



CITY OF
Lincoln
COUNCIL

CITY OF LINCOLN COUNCIL
WORKING IN PARTNERSHIP WITH
LINCOLNSHIRE COUNTY COUNCIL

Extra Care Housing and Linked Facilities at
De Wint Court, Bowden Drive, Lincoln

CARE VISION

June 2019

CONTENTS

	PAGE
1 SCOPE	3
2 KEY PRINCIPLES	3
3 DEFINING CARE	3
4 WELL-BEING FOR ALL	4
5 TARGETED WELL-BEING	5
6 PERSONAL SOCIAL CARE	6
7 COLLABORATION WITH HEALTH CARE SERVICES	6
8 SAFEGUARDING	7
9 AFFORDABILITY AND VIABILITY	7

1 SCOPE

- 1.1 This document is intended to define the vision and components of the care environment and service on offer at De Wint Court. It helps to underpin the shared vision for care of CoLC and LCC and enables other key stakeholders and service providers for the scheme to develop their engagement and services within a well-defined framework.

2 KEY PRINCIPLES

- 2.1 Both CoLC and LCC have some over-arching aspirations for what the new De Wint Court will achieve. These are the key principles which both partners feel should govern the aims and operation of the scheme and its services are:
- 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.

3 DEFINING CARE

- 3.1 CoLC and LCC define care in the extra care context in a broad way which encompasses different levels of provision and services. These divide naturally into four elements:
- a. **WELL-BEING FOR ALL** – which refers to the general character of the physical environment and the general service offer and model provided to all residents.
 - b. **TARGETED WELL-BEING** – which refers to specific and defined support services which are provided to residents identified as eligible for additional targeted support in order to promote their independence.
 - c. **PERSONAL SOCIAL CARE** – which refers to dedicated professional care services provided to those residents who are assessed as having a eligible needs, for structured personal social care in order to maintain their independence.
 - d. **HEALTH CARE** – which refers to health treatments for recognised medical conditions whether these be acute or chronic conditions.

CoLC aims to provide the first element (a) of the caring environment within the core offer at De Wint Court. LCC aims to make its well-being provider available to provide elements (b) and (c) to the residents it nominates as well as others by agreement. some residents may choose a personal budget and purchase their own care service outwith that provided by the existing provider for the area. Health care provision – element (d) - will rely on existing services in the Lincoln locality but the need for health care can impact on other aspects of care, for example targeted well-being or personal social care so this emphasises the need for flexibility in service delivery and a person-centred approach.

4 WELL-BEING FOR ALL

- 4.1 This component of the care environment will be a core responsibility for CoLC in its design, maintenance and day to day operation of De Wint Court. Meeting the costs of this important general level of physical provision, facilities and services will be met through a combination of rents, service charges and some specific charges for special services such as meals and for some social activities like outings for residents.

SPACE AND FEATURES IN THE HOME

- 4.2 These make a very important contribution to the caring environment and to well-being for residents. CoLC will aim to achieve a high-quality home environment for residents which:
- a. Is accessible, including for people with impaired mobility
 - b. Provides space for hobbies, visitors and in some instances for live-in care
 - c. Offers good levels of storage
 - d. Provides storage and charging facilities for mobility scooters and wheelchairs
 - e. Has good levels of home and scheme security
 - f. Provides the reassurance of an alarm call connection and the potential to be enhanced with other technology to help with formal care services.

FACILITIES AND SERVICES

- 4.3 The wider extra care offer for residents will be focused on well-being and include:
- a. a generally comfortable, modern and attractive environment
 - b. a scheme layout and design which helps residents to circulate easily, identify their individual homes readily and stay safe
 - c. good indoor and outdoor spaces for socialising and for activity
 - d. an operating ethos and design which promotes neighbourliness
 - e. access to affordable and nutritious meals within the scheme
 - f. trusted staff with an enabling attitude
 - g. a dedicated caretaking service
 - h. good general housing related advice and sign-posting of other services
 - i. links to the wider community and the use of space at the scheme by other local people so that De Wint Court is well integrated in its locality and its facilities are well used.

5 TARGETED WELL-BEING

- 5.1 LCC recognises that the provision of targeted well-being services for older people has good preventative benefits and helps to promote independence. It commissions a county-wide well-being service for adults over the age of 18.
- 5.2 Provisionally, it is anticipated that the targeted well-being service at De Wint Court will be provided as part of the county-wide service commissioned by LCC in line with the existing service scope and eligibility. This will provide residents living at De Wint Court targeted support where their needs are such that a well-being intervention is required over and above the base service provision available to all residents.
- 5.3 Where possible, the targeted well-being service will flex around a resident's specific and changing needs and subject to the nature of the specific Wellbeing intervention, will have a temporary duration of no more than 12 weeks. This 'generic support'

offering is geared to assisting residents through episodes of increased vulnerability. Those episodes may be linked to periods of poor health and/or medical treatment or issues connected to changes in financial circumstances or key relationships.

5.4 Targeted well-being services are likely to include:

- a. An assessment of eligible residents referred, considering both the individual and their environment, and providing clear recommendations for service delivery next steps and beyond
- b. a generic support service, tailored to each resident's needs as identified in their assessment, normally with an anticipated timeframe for intervention for up to a maximum of 12 weeks, but ensuring appropriate local support mechanisms are in place once the period of generic support has finished.
- c. 'Generic support' could include support for a wide range of requirements. Some illustrative examples are included below:
 - i. advising residents to manage changes in their general support network, including changes to their key relationships
 - ii. advising and guiding residents where relationship problems within the scheme are becoming acute, are affecting people's well-being and are beyond reasonable housing management actions
 - iii. providing additional advice or advocacy for people experiencing significant financial problems, including problems with benefit entitlement which are beyond reasonable housing management actions
 - iv. other support, advocacy or sign-posting where a higher degree of specialist knowledge and skills are required than that available in the scheme's general housing management
- d. Where necessary, assisting residents to resettle into their home after periods in hospital
- e. Where necessary, a response service to attend a resident at home upon notification to the telecare provider that the resident requires assistance. This would be subject to a financial contribution from the resident.

5.5 In addition to targeted well-being, support is provided by Adult Care key workers to eligible residents and this may include similar types of support to those referenced in paragraph 5.4, under the generic support heading. For example, supporting and advising residents to manage changes in their general support network, including changes to their key relationships.

6 PERSONAL SOCIAL CARE

- 6.1 LCC intends to nominate residents for not less than half of the dwellings available (and always 35 or more) and anticipates that most, if not all, of these residents will have a requirement for medium to high levels of personal social care.
- 6.2 LCC will commission a dedicated care provider to deliver the personal social care service at De Wint Court. Although a dedicated service, with the care provider having the opportunity to locate an operating base at the scheme, the style of service will be home care and the level of input for residents will be based on an individual care assessment and a clear care plan.
- 6.3 Residents nominated by LCC and assessed as requiring personal social care within the scheme setting will generally have their care costs funded by LCC and subject to a financial assessment in line with LCC's charging policy, by an appropriate client contribution. Other residents living at De Wint Court who were not nominated by LCC can also secure a personal care service from the dedicated care provider, which subject to eligibility may be funded in whole or part by LCC. The personal care service for eligible residents will be specified by LCC and include:
 - a. Assistance with day to day basic needs such as washing, bathing, getting up or going to bed, getting dressed and meals preparation
 - b. Liaison with wellbeing and housing management staff to make sure that a resident's needs are looked after as effectively as possible across the spectrum of provision at De Wint Court.
- 6.4 Individual residents have the right to choose an alternative care provider in circumstances where they commission and/or fund their own personal social care.

7 COLLABORATION WITH HEALTH CARE SERVICES

- 7.1 Both CoLC and LCC recognise the importance of linking service delivery at De Wint Court with the operation of health services locally. This might simply be a need to co-ordinate the input of district nursing services for some more vulnerable residents. However, it is also likely to include effective liaison with GPs or with local hospitals during periods when residents are experiencing poor health or require specific treatments.
- 7.2 Liaison is likely to relate mainly to individual resident circumstances and mainly be managed by staff charged with the targeted well-being or personal social care services.
- 7.3 It will also be an aim of the operation of De Wint Court generally for there to be standing liaison with the NHS. This should extend to a representative from the Clinical Commissioning Group (CCG) (or other representative local primary health body) attending regular meetings with CoLC and LCC to monitor the operation of the scheme.

8 SAFEGUARDING

- 8.1 Safeguarding is the responsibility of all organisations and staff involved in delivering services, be they housing management, Well-being for all, targeted well-being, personal social care or health care services, and involves ensuring that residents are not exposed to undue risk including in the home and monitoring their needs as they change.
- 8.2 LCC will oversee any safeguarding investigations and actions leading from such an investigation.

9 AFFORDABILITY AND VIABILITY

- 9.1 CoLC has promoted the development of extra care housing at De Wint Court with affordability of rents and other services as a guiding principle. The combination of rent levels and service charges for the general operation of the scheme are intended to make De Wint Court an especially competitive offer. CoLC is aiming to extend this principle to meals provision, with residents expected to pay lower prices than other users of the catering facilities at De Wint Court.
- 9.2 LCC is contributing to the scheme in the spirit of achieving good affordability characteristics. It intends to commission high quality but competitively priced targeted well-being and personal social care services. For residents whose care costs need to be met by their own resources, these will be priced fairly and competitively.

This page is intentionally left blank