

Lincolnshire Extra Care Housing Adult Care Nominations Policy

1.0 Vision

Extra care housing schemes are specialist housing provision designed to offer safe, private and secure accommodation. Service users of schemes retain the independence of having their own home whilst enjoying the benefits of having staff on hand to provide planned and unplanned care and support.

Extra care housing is considered specified accommodation under the Care and Support (Ordinary Residence) (Specified Accommodation) Regulations 2014. This means that the Extra Care Panel needs to be cognisant of the impact of nominations on ordinary residence.

The aim of extra care housing is to provide high quality housing, support and care services which enable, support and encourage people to live independently for as long as they wish to do so. The provision of Extra care housing avoids admission to hospital, increases the bed capacity within hospitals, increases the number of patients discharged from hospital, and decreases those who may have a need for residential care.

The allocation of Lincolnshire extra care housing is primarily driven by the care and support needs of applicants but will also take into account housing and social needs. It is a means of preventing residential care enabling residents to regain, retain and maximise independence.

There are a number of key principles agreed with partners involved in the Extra Care Housing Programme:

- a) promote independence for residents and other service users;
- b) encourage active lifestyles and social contact for residents and other service users;
- c) offer a living and care environment which has a positive effect on people's health and well-being and prevents or reduces the need for health care interventions;
- d) offer choice and self-direction or co-production of services for residents;
- e) be flexible in its style of service delivery so that services respond well to people's changing needs.

2.0 Nominations

A nominations agreement will need to be included in the Heads of Terms for each individual project and agreed by all parties. LCC will require a documented internal process - See Appendix 1 attached.

3.0 Allocations into individual schemes

Lincolnshire County Council will make nominations for all extra care housing schemes to the Registered Provider / Housing Revenue Account holder who will manage the individual schemes. Once a nomination is made, it will be the responsibility of the housing provider to carry out its own verification procedures before a formal offer of accommodation is made. Lincolnshire County Council, the Housing Provider and the District Council retain the right to refuse a nomination. However, if a refusal is made they will need to liaise with the Chair of the Extra Care Panel who will record the refusal and the reason for it and will write to the individual regarding the decision.

4.0 Extra care nomination criteria

The Extra Care Housing Panel will consider the suitability of an applicant for extra care housing, ensuring that the applicant meets the eligibility criteria for extra care housing.

An applicant must, at the date when the application is considered by the panel:

- a) be eligible for housing within the UK and must be able to prove their residency status; AND
- b) be at least eighteen years of age except where a Transition plan is in place. This also applies to any household members, as extra care housing is not suitable for persons under the age of 18; AND
- c) be eligible for social housing and meet the qualification criteria outlined in the District Council's letting policy; AND
- d) meet the ordinary residence criteria under the Care Act 2014; AND
- e) meet any local connection criteria set out in the lettings policy; AND
- f) be identified by Lincolnshire County Council as having a care need or a potential care need as follows:
 - i) have a formal assessed care need under the Care Act 2014 which is being met by a commissioned service;
 - ii) have an assessed care need under the Care Act 2014 which is being met by an informal carer who may not be able to continue;
 - iii) have a progressive health condition where they are not currently in receipt of care but may require this in the future as the condition progresses;
 - iv) be a carer with a son, daughter or dependent with a learning/physical disability who require care and support;

- v) have a primary health need for care and support and identified as eligible for NHS Continuing Healthcare by the relevant Lincolnshire CCG.

5.0 Local connection

In order to access extra care housing within Lincolnshire the applicant must demonstrate a local connection. To demonstrate a local connection, an applicant must satisfy at least one of the following criteria:

- a) have lived in Lincolnshire for 6 months out of the last 12 months or 3 years out of the last 5 years;
- b) have a permanent job in Lincolnshire;
- c) have a close family association (parent, adult child or adult brother/sister) who is currently living in Lincolnshire and have done so for more than 5 years;
- d) have a need to be in Lincolnshire to be near to a particular health facility for long term treatment;
- e) have a need to be in Lincolnshire to give or receive caring support.

6.0 Extra care housing panel

The Chair of the Panel will be a senior operational manager within Adult Care. Administrative support will be provided by Lincolnshire County Council and information shared in advance of the Panel (see Appendix 1 for terms of reference).

7.0 Dependency levels

The Panel should endeavor, wherever possible, to maintain a balanced community within the scheme. The balance of dependency of needs should be:

- a) 30% of residents with a low care need or a deteriorating condition;
- b) 40% of residents who have moderate care needs;
- c) 30% of residents who have high care needs or NHS Continuing Healthcare needs.

The level of need is determined by the amount of care hours required as part of an assessment by Adult Care. Residents living within extra care housing will usually have care and support needs related to social/ health difficulties, including disability; frailty; low level dementia/ cognitive impairment; mental ill health or learning disabilities. The Panel will endeavor to enable applicants to enter Extra Care accommodation at an optimum time for them.

Banding criteria

CARE NEEDS	
High	More than 10 hours per week
Medium	5-10 hours per week
Low	1-4 hours per week

SUPPORT NEEDS	
High	The entire low/medium support bands, plus: <ul style="list-style-type: none">• Support with mental health needs, such as anxiety, depression, personality disorder• Support with dementia/cognitive needs• Financial assistance as stated in their well-being plans
Medium	The entire low support band, plus: <ul style="list-style-type: none">• Support with contacting GP's, District Nurses, Mental Health team, Pharmacists and/or any other Health & Social Care professional.• Support with benefits.• Support with maintaining rent account.• Advocacy
Low	Daily contact via the telecom system or face to face to check on wellbeing: <ul style="list-style-type: none">• The offer of a Well-being plan.• A Person-Centred Fire Risk Assessment• Use of the facilities provided within the scheme.

Individual care and support plans should be flexible to change over time to ensure they continue to meet the needs of the applicant and the needs of the scheme.

8.0 Maximum dependency/ risk assessment

If a resident requires care levels beyond the level that can be adequately met by extra care housing, then all agencies on the Extra Care Housing Panel should work together to suggest a more suitable option for the individual and formally notify the referrer of the outcome and suggested alternative provision.

Maximum dependency for the scheme would include:

- a) frequent or 24 hour care and support needs, including nursing needs, beyond the level of the care provider or support-based staff to provide;
- b) behaviour or condition meaning that the needs can no longer be adequately or safely be met within the scheme/their actions interfere with other residents' quiet enjoyment of their home.
- c) A level of physical or mental frailty which is likely to cause serious disruption or risk to other residents, including persistently intruding on others, physical or verbal aggression.

9.0 Prioritisation of nominations

There may be occasions when there are a number of referrals made at a similar time for the same scheme. In this case the panel will decide which referral to nominate by assessing if any of the individuals are in Priority need.

Individuals whose circumstances include one or more of the following may be considered in Priority need. If there were limited vacancies and more than one referral then these factors would ensure that these individuals had priority for the nomination:

- a) someone who is unable to leave hospital as they are unable to return to their current property;
- b) someone who is living in an unsuitable property and they are at critical risk of harm in their current living environment;
- c) someone who is in the early stages of a terminal illness and wishes to move to more suitable accommodation;
- d) someone who is overcrowded or under occupying in a family home;
- e) someone who is at risk of homelessness within 28 days.

10.0 Requesting specific accommodation

It will not usually be possible to request specific units within extra care housing schemes. However there may be specific circumstances where there is a need for a specific floor or apartment within a scheme. This information may be considered by the Panel as part of the nomination process when specific information is provided:

- a) establish why a particular floor is required, where there is more than one floor (all schemes will have at least one lift);
- b) establish if and why a particular flat is needed. Confirm the distinction between a want and a need;
- c) establish why a flat with full adaptations is required (input from an occupational therapist will be required to determine this need);
- d) a care needs assessment will need to be carried out by Adult Care.

11.0 Equal opportunities

The Extra Care Housing Panel is committed to providing housing services to the whole community and will not discriminate against any applicant on the basis of their ethnic origin, religion, gender, sexual orientation, disability or race. The Lincolnshire Councils value the diversity of our communities and will monitor referrals to the services to ensure that services are accessible to all members of our community.

12.0 Complaints

Complaints regarding the nominations process will be processed through the nominating organizations complaints policy. Complaints regarding decisions taken by the panel or organisations not to accept individual nominations must be made directly to the Chair of the panel who will agree which organisation is best placed to lead on the response.

13.0 Appeals

Individuals being referred to extra care housing will be entitled to appeal against decisions not to nominate made by the Extra Care Housing Panel. All appeals will be referred to the County Manager with responsibility for extra care housing. Appeals will be about the decision rather than the process. The Extra Care Housing Panel will be consulted on any appeals and their views will be taken into consideration. The Chair of the Extra Care Panel will inform the nominee regarding the appeal decision and how this decision was reached.

Appendix 1 - Extra Care Panel Terms of Reference

1. Purpose of the Panel

The purpose of the Extra Care Housing Panel is to make decisions on nominations for Extra Care Schemes, and endeavor to maintain a balance of needs within the extra care community. The Panel will maintain a waiting list of assessed referrals ready for potential vacancies within the extra care housing schemes in Lincolnshire and ensure that assessments are kept up to date i.e. reflect changing needs.

The Panel meeting is held as part of the nomination and care co-ordination process and to ensure the most appropriate use of resources before the housing provider agrees a tenancy to an individual wishing to access extra care housing. The Panel will feedback information regarding demand and community mix at various liaison meetings at forums as required.

2. Panel process

The Panel will look at referrals from people who request extra care housing using a care assessment needs application form to ensure the referrals meet the panel eligibility criteria and that reasonable preference is given to those with appropriate needs.

The Panel will make recommendations to Lincolnshire County Council, District Councils and housing providers in order to nominate to the most suitable Extra Care scheme.

The Panel must consider the need to maintain a balanced community, but should assess each applicant against the following criteria:

- a) care and support needs, and the ability of the care provider to meet those needs;
- b) housing need;
- c) ability to live in a community with others, where relevant;
- d) willingness to accept the need for supported housing;
- e) carer's needs where relevant;
- f) any other factors, which may affect the supply and demand for supported housing.

Once the Panel decides on a suitable nomination this is forwarded to the housing provider to progress. This will also require a notification to Brokerage to source the care.

The Panel is also responsible for ensuring, whenever possible, that there are assessed individuals on the waiting list for the various schemes across the County.

3. Membership

The Panel will consist of:

- a) Representative from Adult Care Operations
- b) Representative from Adult Care Brokerage
- c) Representative from the relevant (scheme specific) District Council
- d) Representative from the relevant housing provider
- e) Representative from the relevant care and support provider

The panel Chair will ensure that all relevant officers are invited to attend the meeting. Where officers are unable to attend the meeting they will arrange for a suitable deputy to attend. To be quorate all members or deputies need to be in attendance.

4. Meetings

The Extra Care Housing Panel will meet Quarterly (more often depending on the number of referrals). Extraordinary meetings can be arranged as necessary by the Panel Chair and it would be expected that the panel would meet more often when a new scheme is nearing completion.

The meetings shall be convened by Lincolnshire County Council by giving the members not less than 5 working days' notice of a meeting, unless the business to be considered is urgent.

The representatives at the meeting shall have one vote each to determine suitable nominations. In the event of a tied vote the Chair shall have a second or casting vote.

Members will be required to take an active part and should be in a position to decide whether individual referrals can fit into the balanced needs of the scheme and will also highlight any particular risks as part of an individual referral.

5. Referrals to the Panel

Referrals will usually be sent on the extra care referral form by the Adult Care worker via Mosaic. Referrals can be made direct via the individual or through a nominated Officer/ advocate via secure email. The Chair will ensure that all completed referrals are saved in a secure location. Any referrals not fully completed will be returned to the nominated officer or individual to request more details. Once the details are completed in full the Chair will pass the details to all members of the panel to be discussed at the next meeting along with any supporting social care or health assessment information. The Chair will

make enquires prior to the panel meeting as to the availability of accommodation at the various schemes within the County.

If the case is considered to be too urgent to wait until the next proposed meeting then an extraordinary meeting will be called via the Chair.

6. Availability of extra care housing

The Panel recognises that the final decision as to who is made a formal offer of accommodation is made by the individual housing provider. All verification and background checking regarding the referral will be completed by the housing provider with input from the care provider / care manager as necessary.

7. Reporting

The panel will report periodically on the numbers of nominations and subsequent allocations, the number of available voids and progress of the development of the schemes to the Housing, Health and Care Delivery Group.

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