

Supported Living Tenancies in Newcastle for People with Dementia.

About this leaflet

This leaflet provides information for social workers, service users and their families about the system for allocating tenancies at the supported living houses and sets out roles and responsibilities for everyone involved.

This leaflet explains what happens and what charges you will be expected to pay and the ways in which you can pay.

You will be informed of any changes to the systems and to the charges.

Background

Dementia Care Partnership is a non-profit making, local charity set up by carers and former carers of people with dementia and other related mental health problems to provide a wide range of domiciliary care and support services sensitive and responsive to the needs of individuals in their own homes. Newcastle social services have commissioned this service to ensure that there is a real choice and a real alternative to residential care for people with dementia in Newcastle.

DCP and Newcastle social services work in close partnership with a number of housing providers to provide accommodation in ordinary houses in various locations throughout the city for these tenants. There are a total of 47 places in these supported living houses currently available in the following areas:

Benwell – 10 places
South West Denton – 4 places
Walkerville – 4 places
Fenham – 5 places
Fawdon – 4 places
Brunswick Village – 20 places

Each house will provide accommodation for a number people sharing the communal facilities of the kitchen, bathroom and lounges. Each person will have their own private room. Each person will have their own individual tenancy agreement with the landlord who will carry out repairs and maintenance to the property. There is a management agreement between the landlords and DCP who have been appointed by Newcastle social services to provide the necessary 24 hour specialist care and support.

Criteria for Referral

The social criteria for entry to one of the supported living houses requires that people:-

- Have a diagnosis of dementia or other related mental health problem
- Have expressed a strong preference to remain at home. This is also the family's explicit choice.
- The person being referred understands and agrees to the proposed rehousing in a supported living house having made that choice and decision.
- Have possibly not tried short term stays or respite in residential care and have not settled.
- Family members are no longer able to cope and are experiencing high degrees of stress.
- The level of risk to the person or their partners / family members is considered to be within acceptable limits
- Their level of need would be comparable to social / EMI social care

Your social worker will explain these criteria to you.

The Benefits to Tenants and their Carers

- Tenants and carers have choice and control
- Tenants receive 24 hour specialist care and support
- Tenants live in an ordinary house in an ordinary street surrounded by their own possessions
- Tenants are encouraged to be active members of the community sustaining existing relationships, interests and hobbies.
- Support workers are trained to encourage, empower and enable tenants to remain as independent as possible.
- Carers and family can relax in the knowledge that their relative is in a safe, happy environment.
- Support workers will provide support for the carers and family members.

The Role of Dementia Care Partnership

- To act as the managing agent for the landlord ensuring that there is regular payment of rent, property inspections etc.
- To provide the required specialist domiciliary care and support for each individual tenant based on an assessment of need carried out by the social worker.
- To work closely with and ensure effective communication between social workers, the tenants, their family members, the landlord and others involved with the tenants welfare
- To monitor and review the service provided

The Role of Newcastle and Whitley Housing Trust

- To issue individual tenancy agreements
- To act as landlord
- To carry out appropriate repairs and maintain the property
- To agree and follow the management agreement with DCP

The Role of Newcastle Social Services

- To explain the criteria for supported living houses to the service user and their family
- To inform DCP that a potential referral might be made and to clarify if the person would be a potential match (i.e. are DCP looking for a male or a female, a younger person or an older person etc)
- To prepare a detailed and current care needs assessment for the individual and send this to DCP in time for consideration at the meeting of the Referrals Working Group
- To ensure that financial information regarding the individual is provided to the Referrals Working Group (This should include details of the person's income and savings and should indicate whether or not the person might be entitled to housing benefit)
- To ensure that the person maximises their income

How the Tenancy is Funded

The Rent Costs

As a tenant with a tenancy agreement the person must pay rent to their landlord in order to be able to live in the property. If the rent is not paid the landlord will take legal action for the eviction of the tenant. The rents vary depending on the property. The details of the current rents are set out in appendix 1. The rent payment includes a service charge which is payable to DCP and helps each individual to make a contribution to the costs of providing services to the communal areas. This will include buying cleaning materials, paying the window cleaner, insurance, gardening, heat light and water and provision of replacement furniture and equipment.

If you are on a low weekly income and have few savings you might be entitled to claim housing benefit. Staff from DCP will assist you to complete this housing benefit application form before your tenancy starts. If you qualify for housing benefit, it will cover the weekly rent and service charges and will be paid directly to DCP on your behalf by the housing benefit section.

If you do not qualify for housing benefit you will be asked to pay the rent and service charges yourself. You will be asked by DCP to set up a standing order with your bank to pay the rent directly to DCP. DCP will then pay your landlord the rent monies that are owed to them on your behalf.

The Care and Support Costs

This is funded through the Newcastle social service department and supporting people team. When you move into your new tenancy, DCP will notify the Newcastle City Council Finance Section. They will contact you to carry out a financial assessment for each individual based on your weekly income and savings. They will then inform you about how much you have to contribute towards their care and support costs each week. The maximum anyone can pay in Newcastle is currently £90 per week. Social services will send you an invoice each month for you to pay your care and support costs directly to them. They will explain how you can do this.

DCP will send a monthly invoice to Newcastle social services for the care costs for each individual and social services will pay this directly to DCP. The current costs are set out in appendix 1.

DCP will notify the supporting people team whenever a new tenant moves into a supported living tenancy. The supporting people team will clarify with the Newcastle Council Finance Section that the individual is eligible for supporting people grant. If they are eligible, supporting people will pay the grant directly to DCP to support the tenants with their tenancy in their own home. If the individual is not eligible for supporting people grant this money will have to be paid to DCP by the individual. DCP will write to the supporting people team to notify them that a new tenant has moved into the house and the supporting people team will pay the supporting people grant directly to DCP. The supporting people grant currently payable is shown in appendix 1.

The Daily Living Expenses

The cost of food, social outings, gas, electric, newspapers, water rates etc is paid for by the tenants. The charge for these daily living expenses is an approximate one and DCP will ask the tenant to set up a standing order to pay these each week directly to DCP. DCP will maintain accurate records of what actually has been spent for each individual tenant and at the end of the financial year (31st March) any over charges will be refunded to the tenants by DCP.

The process for making a new referral

1. DCP will notify all social services team leaders when a vacancy occurs at one of the supported living houses
2. social workers will determine if they think a person meets the social criteria for a place at a supported living house as outlined above.
3. social workers will discuss the supported living houses with people who they feel might be suitable for a tenancy within a supported living house for people with dementia to see if they would be interested in this as a possible option for their future accommodation.
4. social workers will send DCP a detailed care needs assessment and detailed information about the person's financial situation.

5. a Housing Coordinator from DCP will make arrangements to visit the person who has been referred to assess their needs and discuss with them the possibility of them moving to a supported living house
6. DCP will arrange a meeting of the Referrals Working Group to consider the referrals received.
7. The Referrals Working group will determine which of the people referred matches the tenants already living in the house and has the greatest need based on the information provided by the social worker and from the meetings with the people themselves.
8. the person identified as being most suitable for the place, will be invited to visit the house with their family to meet the other tenants and staff and look around the property to see if they are interested. This will be arranged by DCP in consultation with the social worker.
9. DCP staff will assist the person to complete a tenancy application form and send this to NWHT for information.
10. If the first visit is successful, arrangements will be made by DCP for a second visit, this time for the person to visit alone and stay for lunch or tea.
11. DCP will collect feedback from the individual, their family, the social worker, the tenants at the house and the staff regarding the visit to ensure that everyone is positive about the proposed new tenant.
12. If there are any concerns these will be discussed with the person, their family and the social worker and decisions will be made whether to proceed with the referral or not.
13. If the referral does not go ahead DCP will contact the second person on the list and the process will start again.
14. DCP will arrange as many visits as the individual requires including overnight stays and weekend visits if appropriate.
15. During this process a meeting will be arranged by DCP with the person, their family and the social worker to explain the financial arrangements for living in a supported living house.
16. Once everyone involved is happy with the person moving into the house a meeting will be arranged by DCP with the person, the family, the social worker and a representative from NWHT to sign the tenancy agreement.
17. A tenancy start date will then be agreed (this must be a Monday)
18. At the meeting the representative from NWHT will explain the tenancy agreement and ensure that this is properly signed. Copies will be given to the tenant, DCP and NWHT.
19. DCP staff will then help the tenant complete a housing benefit application form.
20. Arrangements will then be made for the tenant to move into their new home.

Once the new tenant has moved into their new home.

The tenant and their carers will be asked to provide DCP staff with as much information as possible about the tenant, their life and significant events and names of people who have been important to them. Support workers will assist the new tenant to settle into their new home. An individual file will be set up to record all information regarding the tenant and they can read this file at any time if they so choose.

There will be a small core team of support workers working at the house to ensure continuity of care. A key worker will be identified from the team. The staffing structure and duty rota are attached in appendix 2.

The purpose of the supported living tenancies is to encourage people to live as normal a life as possible within an ordinary house environment. The tenants will be encouraged by staff to do as much for themselves as possible with the staff providing advice and guidance for any tasks that the tenants can do themselves. They will be encouraged to do their own personal care, shopping, housework and cooking if they can. There are no rules and regulations other than those set by the tenants themselves. Each tenant will therefore get up and go to bed whenever they want to, they will eat whenever and whatever they want and do whatever they want within their own home. The staff are there as guests. Family members will be encouraged by staff to treat the house the same way that they have always treated their family members house e.g. if they want a sandwich or a cup of tea they should make one, if that is what they have always done.

For more information about the supported living tenancies for people with dementia or related mental health problems please contact one of the DCP Housing Coordinators on 0191 2849922.

U drive / houses general / protocol for supported living tenancies