

# EXTRA CARE HOUSING - NOMINATIONS

(O.AL.01)

## EXTRA CARE HOUSING (EDENSIDE)

### 1. Background

Extra Care Housing schemes are specialist housing provision designed to offer safe, private and secure accommodation. Service users of schemes retain the independence of having their own home whilst enjoying the benefits of having staff on hand to provide planned and unplanned care and support.

The aim of Extra Care housing is to provide high quality housing, support and care services which enable, support and encourage people to live independently for as long as they wish to do so.

The provision of Extra Care housing avoids admission to hospital, increases the bed capacity within hospitals, increases the number of patients discharged from hospital, and decreases those who may have a need for residential care.

### 2. Nominations

2.1 The Nomination Process is open and therefore applications from individuals, their families or other stakeholders, e.g. Local Authorities will be considered. Those who meet the minimum criteria will require an assessment of care/ support needs prior to an applicant being nominated.

2.2 Once a nomination is made it will be the responsibility of Oaklea Trust to carry out its own verification procedures before a formal offer of accommodation is made. Oaklea ultimately has the right to refuse a nomination. However, if a refusal is made Oaklea's Customer Advice Team will record the refusal and the reason for it and will write to the individual regarding the decision. Appeals regarding a refusal to offer a tenancy will be made directly to Oaklea using its complaints/compliments procedures.

### 2.3 Extra Care Nomination Criteria

The applicant must be aged 55 or over (any partner should be aged 50 or over). Age will be the initial qualifying criteria, however, someone below this age with a long term disability will be considered. Couples are eligible to apply where one or both meet the criteria.

All applicants must demonstrate a local connection and should meet at least one of the following criteria:-

- A combination of housing, support and/or care needs, or are awaiting discharge from residential, nursing, hospital or other care settings, as identified by a Health and Social Care assessment of need or Oaklea Initial Visit Risk Assessment;
- Require assistance with their daily living tasks and/or personal care as identified by a Health and Social Care assessment or Oaklea Initial Visit Risk Assessment;
- Have care and support needs due to a range of difficulties or disabilities as identified by a Health and Social Care assessment or Oaklea Initial Visit Risk Assessment; or
- Be a carer with a son, daughter or dependent with a learning/physical disability who requires care and support.

### 3. Local Connection

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In order to access Extra Care Housing within Edenside the applicant must demonstrate a local connection.

To demonstrate a local connection, an applicant must satisfy at least one of the following criteria:-

- Have lived in Eden Valley for 6 months out of the last 12 months or 3 years out of the last 5 years;
- Have a close family association (parent, adult child or adult brother/sister) who is currently living in Eden Valley and have done so for more than 5 years;
- Have a need to be in Eden Valley to be near to a particular health facility for long term treatment;
- Have a need to be in Eden Valley to give or receive caring support.

If you do not satisfy any of the above criteria we may still consider your application if you can demonstrate your connection to the local area.

### 4. Extra Care Housing Allocation decision

- 4.1 The Oaklea Customer Advice Team will receive all administration relating to rented or shared ownership applications for Extra Care Accommodation at Edenside.
- 4.2 The Oaklea Customer Advice Team will collate the information for each application and make sure it is available for the Oaklea Senior Manager.

### 5. Dependency Levels

- 5.1 Oaklea will endeavour, wherever possible, to maintain a balanced community within the scheme.
- 5.2 A threshold of 80% of residents aged over 55 should be maintained at all times.
- 5.3 The balance of needs is shown below.

The figures are to be used as a guide only:-

- 30% of residents with a housing only/or low care needs
- 40% of residents who have moderate care needs
- 30% of residents who have high care needs

- 5.4 The level of need is determined by the amount of care hours required as part of an assessment by Care Managers.
- 5.5 Residents living within Extra Care Schemes will usually have care and support needs related to social/health difficulties, including disability; frailty; low level dementia/cognitive impairment; mental ill health or learning disabilities. Oaklea will endeavour to enable applicants to enter Extra Care accommodation at an optimum time for them.
- 5.6 Nominees may be living in residential care or sheltered housing but may benefit from Extra Care. A more independent lifestyle may be facilitated for some, whereas the provision of care or continued support will be of benefit to others.

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5.7 Individual Support Plans should be flexible to change over time to ensure they continue to meet the needs of the applicant and the needs of the scheme.

5.8 Maximum Dependency/Risk Assessment

If a resident requires care levels beyond the level that can be adequately met by the Extra Care Scheme, then Oaklea will work together with the individual, their families and other stakeholders to find a more suitable option for the individual.

### 6. Nominations for referrals in Priority need

6.1 There may be occasions when there are a number of referrals made at a similar time for accommodation at Edenside. In this case Oaklea will decide which referral to nominate by assessing if any of the individuals are in Priority need.

6.2 Individuals whose circumstances include one or more of the following may be considered in Priority need. If there were limited vacancies and more than one referral then these factors would ensure that these individuals had priority for the nomination:-

- Someone who is unable to leave hospital as they are unable to return to their current property.
- Someone who is living in an unsuitable property and they are at critical risk of harm in their current living environment.
- Someone who is in the early stages of a terminal illness and wishes to move to more suitable accommodation.
- Someone who is overcrowded or under occupying in a family home.
- Someone who is at risk of homelessness within 28 days.

### 7. Prioritising Apartments

Sometimes individual referrals will specify that there is a need for consideration for a specific floor or apartment within the scheme.

If this detail is given to Oaklea as part of the nomination then the following must be considered:-

- Establish why a particular floor is required (the scheme will have at least one lift).
- Establish if and why a particular apartment is required.
- Establish why an apartment with full adaptations is required (input from an Occupational Therapist will be required to determine this need).
- A care needs assessment will need to be carried out by Health and Social Care assessment or Oaklea Initial Visit Risk Assessment.

#### 7.1 Ground Floor Priority

The following consideration can be given relating to individuals as part of the nomination process if any or all of the following apply:-

- Nominees with phobias of lifts.
- Nominees requiring easy access to support staff who are generally based on the ground floor.
- Nominees who have severe visual or sensory impairments.

#### 7.2 First/Second Floor Priority

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For those individuals who would feel or would be more vulnerable on the ground floor.

### 8. Equal Opportunities

Oaklea is committed to providing services that will not discriminate against any applicant on the basis of their ethnic origin, religion, gender, sexual orientation, disability or race. Oaklea values the diversity of our communities and will monitor referrals to the services to ensure that services are accessible to all members of our community.

### 9. Recommending suitable nominations

If Oaklea accept the referral as a suitable nomination for Extra Care Housing then the referrer/nominee will be notified in writing of the outcome. Oaklea will then carry out all verification procedures before a formal offer of accommodation is made.

### 10. Complaints and Appeals

#### 10.1 Complaints

All complaints regarding the nominations process will be processed through Oaklea's complaints policy.

#### 10.2 Appeals

Individuals being referred to Extra Care Housing will be entitled to appeal against decisions not to nominate. All appeals will be referred to the Senior Manager with responsibility for Extra Care housing within Oaklea. Appeals will be about the decision rather than the process. The Oaklea Senior Manager will inform the nominee regarding the appeal decision and how this decision was reached.

Oaklea will maintain a waiting list of assessed referrals ready for potential vacancies within the Edenside, and ensure that assessments are kept up to date.