the advisory group known as the Stakeholder Partnership Board which also includes other key stakeholders of Extra Care Housing. The stakeholder group have supported the design of the Involvement and Consultation Framework for Extra Care Housing

and are supporting our approach to consultation.

The framework outlines the current proposal to meet tenants, family members and carers at every individual Extra Care Scheme in Somerset (22 schemes). During these visits we intend to seek the views of tenants regarding the current service and how their needs are currently met, what works well and what could be improved. We anticipate these meetings to take place during September 2014.

The approach we intend to use with the current group of tenants will involve a joint approach with both the Housing Provider and Care Provider on each scheme. Letters and questionnaires will be hand delivered to tenants and these will also be available in different formats (brail, larger print). Staff of provider organisations will be pre-briefed and sensitivity will be applied by both the Somerset County Council Staff and Provider staff who will be present.

Tenants and their families will also have the opportunity to feedback on a one to one basis at these meetings to SCC staff or provider staff. The intention is that face to face consultation will be the primary mode of communication. Consultation packs will inevitably include questionnaires and briefing sheets but the intention is that these will be delivered and supported through face to face support. We will have an on-line consultation and a specific administrator available via telephone to support and help all those who wish to participate and ensure their views are incorporated.

This consultation will also be delivered by the same team of staff who delivered the Sheltered Housing consultation in 2013 which is used as a model of good practice in consultation by the Communication Team. The consultation activities will run for 10 weeks between August and October and incorporate good practice consultation techniques to ensure all tenants have full and meaningful opportunity to understand our proposals and provide input of their views.

If Members would like to be involved in consultation in their area please contact Vicky Chipchase, Senior Commissioning Officer Email: VEChipchase@somerset.gov.uk or Tel: 07775406590.

For more information please contact:	Name: Vicky Chipchase Email: VEChipchase@somerset.gov.uk Tel No.: 07775406590
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