

Statement of Best Practice in Joint Working between Glasgow City Council, Joint Council/ NHS Greater Glasgow and Clyde Partnerships and Registered Social Landlords (No.8)

8. HOUSING FOR PEOPLE WITH CARE AND SUPPORT NEEDS

1. INTRODUCTION

This statement is part of a suite of thirteen, which together attempt to foster productive joint planning and working arrangements between Glasgow City Council (GCC) , Joint Partnerships between the Council and NHS Greater Glasgow and Clyde and Registered Social Landlords (RSLs), detail of which is described in Statement No.1: City Wide Joint Planning.

2. PURPOSE

The purpose of this statement is to provide the basis for a positive partnership approach between Glasgow City Council, Joint Partnerships with the NHS and Registered Social Landlords in providing accommodation to people who require support to live independently in their tenancies, or who require care and support to develop skills to assist them to sustain a tenancy.

Glasgow City Council and Joint Partnerships with the NHS and Registered Social Landlords operating within the City boundary will work together to provide housing support and care services to people with Housing Support and Community Care needs. This document will:

- Make clear the roles and responsibilities of Glasgow City Council Community and Health Care and other partnerships with the NHS and Registered Social Landlords;
- Identify people with care and support needs;
- Provide a definition of housing with support;
- Identify good practice in housing with support services that users can expect, based on required standards and procedures in providing these services, including those relating to the need to prevent homelessness;
- Recognise that housing provision, whether new build or conversion, should be designed to meet individual needs, and future needs.

3. PRIMARY ROLES AND RESPONSIBILITIES

Agencies will work together to meet assessed care and support needs of those who require it. Partners have specific responsibilities and duties as laid out in legislation, guidance, and good practice.

The primary roles and responsibilities of the respective organisations in the provision of housing for people with care and support needs are:

Glasgow City Council and Partnerships With NHS Greater Glasgow and Clyde:

- To undertake strategic reviews of Community care client groups and projected needs
- Assessment and care management of people with care and support needs;
- Provider of Care and Support Services;
- Monitoring and review on a systematic basis to ensure strategic fit, value for money and compliance.
- To manage standards for approved suppliers of services

Registered Social Landlords:

- To provide a safe and secure tenancy, managed in a way that meets the needs of their tenants/ prospective tenants. This includes assistance with completion of housing application forms and related benefit forms
- Provision of housing with support as a core function and/or
- being direct providers of housing support and related services and/or
- Providing accommodation either by means of a lease or management protocol to other housing support and social care providers, where appropriate, seeking consent from Communities Scotland
- Liaison with Glasgow City Council and partnerships with the NHS and/or support providers in assessment of need/ identification of issues and their resolution
- Provision of housing management services, including notification of any issues to care managers/ providers in appropriate consultation with the client.

It should also be recognised that many tenants receive support that is provided independently of their tenancy. Where issues arise, the relationship between the support provider and landlord may become significant in ensuring that the person continues to manage at home.

Relationship to Planning:

In addition to those areas detailed above which concentrate on the direct provision of care and support services, it is important to note within this Statement that Glasgow City Council, in partnership with Registered Social Landlords and other agencies as stakeholders, has responsibility for:

- Seeking to ensure sufficient suitable accommodation through developing the Local Housing Strategy
- Joint strategic planning of community care services

Again, these areas are covered in greater detail within the suite of Statements available.

Commissioning and Contracting:

Glasgow City Council Social Work Services is also responsible for the maintenance of an approved providers list and commissioning and contracting of care and support services. The monitoring of all purchased services contracting with Glasgow City Council Social Work Services is in line with the principles of the Contract Management Framework. Further detail on this role is available on the Council website; however it is important to note that where the Council purchases care and support services from Registered Social Landlords and other providers, arrangements for the management, monitoring and review of these exist.

This is detailed further in section 6. 'Good Practice in Joint Working' below.

4. PEOPLE WITH HOUSING, CARE AND SUPPORT NEEDS

There are a range of people who may have housing, care and support needs and these are listed in appendix 1. This list is not exhaustive and determining how such need can be met by partner agencies is subject to a range of legislation, policies, and local procedures and protocols.

5. DEFINITION OF HOUSING WITH SUPPORT

Support is available from a range of service providers and takes the form of:

- Housing support. Tasks are prescribed in the Housing (Scotland) Act 2001 (Housing Support Regulation) 2002 and are detailed at Appendix 2.
- Activities provided or arranged by GCC as personal and non personal care services. These are outlined in Appendix 2

GCC recognises that many RSLs are also support providers and this relationship is the subject of a formal contractual framework. Such arrangements will be delivered and monitored in accordance with the principles of Glasgow City Council Contract Management Framework.

6. GOOD PRACTICE IN JOINT WORKING

Partner organisations are committed to maximising good practice in the context of their service policies and procedures, as well as the relevant National Care Standards and Communities Scotland Performance Standards for Social Landlords and Homelessness Functions, prescribed by legislation and administered by regulatory bodies such as the Care Commission and Communities Scotland.

In the context of Housing for People with Care and Support needs this will include the undernoted commitments:

a) Agreed Principles

The partners are committed to the following principles in community care and/ or housing support services:

- High quality information and advice on accommodation and care options to individuals, and access to advocacy;
- Individual needs led assessments will be provided;
- The best possible accommodation to meet assessed needs (with regard to location, stock quality and necessary adaptations) will be provided;
- Maximum individual tenancy rights will be given (i.e. use of Scottish Secure Tenancy in mainstream stock, and maximum security of tenure for accommodation leased to care providers);
- Commitment to regular review and monitoring changing needs and ensuring reconfiguration to meet those needs

- Maximum service user/tenant involvement and choice in of all matters relating to housing or care.

b) Provision of Accommodation

Glasgow City Council and NHS partners through assessment and care management processes will:

- Consult with the housing organisation where a housing need is identified in an assessment of need
- Invite the housing organisation to participate in the review process where there was previous housing involvement in the assessment/care management process, or where there are concerns over tenancy sustainability
- Assist individuals generally to maximise their incomes
- Ensure housing organisations have identified contacts regarding individual care management.

Registered Social Landlords will:

- Be aware of the support and care needs of their tenants, both individually or collectively and reflect them in any planning statement;
- Have sufficient knowledge of local support agencies and the range of services to be able to direct tenants to appropriate services (including social work and other partnership services) and assessment processes
- Assist in the care management process by maintaining good and regular contact with social work area services or other support agencies in respect of individuals who require housing with support
- Arrange with RSLs to notify social work at an early stage of tenancy problems with individual with support/care provided. Both agencies will work to resolve problems and prevent breakdown of the tenancy
- In all cases endeavour to avoid eviction and view it as the last possible resort. Final decisions on tenancies will rest with RSLs. This arrangement

will operate in accordance with the Statement of Best Practice on Preventing Homelessness

- Be aware of legislation and local protocols and procedures relating to the protection of vulnerable adults and make an Adult Protection Referral as necessary.

c) Commissioning Enquiries

GCC Social Work Services , CHCPs or a care organisation commissioned by either may approach an RSL to arrange accommodation with care and support for an individual or groups of individuals with community care needs. They should identify and provide contact details of the lead person/ section commissioning to RSLs. Where this is a central business unit, they should also ensure the local CHCP are fully informed and involved in the process as required.

- In such cases RSLs should liaise with the appropriate person in respect of the accommodation, location and tenure type offered to the individual/ group of individuals.
- Dependant on the level of need involved, the approach may be to provide registered accommodation leased to the care provider or to provide a tenancy directly to the individual involved.
- RSL's will develop policy which specifies leasing arrangements (based on SFHA model lease) and sets out the requirement for Communities Scotland consent to lease (as per section 66 of the Housing (Scotland) Act 2001)
- It will also give guidance regarding the use of protocols (based on SFHA model protocol) with support providers where the individual has a Scottish Secure Tenancy.

This policy seeks to maximise tenancy rights and insure appropriate levels of communication and information exchange between care/support providers and accommodation providers and should be referred to in the context of commissioning enquiries.

d) Adults with Incapacity

This SoBP will operate taking into account the provisions of:

- The Disability Discrimination Act 1995. It is unlawful to discriminate against a person on grounds of disability by treating him/her less favourably than others in relation to employment or the provision of goods, facilities or services.
- The Adults with Incapacity Act 2000: i.e. there should be an assumption of capacity (i.e. in this case ability to understand a tenancy agreement) leading wherever possible to the use of SSTs with people with care and support needs. In this respect GHA/ RSLs will attempt to facilitate the process by providing information in formats understandable to adults in question and through liaising with support providers who may be able to assist in the process of communication. If advice is given that the person lacks the capacity to understand the tenancy agreement, discussions should take place with the appropriate Social Work Services team to have an application made for an Intervention order or Guardianship Order under Part 6 of the 2000 Act. This would empower a designated proxy to sign for the tenancy. (Further guidance on the Adults with Incapacity is available in the GHA Housing People with Support Needs Policy and GCC Website.)

e) Information Sharing

Clearly good practice in the sharing of information with appropriate client/ tenant consent and in the context of data protection and human rights legislation is central to this SoBP. This should be as per the Statement of Best Practice on Sharing Client/ Tenant Information. Guidance on information sharing relevant to

these particular circumstances is also contained in the Homelessness Duty Protocol and SoBP on Offenders.

f) Referrals and Assessment

Glasgow City Council is required under legislation to carry out an assessment of needs of persons who may require support to meet those needs. Referrals to Social Work Services/ CHCPs for assessment are initiated from a number of sources including from housing providers. The assessment and care management process focuses on a single shared assessment and will seek input from RSLs whether the referral is initiated by them or other from other sources.

For many housing support services, the support provider, including RSLs, source, assess and allocate support without the involvement of social work.

g) Monitoring and Implementation

In the context of the Statement of Best Practice on Local Liaison Arrangements and Working Together, GCC/ CHCPs and RSL's should nominate members of staff to oversee the introduction and operation of this SoBP. At a local level monitoring of the SoBP in operation will be the responsibility of Local RSLs/ Essential Connections Forums set up under the SoBP on Local Liaison Arrangements and Working Together.

City wide oversight of SoBP operation will be through the central liaison meetings of the SoBP Working Group meetings.

h) Resolution of Disputes

The resolution of any disputes will be undertaken as outlined in the Statement of Best Practice on Local Liaison Arrangements and Working Together.

Appendix 1

PEOPLE WITH HOUSING, CARE AND SUPPORT NEEDS

The aim is to provide a range of housing and support services that seek to ensure equality of access and actively promotes non-discrimination to a range of people including:

- provide care and protection for children looked after and accommodated by the Council
- maintain and develop services for children and young people at risk or in trouble
- arrange services for children and adults with learning or physical disabilities
- ensure care and support for older people and people with dementia, mental illness and addictions
- provide support and assistance to prevent homelessness and repeat homelessness and to increasingly sustain service users within their own communities
- support carers and families
- support the criminal justice system and provide alternatives to custody whilst promoting public safety
- plan and develop preventative rehabilitation services for individuals or communities at risk
- integrate service delivery to vulnerable individuals, families and communities with the Council's wider strategies for social inclusion and regeneration
- arrange welfare advice and counseling services for vulnerable individuals or groups
- deliver services of the highest quality in partnership and consultation with users and carers, providers and the wider community

Appendix 2

Activities provided or arranged by GCC/ CHCPs as personal and non personal care services, and, Housing Support tasks taken from Housing Scot Act 2001

Personal Care

1. Assist with Laundry (Medical Condition)
2. Special Dietary Food Preparation
3. Assist with Feeding and/or Drinking
4. Getting out of Bed
5. Going to Bed
6. Assist with Dressing
7. Assist Washing/Bathing
8. Assist Grooming/Hygiene, etc
9. Assist Continence Care
10. Assist with Toileting
11. Assist with Medication – Supervise
12. Assist with Mobility
13. Assist with Specialist Feeding
14. Assist with Stoma Care
15. Assist with Catheter Care
16. Assist with Skin Care

Non Personal Care

1. Shopping\Errands, etc
2. Weekly Shopping
3. Non Specialised Laundry
4. Weekly Laundry
5. Meal Preparation (No User Involvement)
6. Check Visit

Housing Support

1. General counselling and support including befriending, advising on food preparation, reminding and non-specialist counselling where this does not overlap with similar services provided as personal care or personal support.

2. Assisting with the security of the dwelling required because of the needs of the service user.
3. Assisting with the maintenance of the safety of the dwelling.
4. Advising and supervising service users on the use of domestic equipment and appliances.
5. Assisting with arranging minor repairs to and servicing of a service user's own domestic equipment and appliances.
6. Providing life skills training in maintaining the dwelling and curtilage in appropriate condition.
7. Assisting the service user to engage with individuals, professionals and other bodies with an interest in the welfare of the service user.
8. Arranging adaptations to enable the service user to cope with disability.
9. Advising or assisting the service user with personal budgeting and debt counselling.
10. Advising or assisting the service user in dealing with relationships and disputes with neighbours.
11. Advising or assisting the service user in dealing with benefit claims and other official correspondence relevant to sustaining occupancy of the dwelling.
12. Advising or assisting with resettlement of the service user.
13. Advising or assisting the service user to enable him or her to move on to accommodation where less intense support is required.
14. Assisting with shopping and errands where this does not overlap with similar services provided as personal care or personal support.
15. Providing and maintaining emergency alarm and call systems in accommodation designed or adapted for and occupied by elderly, sick or disabled people.
16. Responding to emergency alarm calls, where such calls relate to any of the housing support services prescribed in other paragraphs of this Schedule, in accommodation designed or adapted for and occupied by elderly, sick or disabled people.
17. Controlling access to individual service users' rooms.
18. Cleaning of service users' own rooms and windows
19. .Providing for the costs of resettlement services.
20. Encouraging social intercourse and welfare checks for residents of

accommodation supported by either a resident warden or a non-resident warden with a system for calling that warden where this does not overlap with similar services provided as personal care or personal support.

21. Arranging social events for residents of accommodation supported by either a resident warden or a non-resident warden with a system for calling that warden.

The above list of tasks is taken from The Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002. Providers should consult the published Scottish Executive Guidance on the application of these Regulations in conjunction with this list, available from the Scottish Executive website: