

ADULT SOCIAL CARE AND PUBLIC HEALTH COMMITTEE

Tuesday, 11 October 2022

REPORT TITLE:	SUPPORTED INDEPENDENT LIVING MODEL
REPORT OF:	DIRECTOR OF ADULT CARE AND HEALTH

REPORT SUMMARY

Adults who have a disability, learning disability, autism or mental health need may require additional care and support within their home to enable a fulfilling and independent life. Care and support is offered to people in a range of accommodation settings, including people living in their own “owner occupier” home, their own single occupancy tenancy, a shared Supported Independent Living arrangement with their own tenancy and extra care housing.

Over the years, Supported Independent Living accommodation has evolved with various types of accommodation and service offers. The report provides an update for members on the work undertaken to develop a new model for Supported Independent Living in Wirral, for Adults with Learning Disability, Autism and Mental Health needs.

The report includes:

- Work which is in progress across the Cheshire and Merseyside region
- Work in the Wirral “place” to meet local demand
- Links to local housing service and accommodation servicer offer
- Decommissioning of some current schemes which no longer meet local requirements
- The deployment of technology enabled care

This supports the work of the Wirral Plan 2026 in the following categories:

- Safe and Pleasant Communities - Working for safe and pleasant communities where our residents feel safe and are proud to live and raise their families.
- Active and Healthy Lives - Working to provide happy, active and healthy lives for all, with the right care, at the right time, to enable residents to live longer and healthier lives.

This is not a key decision.

RECOMMENDATION/S

The Adult Social Care and Public Health Committee is recommended to approve the approach to developing the Supported Independent Living offer to people in Wirral with a learning disability, autism or mental health need.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The new model means that people have the opportunity to progress to innovative models of care, some of which are currently deployed, that help them to meet their full potential and have improved outcomes.
- 1.2 To ensure continued progress of our current improved offer so all people can have the opportunity of their “own front door”.
- 1.3 To ensure people are supported in positive ways which can reduce demand on local services.
- 1.4 To ensure people are enabled to take up the offer of personalised and specialist technology to support them with their care arrangements.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 To not progress the current momentum on the revised Supported Living Model, which would mean we would not achieve full roll out of our improved accommodation with care offer and reduce voids.
- 2.2 To not apply a new specification for accommodation which would mean any new developments would not meet the required standard at an approved rent level.
- 2.3 To deploy technology in isolation to the accommodation offer to support independence would mean people would continue to be dependent and not maximise their independence. Our current offer also includes consideration of Technology Enabled Care.
- 2.4 To maximise use of the Regional Flexible Purchasing System (FPS) which would mean that a wider range of services would be on offer for commissioners and support choice and control for people who choose a Direct Payment. This collaborative commissioning approach has meant a streamlined approach and has required fewer resources and commitment than multiple procurement exercises.

3.0 BACKGROUND INFORMATION

- 3.1 The Council requires a spectrum of Supported Accommodation with Care to meet the assessed needs of a varied group of people who require it. Officers have been working both locally and regionally on the development of new models of supported living to ensure that people are able to live independent and fulfilling lives within their own communities. An improved mixed model of care has meant that people have been able to take advantage of an improved care and accommodation offer. People are being supported to reach their full potential, experience improved life outcomes and ensure that they are full and active members of their own communities. Officers have ensured that the review has taken account of, and is planning for, the following:

- Effective planning for smooth transitions for young people preparing for adulthood
- Increased employment and vocational education and training opportunities for people with a learning disability
- Provide a range of good quality housing and support options for people with a learning disability with a clear pathway on how to access them
- Promotion of independence to ensure people are safe and connected to their community
- Promotion of support networks for family, friends and parents and carers who support people with a learning disability
- Working in partnership with health services to deliver better health and wellbeing outcomes for people with a learning disability and their parents and carers

3.2 Cheshire and Merseyside Region

3.2.1 Work has been underway across the Liverpool City Region since 2018 to establish a Liverpool City Region framework of providers, to offer a range of alternative service provisions, offer choice and control to families who choose to engage a provider, and to widen the offer for social work services who are supporting individuals and their carers.

3.2.2 Liverpool Council has led the procurement exercise to establish the framework on behalf of the Liverpool City Region, and Wirral Commissioning Leads have played a key role in the establishment of the framework, contributing to the evaluation programme.

3.2.3 There are now a total of 71 Supported Living providers registered on the Liverpool City Region framework, with potential to extend across Cheshire also as part of new Cheshire and Merseyside working arrangements.

3.2.3 The categories of services included in the Liverpool City Region Framework are:

- CQC Registered Community-based services which offer personal care and support either with or without accommodation for those with eligible needs under the Care Act.
- Non-Registered community-based services which offer care and support either with or without accommodation for those with eligible needs under the Care Act.
- Registered Residential and Nursing Care Services for those with eligible needs under the Care Act.
- Positive Behaviour Support (PBS) for those with eligible need under the Care Act
- Connecting with Others / Learning New Skills as wider prevention service or for those with eligible needs under the Care Act.
- Independent Support Planning / Brokerage Services for those with eligible needs under the Care Act.

3.3 Work in the Wirral “place” to meet local demand.

3.3.1 Commissioning Leads have undertaken a review of the current Supported Living housing stock and reviewed against the needs of the individuals who currently reside

there. Where it has been apparent that accommodation has been outdated and not meeting the needs of the individuals, then offers of improved housing has been offered in line with new service development.

- 3.3.2 Commissioning Leads have communicated to both the housing and provider market that specification requirements for any approaches for new Extra Care or housing schemes, include requirements for accessibility, rent levels and registration and compliance requirements.
- 3.3.3 Commissioning Leads have reviewed the number of voids and vacancies with the existing Supported Living housing stock and have actively worked with both people who use services and care providers to decommission services where appropriate and move to new and improved accommodation offers.
- 3.3.4 As a result of the decommissioning activity, the Supported Living voids have reduced from 65 in September 2020, to 42 as of June 2022.
- 3.3.5 In December 2019, a joint event was held with Housing developers, Registered Housing Providers and Care Providers to set out requirements for any future developments in Wirral. Criteria has been set out to meet the following requirements:
- People should, where appropriate have their “own front door”
 - Our preferred layout is for full apartment living (separate living, bathroom, bedroom), not bedsit style accommodation
 - Accessibility should be level access with facilities to match
 - Outdoor space should be available to support wellbeing
 - Parking for individuals should be available
 - There should be access to community amenities and facilities nearby
 - Key access links to neighbouring towns/cities, and transport locally
 - People should be connected into local communities, with activities and employment
- 3.3.6 The Council’s Market Position Statement sets clear commissioning intentions as follows:
- Supported Living services can be accessed by all client groups who require a care and accommodation need
 - Supported Living includes supporting people who are living in their own property (outreach) or who are living in shared accommodation with other people
 - We will actively move towards improving independence for our people and work with providers to improve the offer
 - We will decommission shared accommodation services where they are not delivering the best outcomes for the people who live there.
 - Improving the ‘own front door’ and access background support when needed.
 - We will continue to develop new schemes in line with the Wirral Plans specialist housing target
 - 300 units (all client categories)

And with key messages:

- To review the supported living offer as to whether this meets the needs of our people and is cost effective
- Decommission supported living services that are not fit for purpose
- Outcome based commissioning/trusted assessor
- Review the model of night-time support

The principles we have adhered to are:

- The person is at the centre
- We need to make sure we have the best outcomes for our people
- We need to engage and discuss with our people
- We have to work collaboratively with our people
- Proactively plan and support people through changes

3.4 Links to local housing service and accommodation service offer - Extra Care

3.4.1 Joint working with Council colleagues from Housing and Regeneration has enabled Officers to take a strategic view on future requirements for housing developments to meet anticipated demand. A Strategic Housing Management Assessment was completed in 2019 and the link can be found here: -

<https://www.wirral.gov.uk/sites/default/files/all/planning%20and%20building/Local%20Plans%20and%20planning%20policy/Examination%20Library/11.%20Housing/H1%20Draft%20Strategic%20Housing%20Market%20Assessment%202020.pdf>

3.4.2 The Wirral Strategic Housing Market Assessment (SHMA) 2019 provides the Council with up-to-date evidence to inform the preparation of its local plan. It also provides detailed, robust and defensible evidence to help determine local housing priorities and to inform the Council's housing and related strategies.

3.4.3 Regular meetings for developments for Older People's Extra Care now routinely take in to account the needs of people who require a Supported Living Model response.

3.4.4 Any approaches by housing developers on site availability are routinely on the agenda for joint consideration with housing colleagues alongside any developments for Extra Care for Older People.

3.4.5 Officers across the Council work collectively on new scheme developments and ensure that rents levels are priority for discussion prior to any agreements to progress.

3.4.6 The establishment of a Care and Accommodation Panel, in partnership with operational Social Work colleagues has resulted in responses to housing needs being met sooner and also enabled officers to take account of any unmet needs for future planning purposes.

3.4.7 Commissioning Leads have worked with 1st Enable to establish and develop a commissioned transitional 8-bed studio apartment Supported Living scheme. An additional 'Live and Learn' apartment for people to access who want to experience living more independently for the first time is also included. A Skills Centre is being

operated at the same site delivering the “Skills for Life” programme Monday to Saturday. This enables 25 individuals to attend weekly to develop life skills to gain greater independence and move to live independently in the community, including a focus on younger adults and those that have transitioned from Children’s services. The Skills for Life programme provides individuals the support they need to obtain life skills to enable them to move to greater independence in a single tenancy or ‘own front door’ model. The programme provides access to opportunities for paid employment with businesses in the local community, voluntary roles, work placements and to access further education and or attend college.

3.5 The deployment of technology-enabled care.

3.5.1 There are two broad streams of technology that are targeted towards Supported Living services designed to increase independence, reduce dependence on traditional care services and to improve the quality and efficiency of services.

3.5.2 Technology Deployment to Individuals

A range of technology options have been identified, suitable for use across the spectrum of need of individuals. Wirral Council is working with major providers to identify products that have already been piloted and shown to be of benefit.

Examples include:

- Grandcare, a customisable personal digital assistant continues to be offered to support individuals with socialisation (through video, voice and text messaging), scheduling and planning, prompts and reminders as well as video and audio guides to complete daily living tasks such as personal care, dressing, simple meal preparation and administering medication.
- Exploration of the use of Autonomie, a video and audio app containing detailed descriptions of common daily living tasks. Tasks are linked by competences, and the app is searchable via images or through the use of a catalogue containing QR codes, taking the person seamlessly to the activity they want to complete. The app tracks activity and provides outcome information when tasks are completed successfully or in less time as competence and confidence builds. Where necessary, customised instructions can be developed in addition to the standard library. The app runs on the person’s own technology, usually a tablet or a smartphone.
- A variety of monitoring systems designed to minimise care demands, especially waking nights where individuals are often disturbed by staff while their welfare is being checked. Monitoring devices can be installed to alert staff when the person requires support, and to provide privacy to the person when support is not needed. The approach will be personalised, using appropriate equipment to meet the person’s needs and care patterns.

3.5.3 Supporting Providers with Digital Systems

Wirral Council has successfully supported domiciliary care providers to digitalise their care planning and management systems using Everylife Technologies’ PASS

System. The offer is currently also open any care homes and supported living providers. Since May 2022, The Department of Health and Social Care (DHSC) has implemented a change programme, via the ICS, to digitalise social care. Funding will be made available over the next 3 years to places across Cheshire and Merseyside to facilitate the transition of care providers from paper-based care management records to digital systems. The benefits include easier sharing of information with professionals and families, the potential to track care delivery and pay on “actuals” rather than commissioned hours, track the achievement of outcomes for residents and simplify any care transition arrangements between providers and settings, e.g., Domiciliary Care to Extra Care, Extra Care to Residential, etc. The digital systems provide the ability for families and friends to take a greater role in care and enhance communications with clinical partners.

4.0 FINANCIAL IMPLICATIONS

- 4.1 In financial year 2021/2022 the total amount of funds spent on Supported Living Services was £36.5m, for a total of 922 people.
- 4.2 While progression with the new model improves the lives of people currently in supported living services and improves the support of young people transitioning from Children’s services to Adults, it also supports the reduction of funding voids within the system therefore ensuring a cost neutral impact overall.

5.0 LEGAL IMPLICATIONS

- 5.1 Services are commissioned for people that meet eligibility criteria, following assessment under the Care Act 2014.
- 5.2 Providers are available on both the Wirral and Liverpool City Region frameworks and procurement regulations have been adhered to, to establish the frameworks.
- 5.3 Occasionally, providers may be commissioned to meet local needs, outside of the framework arrangements if there is a specialist need.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

- 6.1 Funds are allocated from within Adult Social Care core budgets to meet the requirements of the Supported Living Provision.

7.0 RELEVANT RISKS

- 7.1 There may be a risk that there are insufficient providers with expertise to meet needs and local demand. This risk will be mitigated by commissioning off the framework and also by opening up opportunities for other providers to join the Liverpool City Region framework.

8.0 ENGAGEMENT/CONSULTATION

- 8.1 As services continue to develop, engagement will take place in relation to the development of any new schemes with both families and people who may use the services.

8.2 Officers will continue to engage with providers of services to ensure that services are reviewed and are delivering improved outcomes for peoples who are supported

9.0 EQUALITY IMPLICATIONS

9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment (EIA) is a tool to help Council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision or activity.

9.2 An EIA has been completed and is located: - <https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments/equality-impact-assessments-january-202-6>

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 Travel by staff in the Borough is minimised, as people are supported in their own homes.

11.0 COMMUNITY WEALTH IMPLICATIONS

11.1 As of June 2022, the Supported Living Market on Wirral provides employment for 2100 people.

11.2 In March 2022, 91% of providers were paying the Real Living Wage of £9.90 to staff.

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APPENDICES

N/A

BACKGROUND PAPERS

Fulfilling and Rewarding Lives: the strategy for adults with autism in England
CQC - Right Support, Right Care, Right Culture
National Disability Strategy – 2021
The National Strategy for Autistic Children, young people and adults: 2021 to 2026
No Health without Mental Health - 2011
Model for Extra Care Housing in Wirral 2018

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Joint Strategic Commissioning Board - Liverpool City Region Complex Care Framework	16 October 2018
Adult Social Care and Public Health Committee - Extra Care Housing Model	2 March 2021
Strategic Housing Management Assessment (SHMA)	2019