

Better Outcomes Better Lives **Neighbourhood Apartments – detailed overview**

Presentation to HLIN Happi Hour

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Content structure and intro...

What is the purpose of a Neighbourhood Apartment?

- To speed up hospital discharge for older people
- To deflect from residential care
- To support a range of other health and care scenarios
- To provide a D2A opportunity



Types of Referrals:

- No reason to reside
- Temporary home whilst major adaptations are fitted (isolated cases)
- Risk of abuse and safeguarding concerns
- Hoarding and unsafe property conditions
- Carer breakdown
- Step down from residential care
- End of Life (where current situation is unacceptable e.g. hospital)

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Firstly, what is the criteria for a Neighbourhood Apartment?

- ✓ Neighbourhood Apartments are a **fully furnished accommodation** created for a short-term stay (8-12 weeks) for people **over 55 years** who require some extra help and support to continue living independently.
- ✓ We have **28 apartments** across the city in North, South and Central Manchester, Some are in sheltered schemes, some are in Extra Care schemes.
- ✓ There is a mix of **studio, 1 and 2 bed apartments** and can accommodate couples and carers. Citizens can access any apartment in any area according to need and availability.
- ✓ Criteria:
 - ✓ A **Manchester resident** and be registered with a **Manchester GP**.
 - ✓ Aged 55+ 60 + depending on the Housing provider
 - ✓ Allocated worker throughout their stay and must have a clear exit plan
 - ✓ Referrals to Neighbourhood Apartments can be referred by a number of different professionals e.g. Social Workers, Social Care Assessors, Health Staff, Housing Providers


Better Outcomes Better Lives Information for Referrers

 MANCHESTER CITY COUNCIL


Neighbourhood Apartments for Health and Social Care needs

Property Catalogue



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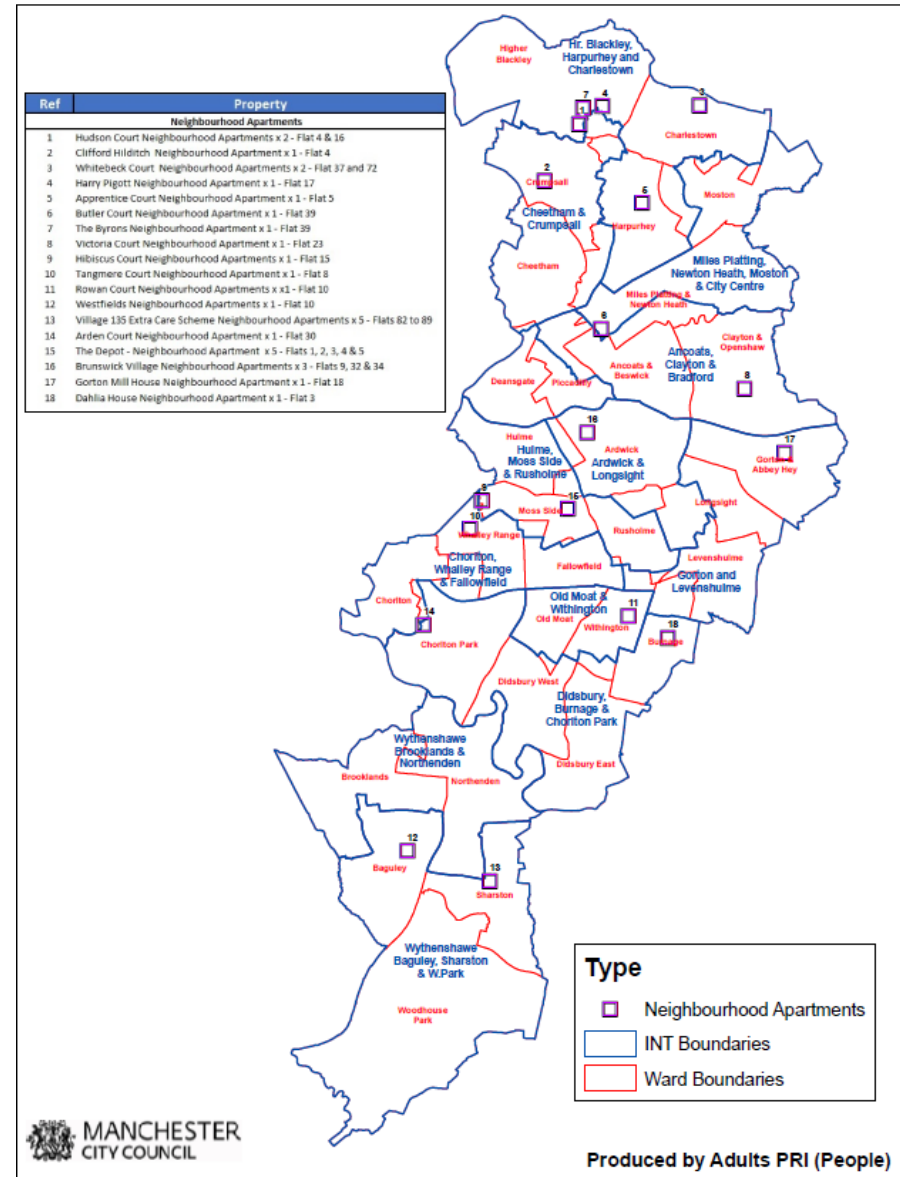
Neighbourhood Apartments in Manchester: referral documentation and guidance

 MANCHESTER CITY COUNCIL

Neighbourhood Apartments: Frequently Asked Questions

To help everyone thinking about staying in one of our Neighbourhood Apartments, we have produced this easy guide

Neighbourhood Apartments



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Apartment set up process

- The overall aim for Neighbourhood Apartments is to create a welcoming and homely space for older people where they can recover and focus on their wellbeing in fantastic surroundings
- Each apartment is fully kitted out with high quality furniture and a fully equipped kitchen
- The Neighbourhood Apartment Coordinator has developed a fantastic interior décor skillset with a keen eye on the public purse
- Some apartments have a profiling bed, on loan from the Equipment and Adaptations Service
- New towels and bedding is made available at each relet to ensure good hygiene measures
- The service funds a half time Cleaner role from ASC's crisis clean service (put in place as part of Covid-19 measures to minimise cross infection risks)
- Where reablement are in place, they take on the cleaning responsibilities



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Different care and support options explained...

Within Sheltered Housing:

- There is no onsite care team so if a Neighbourhood Apartment resident requires care and support, this is arranged by the Allocated Worker using the Neighbourhood Homecare providers

Within Extra Care Housing:

- There is an onsite care team – the neighbourhood home care provider – with care and support drawn from any onsite availability
- Should there be no capacity from the onsite care provider, then an alternative homecare provider is sourced on rare occasions

Within the clustered 5 apartments – Reablement-led

- Reablement are permanently based within the site (with access to office/ICT and hygiene facilities plus parking)
- At Village 135, the care availability is 7am to 10pm
- At The Depot, the care availability is 8am to 8pm

There are merits with all of the options. When placing a resident with high care and support needs, preferences are to place within either Extra Care or Reablement and use sheltered housing for non-care emergency situations.

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Getting Better and refining the model/offer



- **The Neighbourhood Apartment Service started small**, and took on the 5 'transitional flats' leased by the Hospital Social Work Team at NMGH – it was felt that the process of managing these flats should not be the responsibility of frontline teams
- At the outset, the team had to rely heavily on growing provision from the sheltered housing stock, whilst investing in building the business case with Extra Care housing providers for them to give ASC their void properties
- **Partnership and building trusted relationships with the housing providers have been paramount** – they benefit from having a steady supply of high priority applicants to fill voids and supporting ASC priorities, as well as paying rent!
- As the **newbuild supply of new Extra Care schemes** came to fruition, housing providers were actively approaching ASC to offer us Neighbourhood Apartments, whilst we could then decommission some of the older apartments in sheltered housing – so there is a continuous property upgrade in action
- Staff have attended the Communities of Practice to raise awareness, alongside Extra Care Housing, to ensure referrals and built strong relationships with the Control Room
- Links with the Housing Providers and the HOOP Officers remain strong
- **Many citizens enjoy the extra facilities of their stay**, using the bistro, spa bathing and making new friends
- Housing-Related Support for retirement housing continues to grow the model for all residents and short stayers to ensure that the housing provision promotes ageing well activities and social inclusion. This is transformative for people who live alone
- **Recent independent Survey of Extra Care and Neighbourhood Apartment residents** conducted by Healthwatch

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Getting Better and refining the model/offer (2)



- **Licence Agreement drawn up by Legal Services** now well embedded – provides us with the safety net around overstayers
- Refreshed Referral Documents, regular updating of the property brochure
- New Allocated Workers questionnaire
- Annual review meetings with Housing Providers
- Annual refresh of the SLA with housing providers
- New team inbox for referrals and enquiries
- MLCO Extranet page

Potential to expand requirements:

- 3rd Coordinator post to spread property and referral applications across North/Central and South
- Explore potential for a further clustered block in North Manchester
- Explore potential for a dementia specific Neighbourhood Apartment
- Duty system to deal with urgent referrals – same day e.g. responses back to the Control Room
- Undertake review on where citizens are living 3 months after their Neighbourhood Apartment stay to follow
- **Central storage for furniture and furnishings provision**
- **Streamlining of utility bills**

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How to access a Neighbourhood Apartment

Referrals originate from:

1

Manchester Control
Room
(discharges)

2

Hospital Social
Workers
(discharges and step
down from
residential)

3

Community ASC
assessors
(emergency needs,
hoarding,
safeguarding)



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During a short stay, we will:

- Fully review the Liquid Logic Case File to understand presenting and future needs, particularly of the home circumstances
- Develop an ongoing relationship with the citizen's allocated worker and formulate an exit strategy (right from admission)
- Identify the need for housing adaptations if returning home and liaise with MEAP on timescales
- Identify the need for rehousing to a more suitable property and refer to the HOOP worker for that locality
- Identify the need for a crisis clean and liaise with that service
- Monitor the citizen's progress during their stay in a Neighbourhood Apartment e.g. have their care needs increased or decreased, undertake wellbeing checks, inform allocations panels of the citizen's presenting needs if staying within their current setting in either sheltered or extra care housing
- Liaise with Age UK if any support needed with food parcels
- Liaise with Care and Repair if anything needed at their home, such as key safes etc

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The importance of the Housing Options for Older People (HOOP) role

WELLBEING BEGINS AT HOME



If you have a patient or client whose home has become unsuitable for their wellbeing, or may become so in the near future, HOOP can help.

- Partnership working
- Provision covers south, central and north Manchester and supports citizens living in any type of tenure
- Access to high quality tailored advice and assistance regarding housing options and availability
- Problem-solving and working together re barriers to housing such as rent arrears or anti-social behaviour
- Links to the Adapted Homes Team and the Rightsizing Officer
- Referrals back to HOOP for citizens who do not need a Neighbourhood Apartment but could benefit from prevention work and forward planning.

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Exit Destinations: April 2017 and October 2023

Exit destination	Numbers	%
Extra Care	101	33%
Home	72	23.5%
Sheltered housing	54	18%
General needs housing	19	6%
Hospital	19	6%
Residential	19	6%
Deceased	11	3.5%
Homeless or Temp Accommodation	7	2%
Friends and Family	6	2%
Totals	308	100%

Outcomes (April 2017 and October 2023)

- Total number of people who have benefited from a short stay: **308**
- Referral Source to Neighbourhood Apartments:
 - Delayed transfer of care from hospital: **173**
 - Community referral: **99**
 - Step down from Residential Care: **36**
- Number of citizens who have been admitted to the Neighbourhood Apartments which has prevented them from residential care admission = savings potential: **131**
- Exit questionnaires:
 - Number completed: **129**
 - Number who gave a score of either 4 or 5. Rating scale of 1 (very poor) to 5 (very good): **122**

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Case studies (1)



Citizen had been admitted to hospital and was ready to be **discharged**. Citizen was referred to the neighbourhood apartment service due to her home needing a crisis clean and pest treatment and so wasn't able to return home initially. Citizen had a history of mental health illness and had previously struggled to manage a tenancy and her bills and so needed support in this area. Citizen was assessed, and it was found that she had low level needs and was therefore referred to a Neighbourhood Apartment within a sheltered scheme. Citizen required support from the mental health team. Citizen settled in well and engaged with support when necessary. Although there was a delay with the work being done to citizen's home, the citizen ***continued to flourish*** in the neighbourhood apartment. Citizen went home after 25 weeks in the apartment and successfully settled back into her home. There have been no concerns since, regarding her home or ***ability to manage her tenancy*** and citizen has since ***been discharged from Adult Social Care***.

Better Outcomes Better Lives Case studies (2)



Citizen had been in hospital due to several health concerns and was ready to be **discharged**. Citizen was referred to the neighbourhood apartment service due to his mum being placed in residential care and **having no rights to the tenancy**. Citizen was referred to a Neighbourhood Apartment within an extra care scheme. Citizen required support to apply for suitable rehousing via Manchester Move, which would meet his needs. Citizen **engaged well and had support from the Reablement service** to address his care and support needs. After 15 weeks in the neighbourhood apartment, citizen bid on a bungalow and was accepted. Citizen was extremely pleased as it was his area of choice and meant he could **have his own tenancy**. Citizen was asked to complete a feedback form and rated the service as good. Citizen has gone onto thrive in his new home and has now been discharged from Adult Social Care.

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Case studies (3)



*Citizen was admitted to hospital following a **suicide attempt**. During admission it was identified there were potential **safeguarding issues** occurring at home and citizen required support from the **Domestic violence team**. Citizen was not able to return home and so was referred to the Neighbourhood Apartment Service and moved into a sheltered scheme. Citizen settled in well and engaged well with professionals and was extremely proactive. With the support of our HOOP officers (Housing options for older people) citizen was registered on Manchester Move and was actively bidding on properties. After 25 weeks of being in the apartment, Citizen was given a **permanent tenancy** in a cottage flat. He also stated he felt the Neighbourhood Apartment had given him a chance to get himself some support which he had previously not had. Citizen stated the apartment was **very secure and this helped him feel safe**. He has gone on to do well in his new home and has since been discharged from Adult Social Care.*

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Exit Questionnaires from people who stay in an apartment

"It feels more like home and I feel more relaxed - I've been doing things like going out into the gardens and going to Tesco"

"I feel safer and more relaxed in this flat, my mood has improved, I watch TV and I did an exercise class"

"It has improved my health, I have less pneumonia and I am not going into hospital as much"

"The care that Reablement and others have shown me has been excellent, they have really helped me on my road to recovery"

"Yes I liked my stay in the flat, I feel more confident. I enjoy going to the Bistro and socialising"

"Neighbourhood Apartments have helped me get me out of hospital, regain my confidence and improve my mobility, which meant I was able to go back home with some equipment put in place."

"Neighbourhood Apartment feels more like your home where I felt more relaxed. Also I don't feel isolated as the staff and tenants are very friendly"

Case Study 168

A home for health: Supporting
Older People in Manchester leave
hospital safely

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Summary & further information