

Adapting for Change



Module 1

Housing Solutions

Handout Pack

Title
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Place, Home
and Housing

Adapting for Change



Module 1

Housing Solutions



Module 1 | Housing Solutions

Adapting for Change

Module Objectives

By the end of the module staff will be able to

- ▶ Describe the key principles and aims of the AfC programme
- ▶ Outline the key considerations for the effective identification of Housing based solutions (exploring housing options, technology, equipment, and adaptations) across all tenures
- ▶ Describe the importance of acting early and key elements of the 'right housing conversations'
- ▶ Explain their role in supporting people to understand the options available

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Adapting for Change programme: Change Outcomes

- ▶ **Partnership, governance and management** – strategy jointly developed, shared priorities, jointly accountable, better use of resources including money
- ▶ **Better design** – less waste, better recycling...
- ▶ **Streamlined services** – tenure neutral, reduced complexity, reduction in waiting times...
- ▶ **Widened scope** – people with wider needs are supported e.g. dementia; wider range of options e.g. technology, self-help...
- ▶ **Integrated** – easier access, seamless processes, effective signposting
- ▶ **Person centred** – focus on evidencing personal outcomes
- ▶ **Prevention** – timely provision, avoiding crisis!

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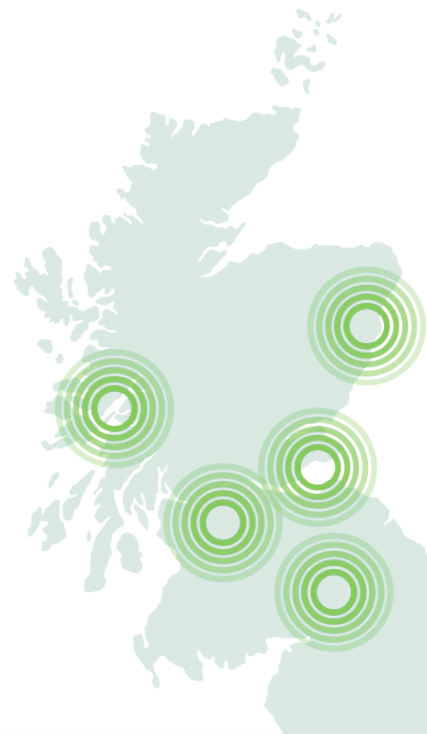
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Adapting for Change

Adapting for Change
5 demonstration sites

- ▶ Aberdeen
- ▶ Borders
- ▶ Falkirk
- ▶ Fife
- ▶ Lochaber



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Adapting for Change

AfC – 5 demonstration sites...

All 5 sites are undertaking tests of change in the following areas

- ▶ Improving partnership arrangements; strategy, processes and governance
- ▶ Service redesign to shorten timescales and enhance fast tracking
- ▶ Improving communication and choice and allied information and advice
- ▶ Developing a person-centred approach with a focus on outcomes for the person

Plus specifically

- ▶ **Aberdeen** – integrating TEC solutions , enhancing housing input to improve hospital discharge
- ▶ **Borders** – tenure neutral approach with shared budgets amongst RSLs
- ▶ **Falkirk** – developing standardised tools, definitions and templates, plus a Joint Outcomes and Performance Framework
- ▶ **Fife** – new approach to triage at first point of contact and developing front line housing management and housing options role to provide speedier and more effective service
- ▶ **Lochaber** – tenure neutral approach with a one stop shop with direct access to a wide range of services

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Adapting for Change

Housing based solutions...

- Housing Solutions = is an approach derived from the AfC programme and provides an overall framework for the provision of effective housing outcomes. It emphasises and supports:
 - the importance of front-line staff 'acting early' and having good 'housing conversations' when someone's circumstances change, encouraging consideration of rehousing as first stage... (Falkirk leaflet)
 - Encourages an Asset based solutions approach, with the person having full ownership and control...
 - Recognises 'triggers' and supports Anticipatory care planning....
 - Supports Prevention, and avoidance of 'crisis' and Appropriate risk taking.....
 - Can be supported by local and national Housing Options services
- Technology – telecare is an example of technology that can help people remain in their own home...
- Equipment – a wide range of cost effective/simple equipment solutions can support people in their own homes...
- Adaptations – 'any alteration or addition to the structure, access, layout or fixtures of accommodation and any equipment or fittings installed or provided for use in accommodation, for the purpose of allowing a person to occupy or to continue to occupy, the accommodation as their sole or ⁶ main residence'

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Housing Solutions, in action...

Mr F's story....

- SCW had a 'Housing Solutions' conversation with Mr F, following a bathing assessment;
- Mr F agreed to consider rehousing & discuss with son;
- Mr F rehoused in smaller property and now able to go out and enjoy social activities



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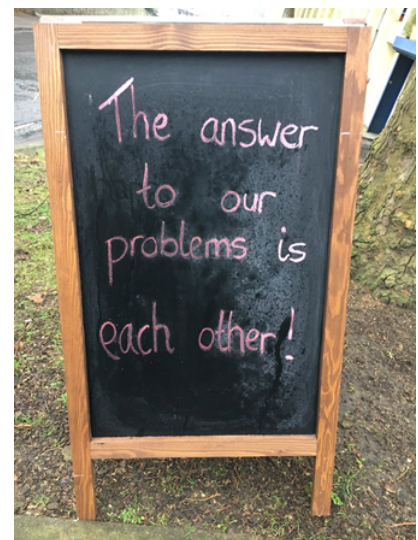
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Adapting for Change

Roles and responsibilities....
supporting personal outcomes

- ▶ Housing Solutions is everyone's business...encourage communication and joint working between partners/ agencies
- ▶ 'Sow the seeds', & be empowered to have a 'housing conversation'... signpost people and use leaflets / communication materials....
- ▶ Think 'simple solutions'...realistic and practical
- ▶ Focus always has to be on a personal outcomes approach...



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Module Summary

- ▶ Any last Q's.....
- ▶ Evaluation



The Improvement Hub (ihub) is part of Healthcare Improvement Scotland





Keeping you safe at home

Enabling you to return home from hospital earlier

Peace of mind and reassurance for you and your family

What is Telecare?

- Telecare is an adaptable range of technology used in the home to help you to live independently, safely and with confidence
- For ANYONE of ANY age following an individual assessment
- Can link with smartphones
- Can be available as soon as you come home from hospital
- Reassures you and your family that help can be called at anytime
- Monitoring of equipment can be by a family member or a 24 hour monitoring centre

Bon Accord Telecare Team

- Dedicated team of professionals with expert knowledge of Telecare
- We work with you to ensure you receive the appropriate equipment and response
- We install and maintain equipment
- We can devise individual solutions tailored to meet your needs
- There is a nominal charge for this service

Telecare in Aberdeen

3,000 people in Aberdeen are supported to live in their own home with Telecare



Dementia

"It gives us great peace of mind knowing we will be alerted if mum leaves the house during the night"

Community alarm



Falls

"I dread to think how long I would have been on the floor had I not been wearing a fall detector"

Fall detector



Elderly and Frail

"Telecare saved my life"

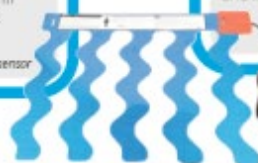
Pendant



Children and young people

"I felt great when mum and dad had a night out - safe in the knowledge I could get help through Telecare"

Epilepsy sensor



Vulnerable and learning disability

"Without Telecare I would still be living in hospital - I now have my own home and independence"



Automatic pill dispenser

How to access TELECARE

Your doctor, care manager, occupational therapist, nurse or other health professional can refer you for an assessment for Telecare. Alternatively YOU can contact the service direct to discuss your requirements.

Contact details:
Bon Accord Care Telecare Service
Community Equipment Store
Units 3-4 Whitemyres Avenue
Aberdeen
AB16 6HQ
Tel: 01224 788616

Equipment:
Alarm pendant (fall detector)/
Epilepsy /Smoke detector/
Door sensors/GPS device/
Automatic monitoring



HINTS AND TIPS

Do you want to move or stay?



**Falkirk
Moving
Assistance
Project**

This set of hints and tips is for people who are beginning to think about whether their current house is still right for them. This is what we have included here:

- Why you might want to move house.
- Checklist - is my house still right for me?
- Where to get advice.

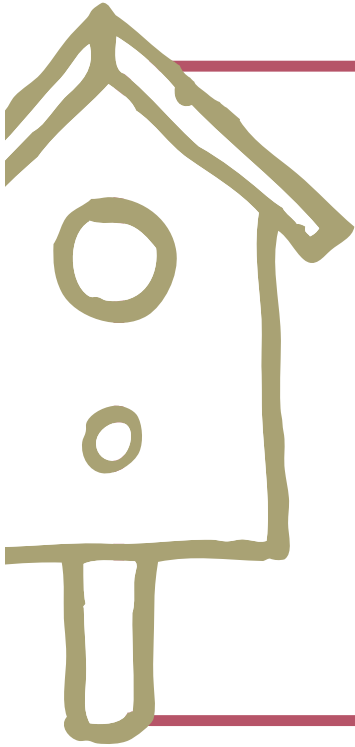
This is one of a series of hints for older people at each stage of moving house.

- Do you want to move or stay?
- Choosing the house that's right for you.
- Reducing what you have.
- Making the move.
- Supporting your relative or friend.

They all connect with each other, and it doesn't matter where you start.

Do you want to move or stay?

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We have talked to older people who live in the Falkirk and District area and who have moved house. These are the things that they said helped them. We have also produced a Directory that provides more information about the services and community groups in the area.

Our most important advice is: This is about what is right for you. If other people are worried – family, friends or staff such as GPs and care workers – you should recognise this, as they may have a point. But it is your life and your decision. There almost certainly will be a way to have the home you want and stay safe and well.

Some general tips

- Remember that you don't need to do this on your own. There are people who will help you at every stage.
- Think about what is important to you. Know what your priorities are.
- Make a list of things to ask or find out about – jot them down as you think of them.
- Take your time. Do it in small steps. You don't need to do it all at once.
- Try to think of the positive and exciting aspects of a change if you can. They are usually in there somewhere, even in difficult situations.

Talk to people.

- Ask family and friends and other people you know.

Ask people who have been in your situation. Find out what they did and how it has worked for them. You don't have to follow their example but it will help you work out what is right for you.

- Get specialist advice and information, especially for legal and financial things.
- If your choices affect other people, make sure you include them in your discussions and plans. And do it early on.

Do you want to move or stay?

Make decisions in your own way.

- Some people like to have a plan and know what they are aiming for. Then they can think about each point and how that helps them achieve their plan.
- Other people don't make decisions that way. They just know when something is the right decision for them. Remember that's ok too. (But our checklists will still be useful.)
- Sometimes worrying about making the right decision or the best decision almost stops us making any decision. When that happens, start by making one change or decision. Getting something decided – even a small thing – can help with the rest.
- If it feels hard or upsetting, get out and get some fresh air if you can. Go away for the day, or an hour or two. Being somewhere different often gives us a fresh view on a problem.

“Be willing to make compromises. If you know what is important to you it is much easier to compromise on things that don't matter so much.”

“Gather information from different sources if you can. If they all point to something being good (or bad) it probably is.”

Why you might want to move house

The starting point is what you want your home to give you.

“I live at the top of the hill. I can still drive but I won't be able to soon. There is no bus and there are no shops nearby. Maybe now is the time to start looking for somewhere in the town.”

This is what most people want from their home:

- Being in a location that is near people they know – neighbours, friends, family, activities and groups they enjoy.
- Being handy for services – shops, library, social club and the like. Convenience for transport is also important for many people.
- Having support and care services that they like – a good Health Centre with staff who you know, a good home support team, a group that has a friendly lunch club, and so on.

Do you want to move or stay?

- A house that feels safe is warm and comfortable – a place that works for you.
- Space and rooms to have the life that you want.
- A house that is easy to look after and not too expensive to run.
- Outside space – your garden if you want that, or no garden if that's what you prefer; being close to parks and other open spaces.
- Try to be as specific as you can about what you want to change – there may be solutions that you haven't thought about.
- For some people making alterations to their home or getting some extra support or help can make all the difference and help them stay where they are.
- For some people moving is the best option.

"I am the carer for my sister and would prefer to be nearer her. I could move near her, or she could come near me. Or we could move in together – that would be a right laugh!"

"I would like to be nearer my family with the grandchildren able to drop in."

As we get older, our needs can change. We've made a checklist to help you work out what is right for you.

Our advice is to think about what you want now, and what you might want in a few years. That helps you think about whether you want to move to a new home or whether you want to make changes to what you have now.

"The house was good when my family were at home but it is too big now."

"My family want me to move near to them. But I want to stay here – this is where I've been all my life and I'm happy here. We are coming to a compromise. I'll look for somewhere smaller and have an alarm and so on, and they will have to learn to cope with relying on phone calls to know if I'm ok."



Do you want to move or stay?

Checklist – is my house still right for me?

Aspect	My assessment			Points to consider
	Ok now	Change in a few years	Change now	
Location of the house				
Size of the house, or layout of the rooms				Look for areas that have the sort of houses you will need Check out options for improving what you have
Upkeep				Can you get help with this?
Garden – easy to manage? Too big? Not big enough?				Gardening clubs may know people who can help you find someone to take on a big garden, or let you work in an allotment or someone else's garden
Keeping warm, cost of fuel				Grants to improve fuel efficiency
Easy to keep in touch with friends				
Looking after yourself				Talk to your GP and the Council, check what support is available
Access to good services				If a service like your GP or support at home is important, you might want to stay in the area they cover
Your priorities				
Your priorities				

Do you want to move or stay?

Our tips

- If most of the points are ok, look at ways to improve the few that are not ok.
- If most points are ok now but likely to change, you can start planning ahead now.
- If there are matters that need sorting now, look for options that improve these for you. But still think of the other factors too.
- If several points are in the 'need to change now' column, this should help you work out your priorities for your next house move.

"Our house was fine but the hill is becoming a problem. So we've started looking for somewhere easier in a location that is better for us now. It's not immediate, but we're planning to move in the next year or two."

"Mum and Dad had been planning to move in a few years, but after Mum's fall it became more urgent. But it was good to still think about what they wanted, so the move was to the right place for them and not just moving in a panic."

"The checklist is a good idea because it makes you think about each aspect of your house. I was so caught up with the size of the house and going somewhere smaller, I forgot about being near friends. It helps you think about what you can improve in your own house while you look around."

"I talked to the manager of the care at home service who support mum. Now I know the area they cover, we've all decided to narrow the location down to that but be more flexible about what sort of house it is."



Do you want to move or stay?

Where to get advice

These are some of the organisations that other older people told us helped them.

- Citizens Advice Bureau
- Carers Trust
- Small Repair and Handyperson Service
- Later Life Information Centre
- Solicitors for Older People

The directory has contact information for these and other sources of advice and practical help.

"My John used to do all the little jobs around the house. He isn't able any more. We live in our own house, I didn't realise that we could get help from the Council. We got help through the Small Repair and Handyperson Service. It was great. They fixed the door so that we don't have a draught anymore. They fixed the taps that were leaking and sorted the light switch that was broken."

"The doctor got the OT (Occupational Therapist) to come and see us because we were both struggling at home. She asked us lots of questions and watched us get around the house. She organised handrails to help us at the front door and sorted the bathroom out for us. We can manage a lot better now."

"We talked to the Housing Association about a possible move, maybe next year. The lady gave us good suggestions on ways to make the house work better for us now and reassurance about having choices for the years ahead."

"The solicitor was helpful about the money and legal side of releasing money for changes to our current house and moving home."

"Get some extra people on the list of possible helpers if you can. If the person who is moving is frail there may be extra things to do that the rest of us don't think about. Another source of suggestions is really useful."

Do you want to move or stay?

Contacts and more information

Strategy Team on 01324 590797 (then select option 2) or email strategic.housing@falkirk.gov.uk

Kay Wood on 07753229673 or email olderpeoplesforum@btconnect.com

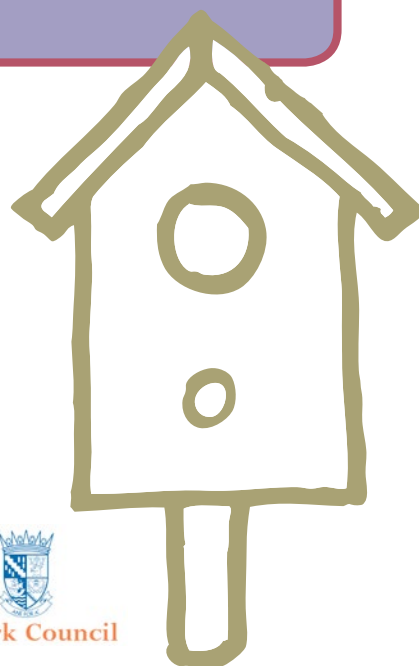
All of the Moving Assistance Hints and Tips the Directory of Services are available from the Wisdom in Practice Website www.otbds.org/projects/moving-assistance-project/

Falkirk Moving Assistance project has been funded by Falkirk Council through the Change Fund.

It has been developed and delivered by Outside the Box with help from the Make It Happen Forum.

The Make it Happen Forum is for people aged 50 and older to get involved and have their say in community life.

www.makeithappenforum.org.uk



Do you want to move or stay?



The Improvement Hub (ihub) is part of
Healthcare Improvement Scotland



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Scottish Government
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