

Information and checklist for hospital and primary care staff

Sheltered housing is a huge resource and offers a variety of lifestyle choices for older people. More older people (two thirds of a million) in the UK live in sheltered housing than in residential and nursing care put together. Sheltered housing was originally intended for fit, active older people. However, demographic trends and community care have led to an older and frailer population living, or wishing to live, in sheltered housing. The service has therefore evolved in response to these changing needs. Residents' can live independent and fulfilled lives in purpose built accommodation that aims to offer a 'home for life' and, where appropriate, provide access to care and/or support 'closer to home'.

This leaflet, one of a series of six, has been produced by ERoSH a charity that promotes awareness of sheltered housing with the public and with professionals. It is supported by the Care Services Improvement Partnership at the Department of Health.

Phone ERoSH on 01249 654249 for:

- more leaflets
- further information about ERoSH
- contact details for regional networks for ERoSH

Or you can obtain more information from www.shelteredhousing.org

Six separate leaflets are available for:

- Hospital and primary care staff
- Adult Social Care Services
- Sheltered and retirement housing providers
- General enquirers, older people, their friends and relatives – 9 key questions and answers about sheltered housing in different languages
- Domiciliary care – a good practice guide for sheltered and retirement housing staff
- Supporting People – a guide and checklist for sheltered housing staff

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Care Services Improvement Partnership Housing Learning and Improvement Network

The Housing LIN promotes new ideas and innovative solutions on housing with care and support for older people and vulnerable adults.

For

- access to on-line learning resources, latest policy developments, technical guidance and practice examples
- details on regional workshops and national events
- further information on the Housing LIN visit our website at: www.icn.csip.org.uk/housing

We help to improve services and achieve better outcomes for children and families, adults and older people including those with mental health problems, physical or learning disabilities or people in the criminal justice system. We work with and are funded by



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Sheltered housing has changed
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Care Services Improvement Partnership **CSIP**

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Sheltered and extra care housing can be a valuable asset to both hospital and primary care staff. Sheltered housing staff are often the only professionals who may see residents every day. They are well placed to notice sudden or gradual changes in well-being. They are likely to have built up relationships of trust over many years and can have valuable information to offer health professionals. They want to be involved in their residents care and support and especially when a resident is discharged from hospital.

The Department of Health White Paper 2006 *“Our health, our care, our say – a new direction for community services”*, paragraph 2.88, commends sheltered housing schemes as part of the infrastructure for the delivery of healthy living services.

Sheltered housing schemes vary from those offering a basic 24/7 community alarm service to those with on-site staff. Extra care or very sheltered housing has on site care staff (often 24/7) and is an excellent alternative to residential care, allowing people to remain independent. Extra care schemes can also provide intermediate and respite care.

The Department of Health’s report *“A New Ambition for Old Age”* 2006 (which set out the second half of the 10 year implementation programme for the National Service Framework for Older People) emphasised partnership working and healthy ageing. The recent Health and Well-Being Commissioning Framework also promotes greater strategic assessments and partnerships across health economies and local government.

The following partnership examples could be copied elsewhere:

Rotherham Primary Care Trust, Rotherham Council and the Supporting People team are offering scheme managers, as part of a wider programme of health promotion:
“Active in Age” exercise courses, falls prevention courses, food and nutrition courses, alcohol awareness training and dementia training.

Westminster Primary Care Trust and Westminster City Council Housing with Care department are planning training for scheme managers to enable them

- to look out for signs of malnutrition
- to advise tenants in the scheme and in the community on diet

Westminster Housing with Care services are working with Westminster Primary Care Trust to use sheltered schemes as locations to carry out flu immunisation for older people in the community.

For information on sheltered and extra care housing in your area, visit the Elderly Accommodation Counsel (EAC) on-line database at www.housingcare.org or tel 020 7820 1343.

For a range of learning resources and networking opportunities for health and primary care staff on innovative housing and integrated care solutions for older people, visit the Care Services Improvement Partnership’s Housing LIN website at www.icn.csip.org.uk/housing.

Hospital and primary care staff

1. Does your patient record form specify whether or not the patient lives in sheltered housing?
Yes No In progress
2. Do you include the scheme manager’s name and phone number on the form?
Yes No In progress
3. Are your staff aware of the range and types of sheltered housing available locally?
Yes No In progress
4. Have you incorporated an explanation of sheltered housing into staff induction training?
Yes No In progress
5. Do your local assessment procedures (including the Single Assessment Process) include reference to sheltered housing?
Yes No In progress
6. Have you discussed with housing providers the rehabilitation potential of sheltered housing (see Standard 3 of National Service Framework for Older People)
Yes No In progress
7. Do you know what services local sheltered and extra care housing provide?
Yes No In progress

Hospital based staff

8. Are sheltered housing staff consulted on hospital discharge and/or invited to discharge meetings?
Yes No In progress
9. Are sheltered housing staff informed who they should liaise with, i.e. named nurse, ward sister or discharge co-ordinator?
Yes No In progress

10. Have you considered involving housing staff in routine training on hospital admission and discharge procedures?
Yes No In progress
11. Do you indicate on the patient form whether the scheme manager has been consulted about either discharge or admission?
Yes No In progress

Primary care staff - GPs, practice managers, community nurses, community mental health trust staff

12. Have you considered a regular surgery at any sheltered housing schemes?
Yes No In progress
13. Have you considered arranging the 75+ checks at sheltered housing schemes?
Yes No In progress
14. Have you or your staff considered meeting sheltered housing and social alarm centre staff to discuss their role in responding to emergency call-outs, monitoring medication etc?
Yes No In progress
15. Have you considered using sheltered housing schemes as health promotion sites? (See Standard 8 of National Service Framework for Older People)
Yes No In progress

16. Do you know to whom to refer someone who is interested in living in sheltered housing or extra care housing? (use the EAC database on www.housingcare.org or tel. 020 7820 1343)
Yes No In progress