

Adult Social Care Accommodation Strategy for Older People 2016 -2026**PUBLIC CONSULTATION SUMMARY****1. Introduction**

A formal 12 week consultation on the draft Adult Social Care Accommodation Strategy for Older People commenced on Monday 4 July and ran until 23 September 2016. The consultation aimed to understand the level of support for proposals as outlined in the draft strategy and identify any areas that may not have been considered. The aim of the strategy is to support people to plan for their future accommodation so that they can remain active, independent, safe and healthy and thus prevent the need for health and social care services.

The consultation was specifically interested to find out what people know about housing related support services for people in their own homes and views about accommodation options for people in later life. The focus was on gathering feedback about ideas in the following areas:

- to improve information and advice to keep people independent;
- for encouraging more people to plan for later life;
- to make best use of extra care housing and the development of other accommodation options for older people;

The consultation documents; including the questionnaire with supporting information, the draft strategy and the annual Extra Care Review, were made available on the County Councils' website and available as a paper copies on request. Paper copies of the questionnaire were also distributed to all residents living in the extra care schemes where the council has contracts and at various events arranged during the consultation period. Supporting information was provided within the consultation document and participants were prompted to read the supporting information prior to completing the questionnaire.

2. Communication Plan

A Member's Briefing was sent to all Members of the County Council to launch the consultation and a press release was circulated.

Throughout the consultation period, a broad range of audiences were targeted and considerable efforts were made to raise awareness of the consultation and support opportunities to gather people's views. The target groups broadly consisted of:

- The people of Leicestershire (i.e. members of the public) especially those over the age of 55 years

- Customers/carers with experience of using or accessing Adult Social Care and/ or housing related support
- Partners/stakeholders especially agencies working with older people in relation to health, housing and social care.
- Providers/ organisations that could be directly or indirectly affected by the proposals.

In addition to the promotion of the questionnaire based method of responding, a number of focus groups were undertaken where people were invited to have their say and encouraged to complete the questionnaire, either online or in hard copy format (i.e. printed paper versions).

Tweets from the @LeicsCountyHall and @LeicsHWB accounts were made during the consultation period.

In total 326 customers, carers, staff, partners and other stakeholders attended 21 face to face meetings/ workshops where the strategy was discussed and a total 166 completed questionnaires were submitted either on line or postal.

3. Partner/ Stakeholder Engagement:

Due to the nature of the draft strategy and the need to join efforts with partners, engagement was undertaken during the development phase and requests for feedback with and through partner agencies prior to the launch of the formal consultation period were undertaken. Further communication with key partners took place in the early weeks of the consultation period with the aim of raising awareness of the strategy and further promotion and wider distribution of the consultation. Organisations were provided with posters, flyers and web-links and e- communications requesting distribution to anyone they thought would be interested in responding.

Partners who received correspondence included:

- District and Borough Councils across Leicestershire
- East Leicestershire and Rutland Clinical Commissioning Group (CCG)
- West Leicestershire CCG
- GP Surgeries
- National and local registered social housing providers and other housing providers.
- Various voluntary groups including; Age UK, The Bridge, WRVS, VASAL, Alzheimer's Society, VISTA, Centre for the Deaf, LAMP, Red Cross, British Legion, Voluntary Action Leicestershire, Citizen's Advice Bureau.
- Leicestershire Healthwatch

- Parish Councils across Leicestershire
- Community groups, churches and faith groups
- University Hospitals Leicestershire and Leicestershire Partnership Trust Communication Teams
- Residential Care Providers
- A service user, care, provider and staff engagement group (Making it Real)
- Local extra Care providers

A dedicated Extra Care Housing Stakeholder event was held and attended by 22 representatives from District and Borough Councils, Housing and Support providers, Health and Social Care (including GPs, CCGs and Leicestershire Partnership Trust) and Local Area Co-ordination. The event was used to explore issues around roles and responsibilities for the delivery of extra care, nomination and allocation procedures, what additional partnership working and social value extra care housing can potentially provide.

The Accommodation Strategy was presented to the Health and Wellbeing Board, West Leicestershire CCG Board and the Health and Housing Members Advisory Group.

The Housing Services Partnership Group and Chief Housing Officers Group have been involved throughout the development of the draft strategy and the consultation period.

An event was organised with the District/Borough Strategic Housing Officers which particularly focused on their comments on the draft strategy in relation to;

- ‘Current Supply and Demand’ and developing accommodation options for older people.
- Comments on draft strategy in relation to proposals for ‘Preventing Need’
- Views on Extra Care Housing annual review and recommendations
- Strengths, Weaknesses, Opportunities and Threats to inform the Final Version of the Strategy

Formal responses were received from Charnwood Borough Council and North West Leicestershire District Council which reinforced the discussions at the event.

The importance of joined up approaches and working between the County Council and the District/ Boroughs has been highlighted as necessary in order to make the most of the potential opportunities.

A meeting with Managers of Age UK and a workshop held at the Annual Parish Council Liaison event, attended by 22 people from various Parish Councils, helped to identify what they think are some of the key concerns for older people and their families and ideas for addressing these.

4. Staff engagement:

Internal promotion of the consultation included an article in Staff Matters, which is circulated to all staff electronically, and regular promotion throughout the consultation on the internal staff website.

Individual e-mails were sent to relevant teams within adult social care. Twenty of the 166 (12%) completed questionnaires were received from staff who work in Adult Social Care.

Other key staff groups were contacted including Public Health, The Better Care Fund Integration Service, the Lightbulb Team, Communities and Places Team, Local Area Co-ordinators, Strategic Property Services.

5. Public and customer/ carer engagement:

During the consultation period a total of 6 meetings were held with customers / carers and three meetings for members of the public, with a total of 132 in attendance. The majority of questionnaire distribution and requests were made to customers (197) and members of the public (52) totalling 86 per cent of all paper questionnaires distributed.

76 (47 per cent) of questionnaires were completed by over 55s either living in their own home (26%) or in specialist retirement accommodation (21%). In addition 9 completed questionnaires were received from a family member/carers or friend of a person living in extra care housing and 34 (21%) from interested members of the public.

In addition to the arranged meetings and questionnaire responses, four written responses were received, three of which were from individuals and one was from Leicestershire Campaign to Protect Rural England (CPRE).

6. Scrutiny:

A report was delivered to Scrutiny Committee on 6th September 2016 to update members on the progress of the consultation.

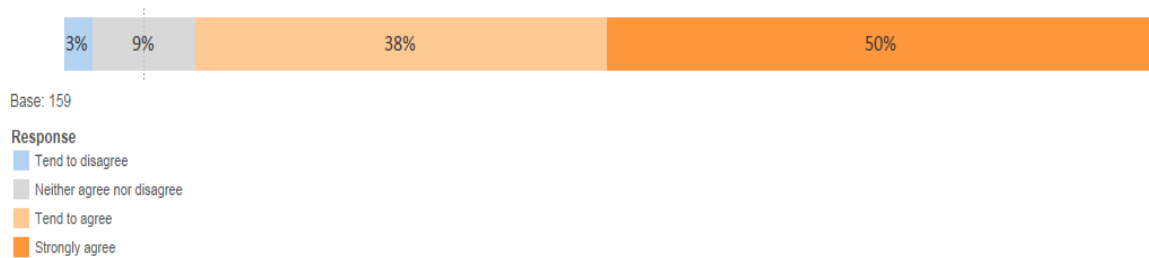
7. Analysis of responses

All feedback in workshops and meetings was recorded and key themes were identified. Not all respondents answered all the questions, analysis percentages are for those that did respond to each question: these statistics are contained in the tables in Appendix A.

8. Housing related Support Awareness / Information

Responses about awareness varied depending on the type of housing related support. Familiarity was highest for daily living equipment and home adaptations and lowest for shared lives and reablement support. The percentages of people who agree that they would like more information about the same housing related support did not vary significantly across type of housing related support.

Q7: To what extent do you agree or disagree with our ideas to improve information about housing support?



When asked about preferred sources when looking for information about how to make home improvements, or about accommodation options, search engine was the most popular, talking to friends or family came close second. Libraries, Council Offices were least popular when 'other' was discounted. A search engine was also the source that the majority of respondents said that they would go to first.

The majority of respondents (87%) agreed with our ideas to improve information about housing support. When asked for further detail about the response given, 43 per cent of comments expressed support for the proposals.

"There is not enough accessible information about available housing support for changing needs of the older population".

"Most older people and their relatives are not well informed about the plethora of support available. It is a complex web. What's needed is a one-stop shop...."

"This is a very common sense approach to meeting increasing needs".

18 per cent of the comments received related to the challenges associated with increasing awareness, promotion and/or ideas of how this could be achieved.

"People don't know enough and make do."

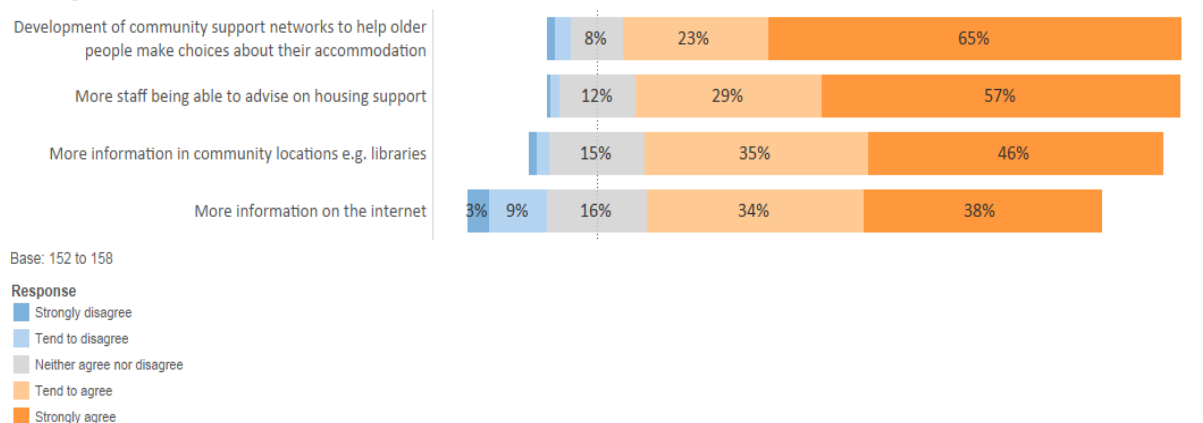
"I think the need is around persuading people to have the conversation and making the options attractive. The options listed recognise this, and appears designed to meet this need, but the work will be developing how this happens effectively."

9. Planning for Later Life

Meetings held with people who attend Age UK services and OPEN (Older People's Engagement Network) were generally in agreement with the proposals and highlighted the challenges associated with planning for later life due to the negative perception of ageing. They had strong views that people should have the right to choose to stay in their own home rather than feel they should move, particularly where homes were deemed to be suitable (e.g. already living on one level).

A high proportion of questionnaire respondents agreed with all of our ideas to help people plan for older age. The most popular idea was the development of community support networks to help older people make choices about their accommodation. All ideas received high levels of support but the highest level of disagreement was for more information on the internet (12%), when all results for all of our ideas were compared.

Q9: To what extent do you agree or disagree that the following options would help people plan for older age?



77 per cent of all responses included further ideas, including the targeting of efforts and recognition of the value and current limitations of the internet.

"I think the internet is an emerging source of information; more and more people in this age group are using it and, of course, this seems only likely to increase, but it is not yet the go to option for the majority."

Respondents were able to appreciate that older people are likely to need increased support and identified using GP and other data to detect which citizens are likely to need further support.

Responses about downsizing highlighted the need for sensitivity. Some respondents saying people shouldn't be made to feel obliged to downsize whilst others saying they would want to downsize if there were more available options but cost and protecting assets is a key consideration.

10. Extra Care Housing

Events held at the 5 extra care schemes in Leicestershire covered all aspects of the consultation about accommodation for older people, however they particularly focussed on understanding tenants views about;

- The thinking and reasons behind their decision to move into extra care.
- Their perceptions then and their perceptions now of extra care.
- What might have helped them when they moved and help others to think about this move in a more planned way, rather than at a time of crisis?
- Who could and could not benefit from extra care accommodation.

Respondents were overall positive about their move to extra care, could identify benefits to their lives associated with reduction in isolation after the move and would recommend extra care to others. However, perceptions of extra care housing prior to moving were generally negative; and some cases extremely so. In most of the cases discussed a professional or a family member introduced the concept of extra care and individuals were reluctant to make the move and only when a visit took place did people start to feel positive about the option to move.

“I was lonely at home but since living here I am not lonely now. Extra Care has helped me to stay independent”.

“I’ve been here one month and I love it, I should have done it a year ago but I didn’t know it existed. I’ve gained weight now I’m having a meal everyday”.

Location and having a connection to the local community was identified as a negative by tenants in some schemes.

Discussions around dependency levels, particularly in relation to people with dementia, were explored with tenants. Views ranged from those feeling confused residents should be in residential care to people identifying the need for extra support for people so it can remain a home for life wherever possible.

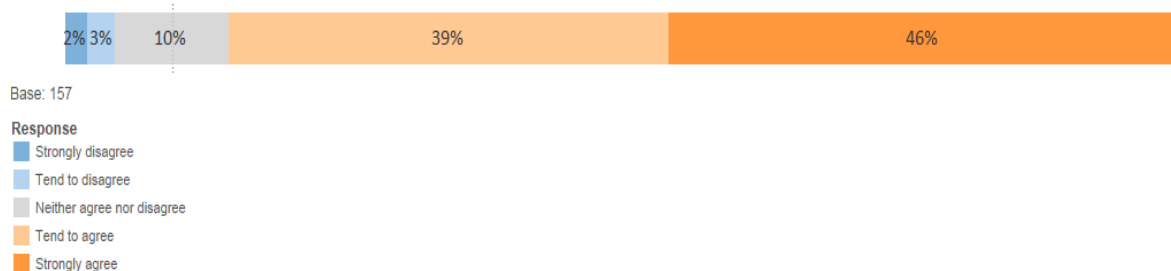
People felt there needs to be a better process for people moving in to explain all of the charges. Most of the residents don’t appear to know or understand what their contribution is or how it’s broken down.

A meeting with Extra Care Stakeholders made the following comments in relation to the Strategies proposal to make best use of available extra care housing:

- Develop Residents Champions and utilise personal capital, especially family support where available
- Clarifying care and support roles/responsibilities e.g. continence management.
- Try before you buy; invite for lunch/ use of guest flat etc
- Clarity about eligibility criteria is need.
- Tension arises if person with high needs can only be supported for short term.
- Challenges of filling large new schemes
- Training is needed for staff and tenants regarding dementia.
- Extra Care would benefit from range of health integration

The majority of questionnaire respondents (84%) agreed with our ideas for extra care housing and support and responses to the question asking for more detail demonstrated further support for the use of extra care housing and support.

Q11: *To what extent do you agree or disagree with our ideas for extra care housing support?*



11. Developing Accommodation Options for Older People

Meetings with District and Borough Council representatives highlighted the challenges associated with developing suitable housing for older people including the resistance from developers to build housing that would typically be suitable for older people including bungalows. There is lack of evidence of what accommodation is required and this is something that is required to support policy for development. The benefit of developing attractive accommodation options that encourage older people to downsize is the freeing of larger properties to the housing market.

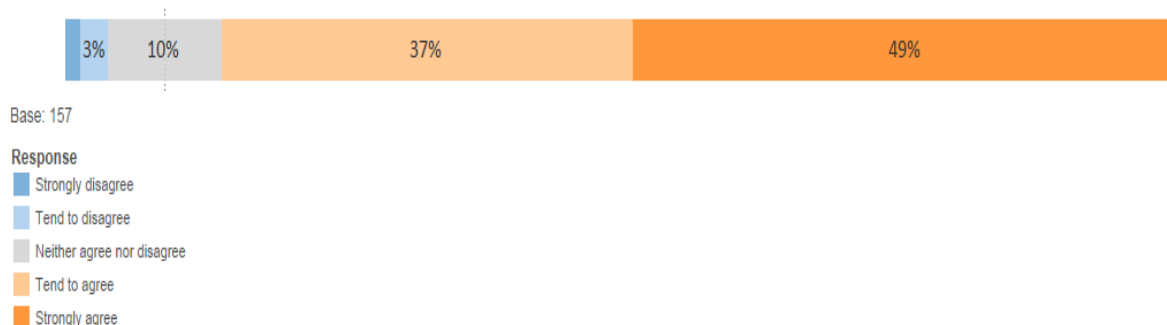
It was also recognised that currently there is no agreed definition for specialist accommodation; a definition would benefit and facilitate discussions and enable the collection of data and the development of an evidence base.

The meeting demonstrated a strong need for partnership working for successful planning, decision making and development, recognising that social care and housing work to different legislation and so solutions need to be jointly agreed. A number of specific suggestions were made, such as the use of sheltered schemes for the provision of reablement. Any specific recommendation would require partnership evaluation to determine viability and potential impact and effectiveness.

The importance of involving housing developers early in the process was recognised.

The majority of questionnaire respondents (84%) agreed with our ideas for developing accommodation for older people.

Q13: *To what extent do you agree or disagree with our ideas for developing accommodation options for older people?*



Support for our ideas was further demonstrated with the comments made when more detail was requested.

"We need more housing for our ageing population and there should be more choices not just "homes" as so many people refer to them. Extra care is the way forward but I believe they should provide things such as overnight care so that they really can be a home for life."

12. What's changed in the strategy as a result of the consultation?

Overall the comments from the survey and the consultation events were supportive of the ideas presented in the draft strategy and have greatly helped to develop the thinking and endorse the need for a proactive approach that is integrated and preventative but recognises that people's needs and aspirations are very individual.

The comments received have helped to inform the action plan that has been developed to implement the strategy going forward. The importance of promoting the development of local community networks and support has been strengthened in the action plan as a result of the consultation, recognising the need to build on formal and informal services and networks that already exist.

The need for more robust evidence regarding types and tenures of accommodation options to inform the strategy and call for future developments has been recognised.

Considering the specific support and accommodation needs of people with dementia and their Carers has been further highlighted from the consultation and embedded into the strategy and action plan for further attention.

The support for extra care housing as being a positive accommodation option for older people has been endorsed and the ideas provided will be utilised to support the further development of the proposed approach.