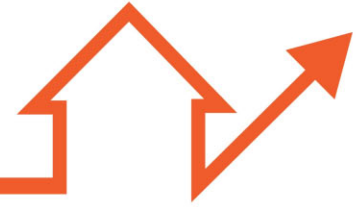


Caerphilly Homes

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Your Homes – Our Promise

**The Review of the Council's
Sheltered Housing Service**

Consultation Meetings – Tenants Handouts



1. The Review of the Council's Sheltered Housing Service

Thank you for taking part in this second consultation meeting, which, as mentioned in our invitation letter, is one of a series of identical events being arranged at each of our 38 sheltered housing schemes.

There are two important reasons for us asking you to the meeting:

- Firstly we wanted to have everyone in the scheme together so we can give you a presentation on the Consultant's Independent Report on the Council's Sheltered Housing Review.
- We also wanted to give you an opportunity to ask questions about the Consultants Independent Report review, which we will answer during the meeting.
- This handout has been prepared so that you have written information about some of the issues highlighted in the independent consultant's report. Please share this information with your family and / or friends if you wish.

2. Proposed Cluster Groups

The table below provides details of the cluster groups suggested by the Independent Consultant in the Review Report.

Proposed Cluster Group 1	Total Number of Units
Ty Isaf	12
Waunfawr House	22
Hafod y Bryn	29
Britannia Close	30
St Mary's Court	33
Castle Court	55
Total No of Units	181

Proposed Cluster Group 2	Total Number of Units
Gwyddon Court	36
St Peter's Close	29
Highfield House	20
Ty Melin	33
Maesteg	27
Horeb Court	20
Total No of Units	165

Proposed Cluster Group 3	Total Number of Units
Grove I	26
Grove II	36
The Willows	28
Pleasant Place	30
Greenacres	31
Glynderw	32
Total No of Units	183

Proposed Cluster Group 4	Total Number of Units
Ty Mynyddislwyn	28
Alexandra Court	19
Woodland View	21
Ynyswen	19
Ty Bedwellty	25
Bryn Road	37
Total No of Units	149

Proposed Cluster Group 5	Total Number of Units
St Clare's	31
Prospect Place	29
Glynsyfi	32
Ysgwyddgwyn	24
Total No of Units	116

Proposed Cluster Group 6	Total Number of Units
St Gwladys Court	21
Oaklands	31
Waurhydd	31
Heol Islwyn	31
Y Glyn	36
Total No of Units	150

3. Proposed Key Tasks for Housing and Support Assistants

- Signing up new tenants
- Conducting needs and risk assessments to inform the support planning process for all new tenants. This meets a Supporting People requirement
- Completing outcome based support plans with all service users and updating them on a 6 monthly basis or more frequently if their support requirements dictate
- Making contact with service users either personally or via the call system (as identified by the individual tenant's support assessment)
- Advising and assisting service users to enable them to:
 - Remain living independently in their own homes for as long as possible
 - Prevent admission to higher forms of care establishments
 - Prevent hospital admission/re-admission
 - Return home from hospital promptly
- Undertaking tasks that are defined as 'eligible' under the Supporting People Programme, e.g. welfare benefits advice, budgeting, enhancing social contacts, gardening, shopping, minor repairs *Note: in some instances the Housing & Support Assistants will facilitate the delivery of the tasks but will not undertake them*
- Ensuring that all service users' personal information is recorded in individual files and kept secure and confidential
- Promoting social/health/wellbeing events and assisting service users in setting up formal social committees
- Promoting the use of communal facilities to people from the wider community
- Working with statutory and voluntary agencies to facilitate their use of scheme facilities and so advance the preventative agenda
- Testing scheme-based emergency alarms
- Liaising with service users' relatives, carers and / or friends where appropriate
- Managing the allocation, repair and replacement of pendants
- Undertaking housing management duties as defined by managers.

4. PROPOSED BANDING SYSTEM

The requirement to assess the housing related support needs of each individual tenant leads naturally to the introduction of a ‘banded’ service with the intention of providing services according to people’s needs. Flexibility must be introduced into any banding system and the Consultant’s Report provides an example, which is shown below:

BRONZE SERVICE:

- A call monitoring alarm service
- A six monthly review
- Attendance at social and health and wellbeing events at schemes
- Support and assistance in times of crisis and emergency (4 – 6 weeks)
- Service upgrade to another band following request for a needs assessment

SILVER SERVICE: As for bronze service PLUS:

- A six monthly detailed support planning meeting
- Up to one face-to-face visit per week according to assessed needs
- Intercom calls according to assessed needs
- All visits and calls are based on assessed need
- Provide support and assistance in times of crisis and emergency
- The aim of this level of support is to maintain / increase independence
- Elements of the service will be aimed at crisis prevention, avoiding if possible the need for the tenant to receive higher forms of support on a longer term basis

GOLD SERVICE: As for bronze service PLUS:

- Assessment and agreement with the tenant of a package of support in liaison with other agencies. Support reviewed on a 6 monthly basis or earlier if triggered by a change in need
- Up to 5 visits / Intercom calls per week as agreed during the support planning process and based upon needs
- Liaison with referring agencies, where appropriate, to arrange joint support planning meetings
- The aim of this service band is that, over time, tenants can maintain/regain independence and so remain in their own home and if practicable move to a lower band