



The benefits of extra care housing on the quality of life of residents: The impact of living in Campbell Place, Fleet

This case study for the Housing Learning and Improvement Network showcases improved outcomes in the quality of life enjoyed by residents of Campbell Place, a 74 unit extra care housing scheme in Fleet, North Hampshire, developed and owned by Sentinel Housing Association.



Using research based on interviews with residents, the study found that overall they reported improved outcomes in relation to their health, happiness, confidence, social life, relationships with their families and general well-being. The importance to well-being of social interaction, activities and a communal restaurant was striking and supports the case for such activities and facilities to be available as soon as a scheme opens.

Written for the Housing Learning & Improvement Network by **Jacqueline Burns**, Independent Consultant.

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Overview

Campbell Place is one of 4 schemes in the first phase of Hampshire County Council's programme to develop at least 500 extra care housing units over 8 years to 2020.¹

The completion of the first phase of Hampshire County Council's extra care programme coincided with an opportunity for research to be carried out as part of an MSc programme at Southampton University.

The purpose of the research was twofold. Firstly, to provide information to help Hampshire County Council understand residents' experience of living in one of the first schemes in order to inform the remaining phases of the programme. It was also hoped this research would benefit other Local Authorities and housing providers.

This research builds on previous studies which suggest extra care delivers positive outcomes for older people.² These studies identified the need for further research to understand the contribution that extra care housing can make to improving the quality of life of older people. This research was specifically designed to provide information to aid that understanding by addressing the following questions:

- 1. What outcomes do residents perceive they have experienced as a result of moving to and residing in extra care housing?**
- 2. What difference, if any, has moving to extra care housing made to their health, confidence, happiness, general well-being and relationship with families?**

These questions were developed by the researcher under the supervision of Hampshire County Council and Southampton University.

The study, which involved 17 residents, used face to face interviews to explore their experience of living at Campbell Place. The findings support the earlier studies with the majority of those interviewed stating they experienced improved outcomes. Furthermore, the findings highlighted the importance of social interaction to well-being and also point to areas for further research in relation to design of reception areas, volunteering and the logistics of transporting large numbers of wheelchairs on days out.

Background

The number of people in Hampshire aged 75 and over is predicted to increase by 80% in the 20 years to 2030.³ In order to ensure that suitable accommodation is available for this growing population, the County have developed a programme to deliver new extra care schemes. The programme comprises a first phase of 4 housing schemes, representing a capital investment

¹ Hampshire County Council (2012b), *More opportunity for Hampshire's older people to live their life the way they want*. Available from: www3.hants.gov.uk/hantswebnews/hantswebnewslist.htm?id=529197&pagetitle=More%20opportunity%20for%20Hampshire%27s%20older%20people%20to%20live%20their%20life%20the%20way%20they%20want

² Croucher, K., Hicks, L., Bevan, M., and Sanderson, D. (2007), *Comparative evaluation of models of housing with care for later life* [Report]: The Joseph Rowntree Foundation, York.

Kneale, D. (2011), *Establishing the extra in Extra Care Perspectives from three Extra Care Housing Providers* [Report]: The International Longevity Centre - UK.

Netten, A., Darton, R., Baumker, T., and Callaghan, L. (2011), *Improving housing with care choices for older people: an evaluation of extra care housing* [Report]: University of Kent.

³ Hampshire County Council. (2012a), *Extra Care Provider Briefing 14 February 2012*. Available from: www3.hants.gov.uk/adult-services/carechoice/resicare/extra-care/extra-care-partners.htm

by the County of £2.37 million, followed by up to £45 million of additional capital funding to develop more schemes in partnership with housing providers, district councils and the Homes and Communities Agency. The aim is to deliver at least 500 units over 8 years to 2020.⁴ Campbell Place is the largest scheme in the first phase with 74 apartments.

The County promotes extra care as a housing option that offers modern self-contained apartments with 24 hour on-site care staff and shared facilities such as a laundry, restaurant, lounges and gardens. The schemes are also expected to offer social activities and become “community hubs” for day time activities.⁵ Potential benefits of extra care include enabling couples who have different needs to stay together, helping people to maintain independence, reducing the need for hospital admissions or the need to move to residential care. It enables people ‘to move out of houses, where they are finding it difficult to cope, into a home where they can be secure and live independently’.⁶

About Campbell Place

Campbell Place is owned and managed by Sentinel Housing Association, a registered provider operating in north Hampshire. It is Sentinels’ newest extra-care scheme and was completed in October 2011.

Campbell Place is located in Fleet, North Hampshire. It was built on the site of 25 bungalows for older people owned by Sentinel. Many of the residents moved from the bungalows into Campbell Place. In choosing the location for the development, one of the aims was for Campbell Place to become a ‘hub’ for older people in the local area and to foster ‘community cohesion’. It has 17 one bedroom and 57 two bedroom apartments and describes the two bedroom apartments as an attractive option for ‘downsizers’ who want to move out of a family home.⁷ It has a range of communal facilities for use by the residents. These include a laundry, library, hairdressing room, communal bathroom and guest room. In addition, there is a communal restaurant which is available for use by residents and visitors.

Campbell Place provides a flexible on site 24 hour personalised care and support service for those who need it.

The research process

A qualitative research method was chosen for the research because the objective was to understand the experience and impact of moving to and living in extra care housing.

⁴ Hampshire County Council (2012b), *More opportunity for Hampshire’s older people to live their life the way they want*. Available from: www3.hants.gov.uk/hantswebnews/hantswebnewslist.htm?id=529197&pagetitle=More%20opportunity%20for%20Hampshire%27s%20older%20people%20to%20live%20their%20life%20the%20way%20they%20want

⁵ Hampshire County Council (2012d), *Hampshire County Council Guide to Designing Extra Care Housing*. Available from: <http://documents.hants.gov.uk/adultservices/extra-care/HampshireCountyCouncilGuidetoDesigningExountyraCarehousing2012.pdf>

⁶ Hampshire County Council (2012c), *More information on Extra Care Housing*. Available from: www3.hants.gov.uk/adult-services/carechoice/resicare/extra-care/extra-care-housing.htm

⁷ Sentinel Housing Association (2012), *Our new homes - Campbell Place Fleet*. Available from: www.sentinelha.org.uk/ourdevelopments/new_developments/campbell_close_fleet/campbell_close_fleet.html

Semi-structured interviews were used based on the success of previous studies.⁸ This approach ensured the research questions were covered and at the same time provided the opportunity for new themes to emerge. Volunteers for interview were sought with the help of the Scheme Managers who publicised the research at meetings and in one-to-one conversations with residents.

Pilot interviews to test the questions were then carried out and some minor adjustments made before undertaking the full interviews with 17 residents at Campbell Place, who had consented to participate in the research project.

Analysis

The results were analysed manually in three stages:

1. The first involved an analysis of the responses to the questions. This provided an insight into the reasons why the residents moved to Campbell Place, their experience of moving and their views of how Campbell Place had impacted upon their health, happiness, confidence, social life, family relationships and general well-being.
2. The second was a thematic analysis which identified five main themes.
3. The third stage was an analysis of the themes to see whether some occurred more frequently and whether there were any differences in the residents' experience according to age, gender and relationship status.

About the sample

Of the 17 residents, women outnumbered men slightly and, in terms of age, the largest group were aged 75 to 84 (Table 1).

Table 1: Composition of research sample

| Age | Male | Female | Total |
|----------|------|--------|-------|
| Up to 74 | 1 | 4 | 5 |
| 75 to 84 | 4 | 3 | 7 |
| 85+ | 2 | 3 | 5 |
| Total | 7 | 10 | 17 |

Source: Author's own research

Thirteen respondents were single and 3 were either married or in a partnership. The majority described themselves as White British (10) or White English (6). One resident described herself as Caribbean.

⁸ Netten, A., Darton, R., Baumker, T., and Callaghan, L. (2011), *Improving housing with care choices for older people: an evaluation of extra care housing* [Report]: University of Kent.

Evans, S., and Vallely, S. (2007), *Social well-being in extra care housing* [Report]: The Joseph Rowntree Foundation, York.

Croucher, K., Pleace, N., and Bevan, M. (2003), *Living at Hartrigg Oaks Residents' views of the UK's first continuing care retirement community* [Report]: The Joseph Rowntree Foundation, York.

Croucher, K., Hicks, L., Bevan, M., and Sanderson, D. (2007), *Comparative evaluation of models of housing with care for later life* [Report]: The Joseph Rowntree Foundation, York.

Overview of the findings

1. *What outcomes do residents perceive they have experienced as a result of moving to and residing in extra care housing?*

Moving to Campbell Place

The majority of those interviewed (12 respondents) had moved from properties owned by Sentinel Housing, and of these, 6 lived at Campbell Place prior to the redevelopment. Seven residents had moved from private houses, contributing to the policy objective to 'free up' family housing.⁹ Six residents moved to Campbell Place because of mobility problems, ill-health and/or being unable to cope, and of those, half were men and half were women and this group did not include any couples. It was interesting to note that of this group the men spoke most frequently about ill-health. For example, one male resident explained:

'I couldn't get out of the house. I was stuck there for a year.'
(Male, age 85)

On the other hand, the women spoke about being unable to cope, feeling vulnerable or isolated:

'I was alone and couldn't cope.'
(Female, age 70)

The other reasons for moving to Campbell Place included to be nearer family, wanting to move to smaller accommodation or returning to the area.

Nine moves appeared to have taken place as a result of a severe health problem or 'crisis' event, including major illness and becoming homeless. It was notable that, with the exception of the returning residents, only two moves seemed to be as a result of longer term planning. This finding does raise the question as to what extent moving to Campbell Place was seen as a choice by these residents and thereby contributed to the government policy objective to increase choice.¹⁰

Expectations of Campbell Place

Five residents said that before they moved to Campbell Place they did not know what to expect. Two residents with mobility problems had been unable to visit the scheme and had to rely on the advice of friends and family. Residents who were returning to Campbell Place appeared to have a better knowledge of what to expect from Campbell Place than others and one spoke about 'having seen the plans'. Those who did have expectations spoke of a nice building and facilities, the attraction of the security provided, the ability to live independently with support if required, availability of an on-site care service and people to talk to.

The majority of residents (13 individuals), including some who had said they did not have any expectations, said their expectations of Campbell Place had been met and in many cases had been exceeded. One resident said 'it was a surprise, a lovely view' (Female, age 78). Another resident said his expectations had been met and that he *'would recommend it to anyone'* (Male age 66). The majority of residents said they felt Campbell Place met their everyday needs with 3 saying it had more than met their needs. When asked what advice they would give to others thinking of extra care, some suggested visiting the scheme before deciding, while others recommended that people should just 'go for it'.

⁹ Department for Communities and Local Government (2011), *Laying the Foundations: A Housing Strategy for England* [online] Available from: www.gov.uk/government/uploads/system/uploads/attachment_data/file/7532/2033676.pdf

¹⁰ *ibid*

These findings are generally in line with previous research by Bäumker et al.¹¹ and Croucher et al.¹², with residents looking forward to the accommodation, security provided, social interaction and the ability to live independently. However, there was some variance in that, unlike the two earlier studies, residents did not mention tenure as a factor in their decision to move to extra care. This may be a reflection of the high number of residents who were already tenants of Sentinel Housing before moving and therefore did not consider tenure to be an issue. Alternatively, it may be that as most of the residents had been there for almost a year, the issue of tenure may no longer have seemed relevant. Moving was viewed as easy by the majority of residents; for most this was because of help from family and friends. However, 5 experienced difficulty and suggestions were made for improvement through practical help and by speeding up the process of redevelopment.

Views of the building

The residents were unanimous in their praise of the flats. The words used to describe them included 'beautiful, marvellous, as good as they could be'. This is summed up by one resident who said:

'The flats are gorgeous, beautiful, very comfortable and spacious.'
(Female, age 66)

However, there were complaints about the heating and the building being too hot. Some residents thought the reception area was 'sterile', too large and that the layout could be improved and made suggestions for how this could be achieved.

Residents were unanimous in their agreement that the gardens were attractive, describing them as lovely, pretty, and pointing to the sun lounge which could be used for parties.

Residents had more mixed views of the communal lounge. Twelve residents, the majority of whom were women (8), spoke positively about it, describing it as lovely, fabulous or fine. However, 5 residents - of which 3 were men - expressed concerns, ranging from those who felt the room was too big to one resident who felt it was too small for resident meetings. Residents generally spoke positively about the facilities, particularly the hairdresser and to a lesser extent the laundry and communal bathroom. The facility that produced the most comment was the restaurant service and catering. Residents had mixed views, with almost equal numbers praising and criticising the meals and service provided. This was clearly important for many residents for whom the restaurant provides an opportunity to socialise and not only a place to eat.

Comments ranged from:

- one resident who explained his social life was,

'very improved because of having to come down to lunch.'
(Male age 66)



¹¹ Bäumker, T., Callaghan, L., Darton, R., Holder, J., Netten, A., and Towers, A. (2012), 'Deciding to move into extra care housing: residents' views', *Ageing and Society*, 32(7): 1215-1245.

¹² Croucher, K., Hicks, L., Bevan, M., and Sanderson, D. (2007), *Comparative evaluation of models of housing with care for later life* [Report]: The Joseph Rowntree Foundation, York.

- to another who described the food as:

'too terrible so I won't eat here' and was very unhappy that this has taken *'away the social interaction involved in eating'*, which was something he had been looking forward to before moving in.

(Male, age 75)

At the time of the interviews, the catering arrangements were being reviewed and residents were being consulted about which organisation they would like to provide the service.

Accessibility was a topic covered by several of the residents who were not wheelchair users but who expressed concerns about the feasibility of day trips in view of the large numbers of wheelchair users in Campbell Place. This was not mentioned by those who use wheelchairs and therefore their views are not known. However, this finding suggests there is concern that, without adequate provision, either those with mobility problems will be unable to go or alternatively there will be less day trips. Apart from this, there was little evidence of those with mobility problems experiencing difficulties, with the exception of two residents who are wheelchair users who said they would like a device to enable them to open their front door more easily, and a third who explained that it was difficult to manoeuvre his wheelchair because of the fitted carpet in his flat.

Activities

Residents explained that a gardening club, bingo and a knitting club were regular activities. An Activity Coordinator had recently been appointed and residents were expecting more activities and day trips to be on offer. However, many residents felt this should have happened sooner. As a consequence there was a high degree of dissatisfaction with the level of activities, with half of the residents saying they would like to see more taking place. One resident complained:

'people are in their flats most of the time; there is not enough going on.'

(Male, age 75)

Services

The support service is delivered by the Scheme Manager and the care service by the care team who are based in the building and are able to respond 24 hours per day. Residents' views of the Scheme Manager and the care staff were overwhelmingly positive. As one resident explained:

'The carers are marvellous, and they're on call 24 hours a day. I wouldn't change them for the world, they're marvellous'and 'the managers they do a very good job.'

(Male, age 78)

Although none of the residents were critical of the staff, three spoke about a need to improve security at weekends and evenings and increase staff cover on reception.

2. What difference, if any, has moving to extra care housing made to their health, confidence, happiness, general well-being and relationship with families?

Overall the majority of residents reported better outcomes. (Table 2). The greatest positive impact was the improvement in happiness, social life and well-being. A summary of the findings is set out below.

Table 2: Perceived impact of moving to and living in Campbell Place

| | Better | Same | Worse | Unable to answer |
|-----------------------------|---------------|-------------|--------------|-------------------------|
| Health | 6 | 7 | 3 | 1 |
| Happiness | 13 | 2 | 1 | 1 |
| Confidence | 8 | 8 | 0 | 1 |
| Social Life | 11 | 5 | 1 | 0 |
| Relationships with families | 8 | 7 | 1 | 1 |
| General well-being | 11 | 4 | 2 | 0 |

Source: Author's own research

Health

The majority of residents reported their health was better or the same since moving to Campbell Place. Those who said their health was worse felt their health would have declined regardless. Residents with physical disabilities spoke about being able to move more easily than before and about the advantages of having a shower. These findings are in line with Kneale¹³ who concluded that extra care can deliver improved health outcomes and provide a 'healthy home for life'.

Happiness and social life

One of the most striking findings in relation to residents' perception of happiness, social life and well-being was the importance of social interaction. This was important to all the residents regardless of age, gender or relationship status. This supports previous research into quality of life and ageing by Rowe and Kahn¹⁴ and into extra care by Evans and Vallely.¹⁵ Those who felt that Campbell Place had offered new opportunities to socialise spoke positively about their experience of living in the scheme.

In light of the importance placed on social interaction it is not surprising that many residents expressed a desire for more social activities. Some were disappointed that not more was available while others saw this as inevitable as the scheme had only been opened just over a year. A similar study into well-being also found that "social activities were valued by residents and ... were important for friendship development" and recommended that in new schemes social activities should be developed as soon as possible.¹⁶ This appeared not to have been the case at Campbell Place, as residents spoke about an Activity Co-ordinator only having

¹³ Kneale, D. (2011), *Establishing the extra in Extra Care Perspectives from three Extra Care Housing Providers* [Report]: The International Longevity Centre - UK.

¹⁴ Rowe, J., and Kahn, R. (1997), 'Successful Aging', *The Gerontologist* 37(4): 433-440.

¹⁵ Evans, S., and Vallely, S. (2007), *Social well-being in extra care housing* [Report]: The Joseph Rowntree Foundation, York.

¹⁶ Callaghan, L., Netten, A., and Darton, R. (2009), *The development of social well-being in new extra care housing schemes* [Report]: The Joseph Rowntree Foundation, York.

recently been appointed. A related theme was the restaurant and the value of social interaction of having meals in a communal dining room. Most residents spoke about the meals and the opportunity to socialise.

Also related to social interaction was the importance of the design of the building and accommodation. Residents spoke with enthusiasm about their flats and the scheme. The majority also spoke positively about the facilities with the exception of the restaurant. Some gave examples of the ways that their flats had improved their quality of life, the most frequently mentioned being the showers and, for those in wheelchairs, the ability to move more freely in their homes.

Confidence

The security of the building and the knowledge that someone was always there if needed and that care was available on-site seemed to be important to confidence, as one of the younger residents explained:

'I tried to live independently, you know, for as long as I could but then it got a bit scary living on my own.'

(Female aged 66)

Another research study of an extra care housing scheme in Dorset found that residents of extra care also valued the security provided by extra care.¹⁷

Relationships with families

The majority of residents felt that relationships with their families had improved. They spoke about their families being happier knowing their relative was safe and that care was available if needed. There was also evidence to support research which found residents did not want to 'become more of a burden to the younger members of your family' and the move to extra care housing removing that worry.¹⁸ For some residents, moving to Campbell Place meant they were living closer to family and were able to see them more often, and this had improved their relationships.

It is interesting to note that later research by Croucher et al.¹⁹ found that lack of space in extra care housing can create difficulties for 'family-orientated activities (e.g. cooking Sunday lunch) as there simply was not enough room to cook a meal for a number of people, or have a dining-room table and/or sufficient chairs for more than two people to sit down'. It has also been found that having enough space was important to creating a 'suitable environment' for visits from family.²⁰ This was not mentioned by the participants and this may be a result of the design, which many of them described as 'spacious' and those who had 2 bedrooms clearly valued the additional room. This may have contributed to the improved relationships with their families.

¹⁷ Housing LIN (2014), Case study No.82, *Blazing a trail: Extra Care Housing in Blandford Forum, Dorset*.

¹⁸ Croucher, K., Pleace, N., and Bevan, M. (2003), *Living at Hartrigg Oaks Residents' views of the UK's first continuing care retirement community* [Report]: The Joseph Rowntree Foundation, York.

¹⁹ Croucher, K., Hicks, L., Bevan, M., and Sanderson, D. (2007), *Comparative evaluation of models of housing with care for later life* [Report]: The Joseph Rowntree Foundation, York.

²⁰ Evans, S., and Vallely, S. (2007), *Social well-being in extra care housing* [Report]: The Joseph Rowntree Foundation, York.

General well-being

The majority of residents stated their well-being was better. This supports previous research which found that older people in extra care housing reported positive outcomes and a good quality of life.²¹ It is also interesting to note that the reason for improved outcomes most frequently mentioned was the opportunity to socialise. This is in line with research into social well-being by Callaghan et al. and Evans and Vallely which identified improved links between quality of life and social networks. They also found that the independence extra care offers and the 'overall extra care housing environment' were important to well-being. This also appeared to be the case for residents at Campbell Place with the majority being happy with their accommodation, the building generally and the facilities and services provided.

In order to more fully understand these findings, a detailed thematic analysis of the interviews was carried out. This identified the following 5 themes which appeared to be particularly important to the residents' experience, Table 3.

Table 3: Thematic analysis - number of residents, singles and residents in couple relationships, who spoke about each theme.

| Themes | Single residents | Couples |
|--|------------------|---------|
| Social interaction | 13 | 3 |
| The Restaurant and catering services | 13 | 3 |
| The design of the building and accommodation | 13 | 3 |
| Security/ knowing someone is always there | 9 | 3 |
| Relationship with families | 6 | 1 |

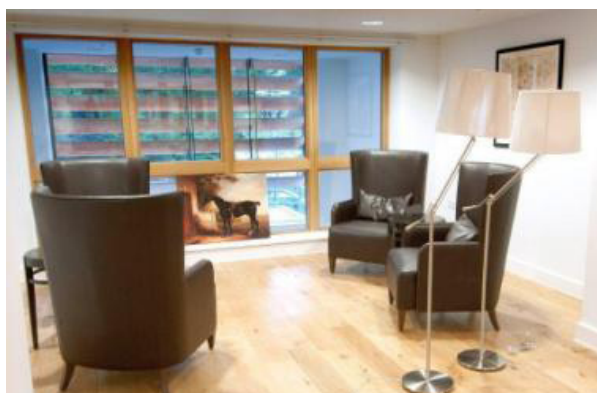
Source: Author's own research

Social interaction

The theme which emerged most frequently in relation to improved happiness, social life and well-being, was social interaction. Residents spoke about having more people to talk to and this applied to those in relationships as well as single people, as one resident explained:

He likes it here because he's got more people to talk to.

(Female, age 82 speaking about her husband)



²¹ Netten, A., Darton, R., Baumker, T., and Callaghan, L. (2011), *Improving housing with care choices for older people: an evaluation of extra care housing* [Report]: University of Kent.

The lay-out of the building, and the presence of carers, played a role in this interaction. Residents spoke about enjoying the informal opportunities for social interaction that Campbell Place provides in the communal rooms, reception and corridors as well as the restaurant. This was summed up by one resident who explained:

'Wherever you go there's always someone that I wave to, like yourself. I always say hello; hello Julie or hello David, you don't shout at them you just wave. Whether that's happiness or pleasure, what's the difference?'

(Male, age 78)

Relationships with carers were important to some of the residents who spoke about enjoying a hug and said that they would miss the carers if they were not there. It is against this background that most residents said that they were less lonely since moving to Campbell Place. Even one of the younger residents who has an active social life outside of Campbell Place said that:

'a really good point about being here (is) you're never lonely.'

(Female, age 66)

However, this was not a universally held view with two of the younger single residents, both aged 75, saying that they found the building too quiet in the evenings and at weekends.

The Restaurant and catering services

As highlighted earlier, there were strong views about the restaurant food and service provided and a recurrent theme amongst all participants was the importance of the restaurant to their social interaction.

Following consultation, the catering contract was awarded to Pride Catering - chosen by residents of Campbell Place. Furthermore, the most recent customer satisfaction survey, carried out in May 2014 by Sentinel, was completed by 51 of the residents. The top three key factors which tenants found most important were Quality of Food, Friendliness of Staff and Presentation of Food.

The design of the building and accommodation

In terms of the rest of the building, all of the residents were impressed with the design of their accommodation.

Some of the residents spoke about the impact of the flats on their health and well-being. These included the importance of having a shower for those unable to use a bath and improved mobility for wheelchairs users.

'I couldn't believe it when I moved in, it looked like a palace ... the hall is superb ... I can do a full circle in it'

(Female, age 70 - wheelchair user)

Even those who had previously lived in 3/4 bedroom houses spoke about the benefits of having smaller accommodation, with one resident explaining his health was better because:

'in the house I had to use the stairs ... and its always warm here' (Male, age 85)

Security/knowning someone is always there

Security was clearly important both in terms of the security of the building and the peace-of-mind experienced through having staff on site 24 hours/day. The importance of having someone to call on in an emergency was summed up by one resident who said, 'it's just nice knowing they're there'. (Female, age 70)

Other residents spoke about the importance of the security of the building. One resident said this was a consideration in her decision to move to Campbell Place and explained:

'You've got no worries. It's so secure and that's what I think everybody's so thrilled about'
(Female, age 77)

Yet this satisfaction was not shared by all residents. Some expressed concerns about the security of the building, particularly at night and weekends, and felt there should be higher staffing levels at these times. A related theme was a view that there should be more staff in the reception area to greet people coming into the building and also respond to the needs of residents with dementia who are sometimes found 'wandering around'.

Relationships with families

The security arrangements also played a role in improving residents' relationships with their families. Over half of those with family said that their relationships had improved because their families knew they were safe and happy. As one resident explained that his relationship with his family is now:

'100% - (it) was always good, but it's got much better now, now they know I'm happy and I know they're happy'
(Male, age 78)

Finally, another dimension was geographical proximity. Two residents explained their relationship with their families had improved because they are now closer to them and able to see them more often.

Future research directions

This study also identified areas that would benefit from further research, summarised below:

Volunteers

The importance of social interaction coupled with concerns about staffing the reception raises the question of whether there is value in increasing volunteer opportunities in extra care housing for both resident and community volunteers. This may have the potential to enhance well-being through activity and social interaction with the surrounding community, in addition to freeing up staff time. There are examples of resident volunteers in extra care housing which could provide useful research opportunities and could build on research by the Housing LIN.²²

Design and use of reception areas

Research into the design and operation of reception areas could provide valuable information to inform new developments. This is particularly important where schemes are developed to be a 'hub' within the local community. Further research could explore ways to improve the appearance, layout and staffing arrangements in a way that benefits residents and visitors. Research to explore residents' and visitors' views could involve qualitative or quantitative research or a more mixed approach. This would ideally involve several extra care housing schemes.

²² Housing Learning and Improvement Network (2012), Viewpoint No. 23 *Building Mutual Support & Social Capital in Retirement Communities* [online] Available from: www.housinglin.org.uk/library/Resources/Housing/Support_materials/Viewpoints/Viewpoint_23_Mutual_Support.pdf

Wheelchair and days out

The concerns about wheelchair and day trips out suggest there may be a need for further research into ways to provide transport for large groups of wheelchair users. This could involve a review of existing good practice, utilising the resources of the Housing Learning Improvement Network, supplemented by surveys of extra care schemes that have developed effective systems to support wheelchair users.²³

Summary

The aim of this case study was to aid that understanding of residents' experience of moving to and living in Campbell Place by addressing the following questions:

1. What outcomes do residents perceive they have experienced as a result of moving to and residing in extra care housing?

Residents spoke very positively about their experience of living at Campbell Place, and overall reported better or the same outcomes in health, happiness, confidence, social life, relationships with families and general well-being. This is summed up by one of the residents who said, 'Life has been much brighter since I've been here'. (Male, aged 85)

2. What difference, if any, has moving to extra care housing made to their health, confidence, happiness, general well-being and relationship with families?

Overall residents reported positive outcomes with most saying that their health, confidence, happiness, general well-being and relationship with families were better or the same since moving to Campbell Place. A thematic analysis found the following five themes emerged most strongly in relation to these improved outcomes; social interaction, the Restaurant and catering services, design of the building and accommodation, security/knowing someone is always there and relationship with families.

The importance of social interaction to residents' well-being was striking. Residents described the ways in which the scheme could provide opportunities to socialise through activities, building design and contact with staff. Where this was not meeting their needs, in relation to the restaurant and activities, they expressed their dissatisfaction. This study highlights the importance of having social activities in place as soon as a scheme opens. Equally the provision of a restaurant that operates successfully also needs to be a priority.

The research findings also suggest areas that could offer scope for further research to explore ways that extra care housing can be enhanced.

Conclusion

These findings add weight to the body of evidence that extra care housing delivers improved outcomes for older people and support the case for further investment in extra care as an integrated model of housing, care and support that delivers the outcomes older people want. At Campbell Place, the combination of an on-site care and support service based in a modern building, with spacious flats, restaurant, communal areas and social interaction is clearly valued by the residents who are enjoying improved outcomes. The importance that residents placed on social interaction, in informal settings, in the communal restaurant and by participating in activities, was notable.

²³ Housing LIN (2012), Case study No.59. *Turning the corner: Managing the use of mobility vehicles from a housing perspective.*

Note

The views expressed in this paper are those of the author, and not necessarily those of the Housing Learning and Improvement Network.

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About Sentinel Housing Association



Sentinel is a not-for-profit landlord operating in north Hampshire. Sentinel manages a property portfolio of 8500 homes, and provides support services for thousands of customers across 10 local authority areas. The portfolio includes a variety of homes designed specifically for older people, ranging from conveniently located bungalows to sheltered housing schemes and extra-care schemes like Campbell Place.

About the Housing LIN

Previously responsible for managing the Department of Health's Extra Care Housing Fund, the Housing Learning and Improvement Network (LIN) is the leading 'learning lab' for a growing network of housing, health and social care professionals in England involved in planning, commissioning, designing, funding, building and managing housing, care and support services for older people and vulnerable adults with long term conditions.

For further information about the Housing LIN's comprehensive list of online resources and to participate in our shared learning and service improvement networking opportunities, including 'look and learn' site visits and network meetings in your region, visit: www.housinglin.org.uk

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Housing Learning & Improvement Network
c/o EAC, 3rd Floor,
89 Albert Embankment
London SE1 7TP

Tel: 020 7820 8077

Email: info@housinglin.org.uk

Web: www.housinglin.org.uk

Twitter: @HousingLIN