

Medway Extra Care Accommodation Guidance



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What is extra care housing?

Extra care is a lifestyle choice and provides an alternative to conventional residential care homes and instead offers people the independence of their own apartment. Extra care housing is specifically designed and purpose-built for people over 55 years. An important feature of extra care housing is the creation of a lively, balanced community of people over 55 years of age who have varying care needs. Extra care housing aims to provide tenants with the perfect balance of independent living and support when they need it.

Care and support staff are on hand 24 hours a day, to deliver care (as part of a planned package of care) and to respond to emergencies. Care and support packages can be provided and adapted to suit the changing needs of tenants. A range of support can be provided including washing, dressing and personal care, as well as meals, shopping, laundry, medication reminders and some domestic tasks.

The delivery of extra care housing is a partnership approach, with housing associations working with staff from Medway Council's Adult Social Care Service and its Housing Department together with a Care Quality Commission Registered Care Provider appointed by the Council.



Montgomery Court - communal lounge

Why choose extra care housing?

Extra care housing is designed for tenants to live in complete comfort. All one and two bedroom apartments are comfortable and spacious. The Care Team are available 24hrs a day. There is a wealth of communal facilities including a restaurant or café, a communal lounge and some have a hairdressers and a shop. Apartments are self-contained with a full wet room, fitted kitchen and lounge.

As well as care and support all extra care schemes have on site staff who are responsible for delivering housing related support, which includes:

- Help with correspondence
- Support with money matters and benefit entitlements
- Working with tenants to offer activities to meet all tastes and interests
- Arranging weekly coffee mornings and other meetings to hear tenants views

Living in an extra care apartment is designed so that tenants feel they are at home, rather than living in a home.

How extra care housing is different to ordinary sheltered housing

Extra care housing has the added benefit of care/support staff available 24 hours a day on the premises. In an emergency, care staff aim to respond within 3 minutes.

Scheme Managers are generally available during normal office hours.



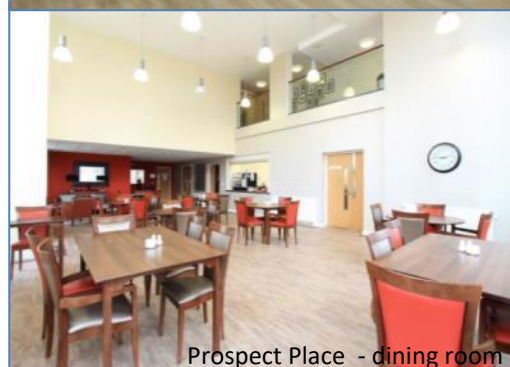
The benefits of extra care living

All extra care housing schemes in Medway benefit from:

- wheelchair accessibility with level flooring and wide accessed doors
- couples being able to stay together
- private and secure apartments
- door entry systems with intercom to every apartment
- care staff available 24hrs a day. Between 7am and 10pm care and support is provided in line with an individual tenant's care and support plan, as assessed by Medway Council's Adult Social Care Service. Between 10pm and 7am one member of waking night staff is available to respond to emergency needs
- pull cords fitted to apartments that are linked to an alarm service allowing tenants to alert care staff in an emergency
- access to assistive technology such as door activation alarms
- on site housing staff to help with housing related issues
- access to restaurant
- access to laundry facilities
- access to communal lounge
- access to gardens
- access to on site hairdressers
- access to mobility scooter store
- tenant activities including coffee mornings, tenant meetings and other events are organised in consultation with tenants. Tenants activities may be at a cost (dependant on activity)



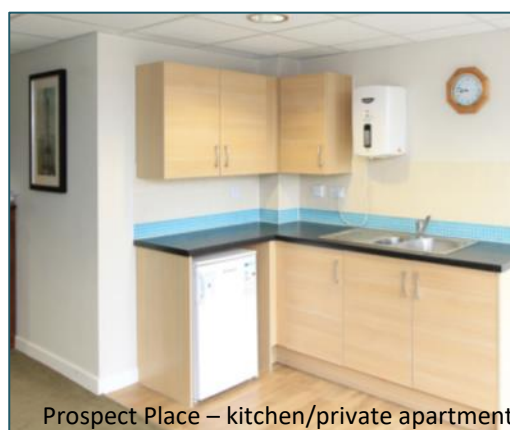
Montgomery Court – seating area



Prospect Place - dining room



Montgomery Court- private front door



Prospect Place – kitchen/private apartment

Location of extra care housing

Prospect Place - Gillingham



Blake Avenue, Gillingham, Kent, ME7 1FX

Provided by:
Housing & Care21

Number of apartments for renting:
60 (20 two bed and 40 one bed)

Bellerophon House - Rochester



Doust Way, Rochester, Kent, ME1 1HH

Provided by:
The Hyde Group

Number of apartments for renting:
41 (5 two bed and 36 one bed)

Montgomery Court - Wainscott



Choir Close, Wainscott, Strood, Kent, ME3 8FP

Provided by:
West Kent Housing

Number of apartments for renting:
62 (34 two bed and 28 one bed)

New schemes

Rogallo Place – Rochester



Horsted Way, Maidstone Road, Rochester,
Kent, ME4 6FE

Provided by:
Optivo

Number of apartments for renting or shared ownership:
63 (18 two bed and 45 one bed)

Atlas Place – St Mary's Island



St Mary's Island, Chatham, Kent, ME4 3AN

Provided by:
Optivo

Number of apartments for renting or shared ownership:
62 (34 two bed and 28 one bed)

What is shared ownership?

Low-cost shared ownership helps people who cannot afford to buy a home outright by allowing them to buy just part of their home. Having bought a part-share in a home, tenants then pay rent to the housing association for the remainder of the property. At a later date, tenants may buy more of the property. Tenants would be responsible for paying for a valuation of the property and the legal fees for buying it. Tenants would also be responsible for the maintenance and upkeep of the property as well as any associated lifestyle and care charges.

Shared ownership apartments will be available at Rogallo Place and Atlas Place.



Atlas Place – private apartments

How the service is delivered

When tenants move into extra care housing they would have an initial assessment with Medway Council and then a care and support plan would be drawn up. The assessment will determine the type, range and level of any care and support that is needed. The plan will set out what support and care each tenant requires from scheme staff as well as from other agencies. It will also give other information such as who should be contacted or informed if the tenant was unwell.

Once the tenant has had a chance to settle in to their new home, the on site care and support staff will review the care and support plan to ensure it still meets the needs of the tenant. Reviews will then take place at regular intervals. However, if the tenant or the care and support team feel there has been any significant change between standard review dates, the care and support plan can be adapted at any time.

How long can I stay at an extra care scheme?

Extra Care Housing aims to provide those with care and support needs with a home for as long as the care staff is able to meet those needs and the housing offer is suitable for those needs.

I don't have care needs, can I still live with my partner?

Yes you can live with a partner if they have care needs but you don't. However preference will be given to couples where both individuals have care needs.

Can family and friends come and visit?

Your family and friends can visit you at any time. If your friends and family would like to stay over night a pre-bookable guest room is available for a nominal fee and can be booked through the scheme manager.

What happens if my health gets worse?

Your needs may change over time. The care staff will be as flexible as possible to help meet your individual needs. Where there is a permanent change your needs will be reviewed by a social worker from Medway Council's Adult Social Care Services. The social worker will conduct an assessment and revise your care plan accordingly.

Who is eligible for extra care housing?

Eligibility criteria:

- Over the age of 55 years
- Have an eligible adult social care need
- Have a housing need
- Be a Medway resident or have a local connection to Medway
- Meet set dependency levels to ensure a balanced community

Understanding eligibility criteria

Over the age of 55

All applicants need to be over the age of 55 years to live at an extra care housing scheme.

Eligible adult social care need

The applicant has an eligible care need for care and support each week. Ideally, this must be for a minimum of five hours to qualify to live in Atlas Place or Rogallo Place.

A housing need

The applicant is unable to afford to purchase a property suitable for their needs in the private sector.

Owner Occupiers and people with savings/capital will be considered in the following circumstances:

- Where it is not possible to adapt the current accommodation to make it suitable for their medical condition;
- Where it is too expensive to adapt the existing accommodation to make it suitable for their medical condition and they cannot afford to buy or rent suitable alternative housing;
- The sale of the property would not enable the person to purchase or rent an alternative property suitable to their needs.

Be a Medway resident or have a local connection to Medway

- The applicant is currently residing in Medway and in receipt of care arranged by Medway Council
- Living outside of Medway, but in receipt of care arranged by Medway Council
- Resident in Medway and paying for own care or receiving care from friends/relatives

Cases will be prioritised in the following order:

- The applicant who has a 'local connection' with Medway Council through residency
- The applicant does not have a local connection but has family living in the borough
- The applicant does not have a local connection and does not live in Medway

Set dependency levels to ensure a balanced community

To ensure there is a balanced community of older people living in extra care schemes, the aim will be to adopt a model of care and support which provides for a mix of low, medium and high needs.



Examples of eligible care needs

The following factors constitute Social Care needs eligible under the Care Act 2014:

NOTE: This list is for guidance only. Each applicant will be considered on a case by case basis.

A person's needs meet the eligibility criteria if:

- the person's needs arise from or are related to a physical or mental impairment or illness
- as a result of the adult's needs the adult is unable to achieve two or more of the outcomes specified in the lists below
- as a consequence there is, or is likely to be, a significant impact on the person's well-being

Eligible care needs include:

- help with preparation of a meal
- help with getting up
- help with going to bed
- help with dressing
- help with bathing/personal care
- help with household management and help to maintain independence
- reasonable supervision of medication

Eligible housing needs include:

- being unable to get in or out of the home due to its location or design
- needing special adaptations to the home to enable maximum independence
- living in overcrowded or unsanitary housing conditions
- being homeless, or threatened with homelessness
- being unable to be housed in suitable alternative accommodation locally
- being unable to fund the acquisition of an alternative suitable home

Eligible housing support needs include needing:

- help in setting up and maintaining home or tenancy
- help in developing domestic/life skills
- help with advice, advocacy and liaison
- help in managing finances and benefit claims
- help in gaining access to other services
- emotional support, counselling and advice

The following is a checklist of conditions and circumstances which are likely to mean that extra care housing is not suitable. Where possible unsuccessful applicants will be signposted to alternative support options.

Medical needs

- Uses oxygen but is unless able to self-manage
- Is unable to self mobilise with an aid/partner/carer within the housing scheme
- Has behavioural problems associated with alcoholism or non prescribed drugs which cannot be managed via the help identified in the Care and Support Plan
- Has shown that there is evidence at the time of application that there is behaviour that poses an unreasonable risk to themselves or other people and is likely to impact negatively on scheme neighbours and/or the rest of the scheme community
- The applicant has a medical diagnosis expected to lead to any of the above within 6 months

Housing needs

- Has a history of anti-social behaviour likely to warrant a landlord obtaining a possession order
- Has a history of rent arrears with little or no satisfactory efforts made to repay debt
- Has no local connection to Medway Council and suitable housing, care and support needs can be met in applicant's own District/Borough
- Is able to meet the cost of providing appropriate housing from their own resources, and their home is suitable for delivering the required care and support
- There is evidence at the time of application that there is behaviour that poses an unreasonable risk to themselves or other people and is likely to impact negatively on neighbours and/or the rest of the scheme community



Rogallo Place – Artist impression of gardens

Safeguarding

Each housing association takes a zero tolerance approach to anti-social behaviour and will refer to their own policies and protocols to address reported issues.

Medway Council is part of Kent and Medway Adult Safeguarding Board; this is a multi-agency group that also includes Kent County Council, NHS England and Kent Police.

Examples of multi-agency principles and values:

- Adult safeguarding is a multi-agency responsibility and their policy and protocols have been produced on a multi-agency basis to ensure that agencies actively work together to prevent abuse and neglect and remain lawfully accountable.
- It is every adult's right to live free from abuse in accordance with the principles of respect, dignity, autonomy, privacy and equity.
- Priority should be given to the prevention of abuse by raising the awareness of adult safeguarding issues and by fostering a culture of good practice through support and care provision, commissioning, contracting and partnership working.
- Adults who are susceptible or subjected to abuse or mistreatment will receive the highest priority for assessment and support services. All agencies will respond to adult safeguarding concerns with prompt, timely and appropriate action in line with agreed protocols.
- The policy and protocols are applicable to all adult client groups whether living in a domestic setting, care home, social services or health setting or any community setting.

For more information on safeguarding principles, values, policy or procedures please visit the Medway Council Adult Safeguarding website:

<http://www.medway.gov.uk/carehealthandsupport/abuseprotectionandsafety/safeguardingadults.aspx>

Should a tenant experience abuse or neglect, or if any person is worried about an adult that they think may be at risk, they should contact the Adult Social Care Safeguarding Department on **01634 33 44 66** between 8.30am and 5pm or **03000 41 91 91** if calling outside of these hours.

How to apply for extra care housing

For rented extra care accommodation:

Allocations will be made in line with the local connection criteria and a 'points' based system looking at finance, care needs, housing needs and age profile. For more details please contact Medway Council's Access and Information Team, see page 20 for contact details.

When you apply:

1. You will complete an application form and submit to Medway Council (application forms are available to download from the Medway Council website or by calling the Medway Council Access and Information Team, see page 20 for contact details).
2. A social worker will review and confirm a qualifying social care need.
3. If the applicant does not meet the criteria the social worker will call to explain and if required signpost the applicant to other services.
4. If the social worker needs more detail of the applicants care and support needs in order to make a decision, they will call the applicant to discuss this with them personally.
5. The social worker will then use this information to determine the applicants care dependency level (low, medium or high needs).
6. If the applicant qualifies for extra care housing they will be added to a waiting list.
7. When a vacancy becomes available the housing association will contact Medway Council to jointly agree to nominate the most appropriate person on the waiting list, this will be done at the Lettings Panel meeting using a 'points' based system. The Panel will also ensure that the person still qualifies for extra care housing and that their needs can still be met by the on site care provider.
8. The applicant will be contacted to let them know a vacancy has become available and to establish if they are still interested in the accommodation (applicants can arrange to view accommodation prior to moving in).
9. A date for moving in and final details agreed by all parties and the applicant is supported to move in to their new home.

For shared ownership extra care accommodation:

Applications for shared ownership accommodation should be made directly with Optivo. Optivo keep a list of those applicants who are interested in extra care housing and when a vacancy arises an information pack will be sent to shared ownership applicants.

For more information or to apply please contact Optivo, see page 20 for contact details.

What is the cost of extra care living?

The cost of living in extra care housing varies according to individual circumstances; which scheme you choose and the facilities that are on offer there.

All applicants will have an adult social care assessment and financial assessment carried out by Medway Council. This will determine the care needs of the applicant and the level of contribution they would need to pay.

- **Rent**

Payable to the housing association for the use and occupation of the apartment.

- **Wellbeing Charge**

The Wellbeing Charge funds the provision of background support to ensure all tenants are able to benefit from:

- Emergency assistance from the onsite staff team 24 hours per day and in particular during the hours of 10 pm and 7 am
- Emergency personal care and assistance in communal areas
- Emergency personal care and assistance during activities

The Wellbeing Charge is currently £12.50 per apartment per week. This charge is means-tested and may be reduced following a financial assessment. It is a condition of Medway Council's care and support arrangements for extra care housing that all tenants pay this charge. Tenants remain liable for this charge during temporary absences, for example hospital stays and holidays.

The 24 hour per day cover is seen as an essential element of extra care housing. A tenant may not need to access the help available but has chosen to live in an extra care housing scheme in the knowledge that assistance can be provided if necessary and therefore has the peace of mind and reassurance that help is available.

How is the Wellbeing Charge paid?

- Tenants living in an affordable rent property and have chosen for the Council to arrange their care and support will have the Wellbeing Charge included within the financial assessment. This will be means tested on the tenant's income. The Council will then arrange to collect this on a monthly basis.
- For tenants living in an affordable rent property who have chosen not to involve the Council in the arrangement of care and support, then the Wellbeing Charge must be paid directly to the on site care provider. The

care provider will invoice the tenant directly on a monthly basis or alternatively arrangements can be made to set up the payment by direct debit.

- For people living in a Shared Ownership property then the Wellbeing Charge must be paid directly to the on site care provider. The care provider will invoice the occupier directly on a monthly basis or alternatively arrangements can be made to set up the payment by direct debit.

The Wellbeing Charge is payable at all times; including periods when the tenant is away, such as holidays, hospital stays or respite care.

Failure to pay any of the above charges will result in Medway Council instigating debt recovery procedures.

Medway Council reserve the right to increase the cost of the Wellbeing Charge on an annual basis.

- **Social Care Charge**

An hourly charge is applicable for any planned care and support you receive following an assessment of your needs. This charge is means-tested and may be reduced following a financial assessment. This charge is payable to Medway Council.

Applicants who have more than £23,250 in savings and other assets will have to pay the full cost of their care and support together with the Wellbeing Charge. Medway Council will carry out a means assessment for any applicants who have savings and assets less than £23,250 in order to decide how much the tenant would need to contribute to the cost of their care and support.

The amount to be paid will depend on the applicants financial circumstances and the services received. A Client Financial Assessment Officer from Medway Council will make arrangements to carry out a financial assessment. They will need details of income, savings, and any capital/property. The Client Financial Assessment Officer will then be able to calculate what the weekly charge will be (if any) that the tenant would need to pay. The assessment takes into account the tenant's income and assets and what they have to pay out. The purpose of this is to ensure the amount paid is affordable for the tenant and is in line with the Government's Fairer Charging Policy.

Medway Council reserve the right to increase the hourly rate for planned care as part of an individually tailored package of care on an annual basis. Council charges are reviewed annually.

- **Service Charge**

Payable directly to the housing association. This charge covers the facilities provided in the communal areas.

In some schemes the following are also included in the service charge:

- Hot water
- Heating
- Gardening
- Cleaning
- Window cleaning

- **Meals**

Bellerophon House and Prospect Place

Meals are available from the on site caterer/café. Costs are subject to change and vary depending on the housing scheme. For more information please contact your chosen housing provider, contact details on page 20.

Atlas Place and Rogallo Place

As part of the tenant's service charge, tenants will receive one cooked meal from the housing associations on site caterer on five days each week. Costs are subject to change and vary depending on the housing scheme. For more information please contact Optivo, contact details on page 20.

Montgomery Court

As part of the tenant's agreement, tenants will receive one cooked meal every day from the housing associations on site caterer. Costs are subject to change. For more information please contact West Kent Housing Association, contact details on page 20.

- **Utility charges**

Water and electricity: each apartment will be metered separately and the tenant will be invoiced directly from the supplier for their usage. In some schemes, the hot water and heating is covered within the service charge. Details will be included in the tenancy agreement.

- **Council Tax**

All tenants are responsible for paying their own council tax in accordance with requirements.

Frequently Asked Questions

1. I am a wheelchair/electric scooter user; will I still be able to move to an extra care housing scheme?

Yes, as long as you have eligible needs that can be met by the housing scheme. All extra care housing schemes have been built for those who have mobility needs in mind and cater for wheelchair/electric scooter users.

2. I have dementia, can I live at an extra care housing scheme?

Tenants need to be able to live independently and be able to manage their home. Every prospective tenant will be assessed to establish their suitability for living in extra care housing and to ensure that their care needs can be met.

3. I need to move closer to my family/want my mum/dad to move nearer to me, will this be OK?

The local authority requires prospective tenants to be already living within the Medway Council catchment area. Under certain circumstances, applicants who live outside the area may be considered on a case by case basis providing they can prove they have a local connection to Medway.

4. I have a house to sell; will I still be eligible to move to extra care housing?

Yes; providing you meet the eligibility criteria and will be able to take up a tenancy when offered. Please bear in mind the amount of savings you have may affect your eligibility to receive housing benefit.

5. Will I be able to bring my pet/s with me?

We have to consider the safety and comfort of all of our tenants and their use of the communal areas. Each scheme will consider pets on a case by case basis and tenants will need to follow any pet policies that are in place.

6. I love gardening; will there be any opportunity for me to continue doing this?

This will be dependent on the scheme and the local arrangements in place.

7. Will I have to change my GP?

Tenants will be responsible for arranging their own GP registration, so if this involves a move of surgery, it will be up to you to choose and organise this. Tenants may also need to make arrangements to change other providers such as dentists and opticians.

8. Can I arrange to view extra care apartments before I decide to apply?

The housing schemes will do their best to offer visits by appointment. If you apply for an apartment and are successful, you will be invited to the apartment to make sure you are happy with your new home before you sign the tenancy agreement.

9. I receive housing benefit now; will this still be paid if I move into an extra care housing scheme?

It is likely that if you receive housing benefit now and you move to an extra care housing scheme then housing benefit will continue to be paid for the elements of your rent that are eligible for benefit. This will be reviewed in detail as part of your financial assessment.

10. I don't know if I can afford the care I need.

If you currently receive care that is funded by Medway Council, they will assess your position under their Fairer Charging Policy. If you don't currently receive care but feel that you should, you need to request an assessment from Medway Council. Please talk to your social worker or contact Medway Council Access and Information Team on 01634 334466.

11. I currently have a carer/care agency that I would like to continue to use if I moved into extra care housing. Would this be OK?

Unless there are exceptional circumstances it is a condition that tenants accept care from the commissioned in-house care provider. There are usually benefits from using the 'in-house' team because they are based on site and available when you need to talk to them.

Medway Council is responsible for arranging the on site care provider. This must be a suitably experienced provider that is registered with the Care Quality Commission (the regulator for social care services).

12. Will the on site care provider ever change?

Medway Council is not able to guarantee that the on site care provider will always remain the same. When the Council's contract with the on site provider is due for renewal, the Council must give all providers who are interested the opportunity to bid for the contract. This is so the Council can guarantee that it is getting good value for money and a good quality service. Tenants will be informed when this occurs.

Contact details

Medway Council – Extra Care

If you are interested in any of the extra care housing schemes in Medway, or require an application form please contact:

✉ extracare@medway.gov.uk

✍ Placement Team, Gun Wharf, Dock Road, Chatham, Kent ME4 4TR

minicom: 01634 333111

or visit our website: www.medway.gov.uk/housing/extracarehousing.aspx

Extra Care Housing Providers:

Optivo Home Ownership Team: (Rogallo Place and Atlas Place)

☎ 0800 121 6060 or 01795 434 606

✉ contactus@optivo.org.uk

Housing and Care 21: (Prospect Place)

☎ 0370 192 4000

✉ Enquiries@housingandcare21.co.uk

The Hyde Group Empty Homes Team: (Bellerophon House)

☎ 0800 328 2282

✉ customerservices@hyde-housing.co.uk

West Kent Housing Association (Montgomery Court)

☎ 01634 718 333

✉ amanda.fairman@wkha.org.uk

Information accurate as of October 2017



This information can be made available in other formats from **01634 333333**

If you have any questions about this leaflet and you want to speak to someone in your own language please ring **01634 335577**

Bengali বাংলা 331780 Chinese 中文 331781 Gujarati ગુજરાતી 331782 Hindi हिंदी 331783 Punjabi ਪੰਜਾਬੀ 331784

Polish Polski 332373 Sorni کوردی 331841 Turkish বাংলা 331786 Urdu اردو 331785 Farsi and Dari فارسی 331840

Russian Русский 332374 Lithuanian Lietuviškai 332372 Slovakian Slovensky 331839