



STRAND COURT
Hope Street
GRIMSBY
DN32 7AZ

**Providing Housing with Care for Older
People in North East Lincolnshire**

Information Leaflet

What is Extra Care Housing (ECH)?

Extra Care Housing schemes are being developed in North East Lincolnshire (NEL), to provide housing with care and support for older people as their needs increase. ECH represents a real alternative to traditional residential care as it allows people to retain their own property, address and front door, whilst having easy access to the care and support they need.

The first scheme, called **Strand Court**, was completed in July 2015 at Hope Street (off Albion Street), Grimsby and offers 60 specially designed ECH apartments for rental. Similar schemes in North East Lincolnshire are in the planning stages and will provide a total of 300 ECH flats over the next 5 years.

These individual apartments are grouped in a single building, set around communal facilities including a residents' lounge, restaurant, activity rooms and hairdressing salon with private landscaped gardens. People living in ECH still want to be part of their local community, so a number of the communal facilities, such as the restaurant, hairdressers and some activities are open for use by older people living in the local community, as well as residents. Strand Court is close to main roads, served by public transport and close to local community facilities, to enable independent living.

In ECH schemes a care team is available 24 hours a day, 365 days a year to provide care and support to those tenants needing it, and help in an emergency, such as when someone has an accident or becomes ill. This support is there to respond to individual needs, including help with things like cooking meals, personal care (for example washing, getting up or into bed), taking medicine or just getting around.

This availability of care and support is intended to help people to live as normal a life as possible in their own homes, providing the right amount of care and support to help people achieve maximum possible independence and gives people greater individual say in how they live their lives and the services they use to help them do so.

Social interaction between residents is encouraged, for example by socialising in the restaurant and other communal areas, and through

planned activities that are of interest to individuals. Every individual is given the opportunity to access activities, enjoy informal social interaction with others to ensure where possible they contribute and help to sustain the life of the ECH community.

The wider community will be encouraged to utilize the ECH communal space to ensure that ECH is seen as an integral part of the local community.



Who can apply for Extra Care Housing?

To apply for Extra Care Housing prospective tenants must generally be over 60 and have an identified need for housing and care. Anyone who meets the ECH criteria can apply for an apartment. In exceptional circumstances it may be possible for a younger person to apply. The apartments are offered to people following a full assessment of their care and housing needs.

The allocation of the apartments is completed through a panel that will consider all applications and carefully look at the balance of need. They will then nominate people to the Housing Provider (or landlord) based on both priority of need and perceived benefits of a move to ensure tenancies are allocated to the most suitable applicants. The Housing Provider will make the formal offer of a tenancy to successful applicants and will make all the necessary arrangements to allow them to move in at the agreed time. Applicants who are not assessed as eligible can reapply if their needs change.

We currently only have the one ECH scheme, Strand Court, which is proving very popular and a waiting list is now being held.

The criteria used by the CCG for the allocation of places in ECH schemes are based on the following main areas of need:

- Physical needs - currently assessed needs and anticipated changes in social care needs and physical health needs.
- Emotional/Mental Health needs - assessed needs and any anticipated changes in mental health needs, including dementia and other age-related conditions.
- Social needs - these will relate to people's particular circumstances in relation to social contact with, and support available from, any partner or carer, family and friends and the wider community or neighbourhood in which they live.

The application process will ask about an individual's needs under these headings and this will provide a basis for any further assessments required prior to decisions being made. Details of any existing assessment or care services currently being used will be particularly relevant in deciding on a person's priority for a place in an ECH scheme. The aim will be to offer places to people with a range of needs, to encourage the development of an active and balanced community amongst the tenants in each scheme.

The ECH Coordinator works closely with Inclusion Housing to support applicants and to assess their suitability. The Coordinator is available to discuss further details on any aspect of ECH and the application process. See contact details on the back of this leaflet.



Who runs and manages the Extra Care Housing schemes?

Housing management

Inclusion Housing has a 20 year agreement with the CCG to provide rented accommodation and support for suitable people in Strand Court nominated by the CCG. They manage the tenancies of the new homes, including providing support to individuals as necessary and organize security, maintenance and repairs in the scheme. They also organize cleaning services to the communal areas and maintain the gardens and parking areas.

The scheme is managed on a day to day basis by a scheme managing agent, provided by Inclusion Housing, who has responsibility for making sure tenants receive appropriate housing and tenancy support, and that scheme facilities are of a high standard.

Catering facilities

The Cafe Vintage restaurant is available daily serving a wide variety of hot meals and snacks, sandwiches and a range of hot and cold drinks. Menus can be tailored to suit individual requirements and food can be pre ordered to take up to your own home. The service is managed by Care4All, a local charity. Care4All also provide a range of activities on site including Bingo followed by fish and chips, quiz nights, craft sessions and themed restaurant activities.



Care services

24 hour a day, 365 days a year care and support is delivered to those tenants needing it, and there is emergency help for all

tenants such as when someone has a fall or becomes ill. The service is delivered by Lincolnshire Quality Care Services (LQCS).

Support is tailored to individual needs such as personal care (washing, getting up or into bed), and taking medicines. LQCS can also offer private calls for example for shopping and domestic duties. LQCS care staff also support individuals to access the community and encourage and support residents to attend activities and social gatherings on site.

Activities

A range of meaningful activities are delivered by other organisations such as reminiscence, musical groups, knit and natter, arts and crafts.

Resident's Association

Led by Inclusion Housing this group is open to all residents and is currently being developed to ensure everyone who can has a say in how Strand Court is run. The Residents' Association provides an opportunity to offer and exchange ideas, volunteer for activities and outings, and to fundraise for example towards the cost of outings and equipment. All residents, close family and friends will be invited to attend a focus group several times a year to give feedback on the services at Strand Court and to inform on developments and key issues. Other ways for residents to be involved in the services being provided at Strand Court and to share information with residents and their families, are currently being explored.



What will the charges be for ECH?

The charges for accommodation and the associated services and support will include three main elements:

Rental of accommodation - the rental charge for the actual flat and associated housing management and support.

Service charges - a contribution to cover the cost of running and maintaining the property, including the cost of communal areas and services.

Home care charges - these will depend on individual circumstances and will be based on assessments of each person's level of care needed and their financial circumstances, in just the same way as for people living in their own homes in the community.

The levels of rental charge for accommodation and service charge for Strand Court have been worked out and agreed with North East Lincolnshire Housing Benefits, to ensure they are appropriate for this type of accommodation, in line with the local market.

- **Weekly rental charge (from April 2016 - reviewed annually)**
 - One bedroom flat £264.80 per week
 - Two bedroom flat £280.17 per week

In both cases, the full costs are eligible for Housing Benefits support.

- **Service Charge**

In addition to the rental charge there is a £14.81 weekly charge (from April 2016 - reviewed annually) per week per apartment to be met by all tenants for gas, water etc. Residents need to pay for their electricity charges separately.



What can I do if I am interested in renting one of the Extra Care homes?

For more information on Strand Court scheme, or to express an interest in this scheme, please contact Lucy Bowers the Scheme Managing Agent on 01472 808033 or e-mail: lucy.bowers@inclusionhousing.org.uk.

For more general information on extra care housing and the eligibility criteria please contact Sarah Moody, Extra Care Housing Co-ordinator on 0300 330 2815 or e-mail: sarah.moody2@nhs.net