

Housing Learning & Improvement Network

Extra Care Housing What is it?

This factsheet gives essential basic information, explains the various forms extra care housing takes, and describes key ingredients and central principles.

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The Health and Social Care Change Agent Team (CAT) was created by the DoH to improve discharge from hospital and associated arrangements. The Housing LIN, a section of the CAT, is devoted to housing-based models of care.

Other Housing LIN publications available in this format:

Factsheet no.1: Extra Care Housing - What is it? *This factsheet gives essential basic information, explains the various forms extra care housing takes, and describes key ingredients and central principles (28.07.2003 updated August 2004)*

Factsheet no.2: Commissioning and Funding Extra Care Housing *Summary of essential facts about commissioning extra care and other housing based solutions for care. Most important facts about funding, what is involved, who is involved, who has to be involved and how long projects can take.(28.07.2003 updated August 2004)*

Factsheet no.3: New Provisions for Older People with Learning Disabilities *An introduction to the characteristics and needs of an emerging group to be provided for in developing new housing and services for older people. This includes extra care (23.12.2003 updated August 2004)*

Factsheet no.4: Models of Extra Care Housing and Retirement Communities *An explanation of the different types of retirement community and examples of how key decisions about the choice of model are made (04.01.2004 updated August 2004)*

Factsheet no.5: Assistive Technology in Extra Care Housing *AT can play a part in supporting people in extra care housing. Summary of the most common applications, with examples and where to get more details (20.02.2004 updated August 2004)*

Factsheet no.6: Design Principles for Extra Care *Basic information about key design principles and issues to consider when designing and developing a brief for a new Extra Care Scheme. Variety of models and ways of developing a range of different sites (26.07.2004)*

Factsheet no.7: Private Sector Provision of Extra Care Housing *The private sector has had an involvement in the provision of extra care housing for at least 20 years. This factsheet is intended to help statutory authorities commissioning extra care housing and private developers work together with a better understanding (21.07.2004)*

Factsheet no.8: User Involvement in Extra Care Housing *The role of the users in the development and management of extra care schemes, linked to concepts of independence, self determination, control and choice, key themes in national policy (August 2004)*

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Commissioning Housing Based Models for Care

Essential Short Facts: Extra Care Housing

Fact Sheet 1. What is it?

Extra care housing, also called very sheltered housing is increasingly popular. There is widespread interest in it because it can replace some or all residential care and plays a useful role providing respite care and a base for good intermediate and rehabilitative care. Most importantly it has the flexibility to provide added health gains, and reduce pressures on acute services, such as tackling delayed discharges from hospital. It is also a popular choice amongst many older people.

There is more than one kind of extra care housing and all types are useful. This factsheet gives essential basic information, explains the various forms extra care housing takes, and describes key ingredients and central principles. You should also see other documents on the Housing LIN website at www.changeagentteam.org.uk/housing

What is extra care housing?

It is a *concept* rather than a housing type that covers a range of specialist housing models. It incorporates particular design features and has key guiding principles. It can be referred to by several different names. For simplicity's sake we have used the term extra care throughout. Extra care housing can be owned, rented, part owned and part rented and leasehold. Some developments mix types of tenures. Most extra care in the UK is developed with public subsidy by housing associations, but a thriving commercial sector exists too.

The most important fact is that extra care housing is housing first. It isn't an institution and should not look or feel like one. People who live there have their own homes. They have legal rights to occupy. This means there is a clear distinction between extra care housing and residential care as recognised by the Commission for Social Care Inspection. Further information can be found by going to www.csci.org.uk. The subject will also be covered in a forthcoming Housing LIN fact sheet.

What is it for?

Mainly to provide housing that enables people to age in place. It should have design features that encourage ageing in place, help people to self-care for longer and, promote independent living. Design features are described in more detail later on. It is also used as a base for providing intermediate care, rehab services, day centre activities, ageing well and keep fit, floating support for older people living nearby who need a bit of help and for community based teams of domiciliary care and health workers providing therapy and nursing.

Frequently asked questions on using specialist housing for intermediate care:

Why use extra care for rehab or intermediate care rather than someone's own home?

Why not use the community hospital instead of extra care for rehab?

Answers:

The great advantage of extra care (and some ordinary sheltered housing) is that the living environment is ideal for people who could manage independently with care and support and rehab but who cannot go home because their home isn't suitable, and they need to build up their daily living skills and confidence. Examples shown later on explain more about the ways extra care provision can do these things.

Community hospitals cannot provide a good environment to realistically test out someone's ability to live independently, or help people assess their daily living skills at home.

Extra care and other housing based solutions can give people a much better and safer environment than home. Some people who move into extra care housing for intermediate care find it so good they decide to move in permanently.

What does extra care housing look like?

Extra care might look like a small housing development, a small village, or a block of flats, or group of bungalows with a resource centre. It can be specially built, but can also re-use existing buildings. Sometimes existing buildings are 'remodelled' so they have better facilities and features, such as walk-in showers.

Extra care developments can contain a laundry for residents (or each apartment has a washing machine and dryer), lounges, meeting rooms, hobby rooms, and space for health or care staff. They may, but don't have to have a specially equipped bathroom for assisted bathing and a restaurant. Support and care is usually accessible 24 hours a day. The level of support and care required is something that has to be addressed by commissioners. For example, if people need waking night cover it is likely that support and care staff will have to be based at, or close to, the development. More information on this subject is given in *Fact Sheet 2 Commissioning and Funding Extra Care Housing* at, www.changeagentteam.org.uk/housing.

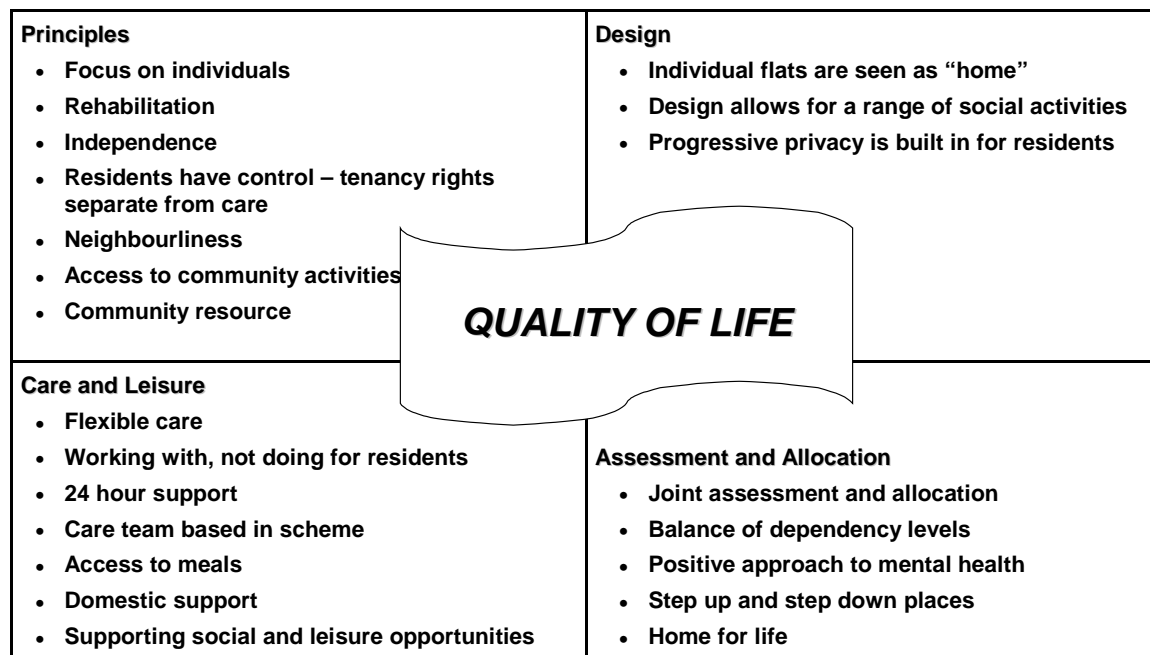
What are the main ingredients?

At its heart extra care housing is about 'quality of life' not just 'quality of care'.
The main ingredients are:

Principles Design Care and leisure Assessment and allocation

This is how it all works together

Ingredients of extra care housing



(Adapted from Fletcher P and Riseborough M et al (1999) *Citizenship and Services in Older Age: The Strategic Role of Very Sheltered Housing*, p 76.)

More on different types of provision

There are many types. Some are large scale and may contain up to 60 flats or a mix of flats and bungalows. Flats and bungalows may be built around the development and are occupied by people who don't need a lot of help at the moment but who have access to it when they do. Larger developments tend to have more facilities and services. They include 'extra care villages' and 'housing and care communities'. At the other end of the scale are very small developments of 6 apartments or bungalows.

An increasing number of developments provide services for the local community. Some also provide leisure and meeting places for many kinds of activities particularly in rural areas. If there is a restaurant it can be open to residents and their guests as well as the community.

More detailed information on different kinds of developments will be covered in future Housing LIN fact sheets and case study reports.

Who can extra care work for?

Extra care housing can enable most older people to age in place and recover from a stay in hospital, or have a break, regardless of their health or need for care and medical treatment. It helps people take care of themselves for longer. Medical care and community nursing is brought in exactly as it would be in ordinary housing.

Some extra care developments include a wing, or a part of the development, for people who have dementia. People who have moved into extra care and later develop dementia almost always continue to be supported by their neighbours. Moving people in with dementia to live alongside people who don't have dementia is generally not so successful, and is only appropriate where careful matching with neighbours is done, and staff are well trained to provide care and support. (Issues about extra care housing for people with dementia will feature in a forthcoming Housing LIN fact sheet.)

Extra care developments: Examples ²

Heathcote House, Brandon, extra care with dementia component

Purpose built extra care housing for rent in Suffolk

- 24 flats of which 8 are "extra care" for people with dementia in one area on the ground floor;
- 2 double flats in the extra care facility for the person with dementia and their partner/carer
- Also houses a 20 place day centre
- Psycho geriatric and risk assessments are done for all extra care tenants
- Heathcote House was developed in partnership between Orbit Housing Association and the local Social Services Department. Social Services provide the care service. The housing association provides basic support and housing management services

Barons Meadow/Esmond House, Orford, a rural development

Purpose built development of 6 bungalows for rent, plus community rooms and facilities much needed in this rural area

- Has a day centre attended by 15 people from local parishes
- There is a mini bus provided & funded by a local charity
- Flexible staffing arrangements provide home care and day care

² To speak to someone about the examples please see the 'contacts' at the end of the fact sheet

- Local people were closely involved in its development and use the community rooms and services

- Barons Meadow was developed in partnership between Orwell Housing Association, the County Council Social Services Department, Suffolk Coastal District Housing Department, the local community & a local charity

Basilier Court, Nottingham

A remodelled development with 24 flats and bungalows for rent

- Design and facilities changes were made to turn this into extra care from a sheltered housing scheme
- It is owned and managed by Tuntum housing association which, provides housing and services for Black and Minority Ethnic groups
- The aims are to promote independence, prevent admission to residential care and, provide an environment sensitive to tenants' cultural heritage

Blake Court, London, leasehold for sale development

A purpose built extra care development occupied by older people who are leaseholders. It has 73 apartments

- Apartments cost about the same as a 3-bed semi in the area.
- Residents have their own management committee – they control service contracts for managing the building, cleaning, maintenance and housekeeping
- A basic support service is available as part of the service charge
- Residents purchase support and care, or obtain them via state domiciliary services if they qualify. Care and support charges are affordable for anyone receiving Attendance Allowance and who has no other income than the State Retirement Pension. Most people are eligible for Attendance Allowance
- The aim is to enable people to maintain independence and live full lives

Who staffs extra care?

Staffing varies. Typically in developments with rented flats/bungalows there will be someone who manages the building, manages cleaning staffs and co-ordinates a range of services to do with the building and liaises with care and

support or other service providers. The manager is usually resident in or near the development. Some developments have several managers. Housing associations or a managing agent usually employs managers.

In leasehold and owner occupied developments the manager is usually the housekeeper. They have similar responsibilities to managers but may do some additional tasks, such as, manage catering staff and handyman services. A managing agent usually employs the housekeeper and the managing agent is employed under a service contract with leaseholders.

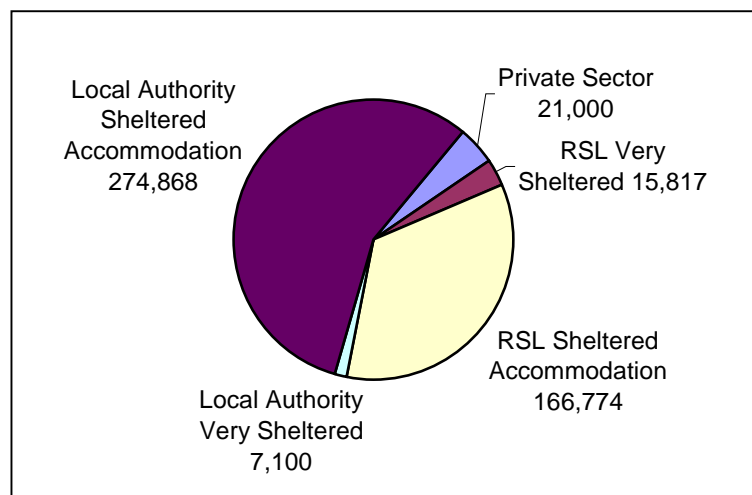
Care and support staff may be based in a development. They are sometimes employed by a care provider, which is linked to the housing association. Care may also be provided by other organisations. There is usually a contract to provide care, which is between the Social Services Department and the care provider. Alternatively, care and a domiciliary care provider may provide support. Regardless of the arrangements for care and support, if residents are assessed by Social Services as requiring care and by Supporting People³ as in need of support, they will have individual care and/or support packages that are tailored for them. Other staff may be based at a development if they provide services there or to the community nearby.

Who owns extra care housing?

Most rented extra care housing is owned by housing associations. Extra care housing that is leasehold is leased from a developer. This can be a housing association, another kind of non-profit or charitable organisation or a commercial company. Council Housing Departments and some Social Services Departments also own a proportion of extra care housing.

Providers of sheltered housing

Source: HIP returns, core and supported core data NHF (2001)



³ Supporting People was implemented in 2003 and it separates support from care and housing services. Housing Benefit no longer covers support charges. See www.spkweb.org.uk for more information.

To find out about the supply of extra care housing in England see the Property Locator on the Housing LIN website at www.changeagentteam.org.uk/housing

Key points and next steps

- The fact sheet gives basic information on extra care housing. It is not a type of housing it is a concept that covers many types
- There are guiding principles. Above all it is housing not residential or nursing care although it can play a part in re-provisioning residential care, and as a setting for intermediate care.
- The fact sheet gives examples of various extra care developments and is based on the most up to date information available.
- It is important to look at other sources of material given on the Housing LIN website which underlines the following:
 - The importance of understanding how extra care fits with strategic priorities for older people locally and in the future
 - The necessity of good partnerships at a strategic as well as at a service commissioning level – good commissioning cannot be done without such partnerships
 - Funding for future investment to achieve strategic priorities requires commissioners from health, housing, care and support working together. There are also regional changes affecting funding for housing and planning that have to be understood
 - It is vital to have intelligence about local markets and demand
 - Also to understand local supply and ensure that service commissioning e.g. for extra care takes account of what can be used and re-used or re-modelled
 - The philosophy of independent living and re-ablement require different staff skills and ways of working. There are implications for workforce planning

Want to know more?

The Housing LIN regularly holds workshops and training events. Events are being planned now for the autumn and winter of 2004/2005, which will build on guides and fact sheets and are intended to help commissioners get practical advice and develop best practice. Training material is being piloted now and will be available to partnership teams later in 2004. To keep up to date visit the Housing LIN website regularly

www.changeagentteam.org.uk/housing

More reading and reference material

See the Notes and presentations from a Master Class on New Strategic Working and Commissioning held at the University of Birmingham 7-8 May 2003 which are posted on the Housing LIN website.

An Introduction to Extra Care Housing. A Guide for Commissioners by Contact Consulting, published by DH 2003.

Citizenship and Services in Older Age: The Strategic Role of Very Sheltered Housing by Fletcher P and Riseborough M et al, published by Housing 21 in 1999.

Tomlinson Court. A New Approach to Rehabilitation in Sheltered Housing. Evaluation Report by Housing 21 in partnership with the Nuffield Institute for Health, University of Leeds. Available from Housing 21.

Also see other papers and fact sheets on the Housing LIN site

www.doh.gov.uk/changeagentteam/housing-lin.htm

Contacts

For more information on the extra care examples contact the following:

Heathcote House, Brandon	Orbit HA, Tel 024 76438000
Barons Meadow/Esmond House	Orwell HA, Tel 01473 2188818
Basilier Court, Nottingham	Tuntum HA, Tel 0115 9166066
Blake Court, London	Retirement Security Ltd Tel 01789 292952
Tomlinson Court, Derby	Housing 21, Tel 01494 685200.

Links

The Housing Corporation maintains an innovation and good practice database – for information go to <http://cig.bre.co.uk/igp/new/main.jsp>

The Joseph Rowntree Foundation regularly publishes reports and papers on housing and care issues – go to www.jrf.org.uk/home.asp