



CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

Safe, secure, with help on hand...

HOUSING WITH EXTRA CARE

SERVICE PROVISION SUMMARY

&

CHARGING POLICY

AUGUST 2022

Housing with Extra Care Safe, secure, with help on hand.

HOUSING WITH EXTRA CARE

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PART 1

HOUSING WITH EXTRA CARE : SERVICE PROVISION FRAMEWORK

1. Housing with Extra Care ...*Safe secure, with help on hand.*

Housing with Extra Care combines independent housing with flexible levels of care and support. Housing with Extra Care is purposely built accommodation, designed to meet the assessed care needs of adults requiring additional support.

Tenants have their own self-contained flat and a legal right to occupy the property, subject to the terms of their tenancy agreement, this contractual relationship is between the tenant (or their legal representative) and the Housing provider. Tenancies are offered to individuals on the basis that they accept the care and support services deemed appropriate to them following a person centred and outcome focused assessment.

2. Housing

Purposely built accommodation with easy to manage self-contained flats: comprising of hallway, kitchen and living area, bedroom and ensuite shower room. The flats have additional design features to adopt best practice in terms of dementia services and disability access. All tenants have access to emergency Telecare support and the communal areas associated with their property.

3. The Service

The service will support tenants to remain as independent as possible, with care and support staff available on a 24/7 basis to provide personal care and support. The level of care and support is designed to support Tenants with complex and/variable care and support needs.

Tenants continue to enjoy the benefit of holding their own tenancy and will be actively supported to maintain links with friends and relatives. Social work staff will continue to work with residents to achieve their personal outcomes utilising community-based services and Self-Directed Support when appropriate.

In addition to the direct care provision, Telecare services will be utilised to enhance independent living.

4. Level of Service

Services provided on-site include:

- Personal Care
- Assistance with medication management
- Emotional support
- Assistance with accessing other services
- Maintaining a safe and secure living environment
- 24-hour staff availability

5. Staffing

Care and support teams within the complex will help tenants to form an individual support plan. Underpinning this plan will be the provision of personal care services such as support to get up, wash, dress, and mobility assistance as required. Assistance with medication will also be available. The team of staff will work flexibly to support the tenants throughout the day and night. If a tenant has an emergency or problem at any time the care staff are on site to assist.

6. Allocation of Tenancies

An allocation panel will meet to manage applications for tenancies. The Panel will consist of the Manager for the Housing with Extra Care Service, allocations Office from Hebridean Housing Partnership, Social Work Team Leader and Commissioning Services and colleagues from services working within Health and Social Care as appropriate

The Panel will consider both the information from the housing application and the outcome focussed social work assessment. Prospective tenants will be issued with a step-by-step guide to the allocation procedure.

7. Tenancy Agreement

The Tenancy Agreement is a contract specifically agreed between the Tenant or their legal representative and the Individual Housing Provider.

8. Eligibility

Housing with Extra Care is available to individuals who have been assessed as having care and support needs and can provide support for Individuals/couples who:

- experience a significant degree of challenge to living independently and require support and care services throughout the day and night.
- have a current social work outcome focussed assessment that indicates that they have complex community care needs that can be met within the Housing with Extra Care service

9. Disputes, Complaints & Appeals

The Allocation Panel process will provide prospective tenants with an appeals process. Any complaints regarding the Housing with Extra Care service can be made through the Complaints Procedures of the Comhairle or the Housing provider.

PART 2

CHARGING POLICY

10. Legislative Context

This policy directly refers to Housing with Extra Care and the associated charges for this service provision. The financial assessment process, has been developed in accordance with the following Legislation:

- Social work (Scot) Act 1968 – Section 87
<https://www.legislation.gov.uk/id/ukpga/1968/49>
- The National Assistance (Assistance & Resources) regulations 1992
<https://www.gov.scot/publications/business-regulatory-impact-assessment-national-assistance-assessment-resources-regulations-1992/>
- Charging for Residential Care Guidance
<https://www.gov.uk/government/publications/charging-for-residential-accommodation-guide-crag-2011>
- Charges applying to social Care support for People at Home
<https://www.gov.scot/policies/social-care/social-care-support/>
- Carers (Scotland) Act 2016
<https://www.gov.scot/publications/carers-scotland-act-2016-statutory-guidance/>

11. The Financial Assessment Process

Comhairle nan Eilean Siar aims to ensure that people in receipt of social care services are not placed in financial hardship as a consequence of the way in which the services are charged for. This is in line with CoSLA and Scottish Government guidance on charging policies.

The principles focus on:

- Ability to contribute, providing full financial details have been provided
- Income
- Equity
- Transparency
- Compliance with national guidance

These principles are subject to full financial details being provided by the tenant or their legal representative and a financial assessment is undertaken to determine how much they will pay towards the cost of the service that they receive.

Tenants will be offered an income maximisation assessment to ensure that they are receiving all the benefits to which they are entitled.

The tenant will be advised in writing of their contribution following calculation by the Financial Assessment & Team.

13. Calculation for Couples

When a tenant in the Housing with Extra Care is part of a couple, only that person's income and capital, along with 50% of any jointly awarded/held income and capital will be considered when calculating his/her contribution. This will ensure that partners are left with their own income and capital.

14. Charging and Financial Assessment

The charge to be attributed to tenants within the Housing with Extra Care Service will be based on an annual calculation of the care and support service less the national free personal care allowance. This charge will be set annually by Comhairle nan Eilean Siar. A finance officer will undertake a financial assessment. The financial assessment process will be used to determine the contribution made by the tenant. The charge will be applied as soon as the tenant takes up residence in the accommodation and receives a service.

The tenant's income will be calculated based on their capital and revenue resources. Income will be calculated after the following are disregarded :

- Rent and Service Charge for the Housing with Housing with Extra Care Tenancy
- Council tax /Water and Sewage Charges as applicable
- The Pension credit guarantee level (set annually by Department of Works and Pensions as an indicator of what an individual should have access to for living costs)

Income **not** taken into account:

Certain types of income will not be taken into account when assessing a person's ability to contribute to their care charges.

These are:

- Disability Living Allowance (DLA) or Personal Independence Payment
- Standard Attendance Allowance

(Those in receipt of the high-rate element of DLA, PIP and AA will have this additional premium included in the financial assessment due to this being provided for overnight care – the standard allowance will not be included in the financial assessment)

- Independent Living Fund payments
- All benefits paid for or on behalf of dependent children

- Child Benefit
- Disability payment in respect of a child / children
- First £10 of War Disablement / War Widows Pension
- Winter Fuel payments
- Department of Work and Pensions Christmas Bonus paid with benefits
- All income received for a person's partner

Net income will then be assessed using the principles of the Charging for Residential Care Guidance to determine a tenant's contribution. Capital as defined in the COSLA charging guidance will include all savings, investments, bonds, assets, and property owned. The disregards for capital assets will be applied as detailed in the Charging for Residential Care Guidance. This includes shared bank account balances, savings, and assets. Support will be offered to have a benefits maximisation assessment undertaken to maximise welfare benefit entitlement.

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