HANOVER SCOTLAND

Dementia across the 4 nations

Scotland





About Hanover

Our Strategic Goals

Strategic Objectives



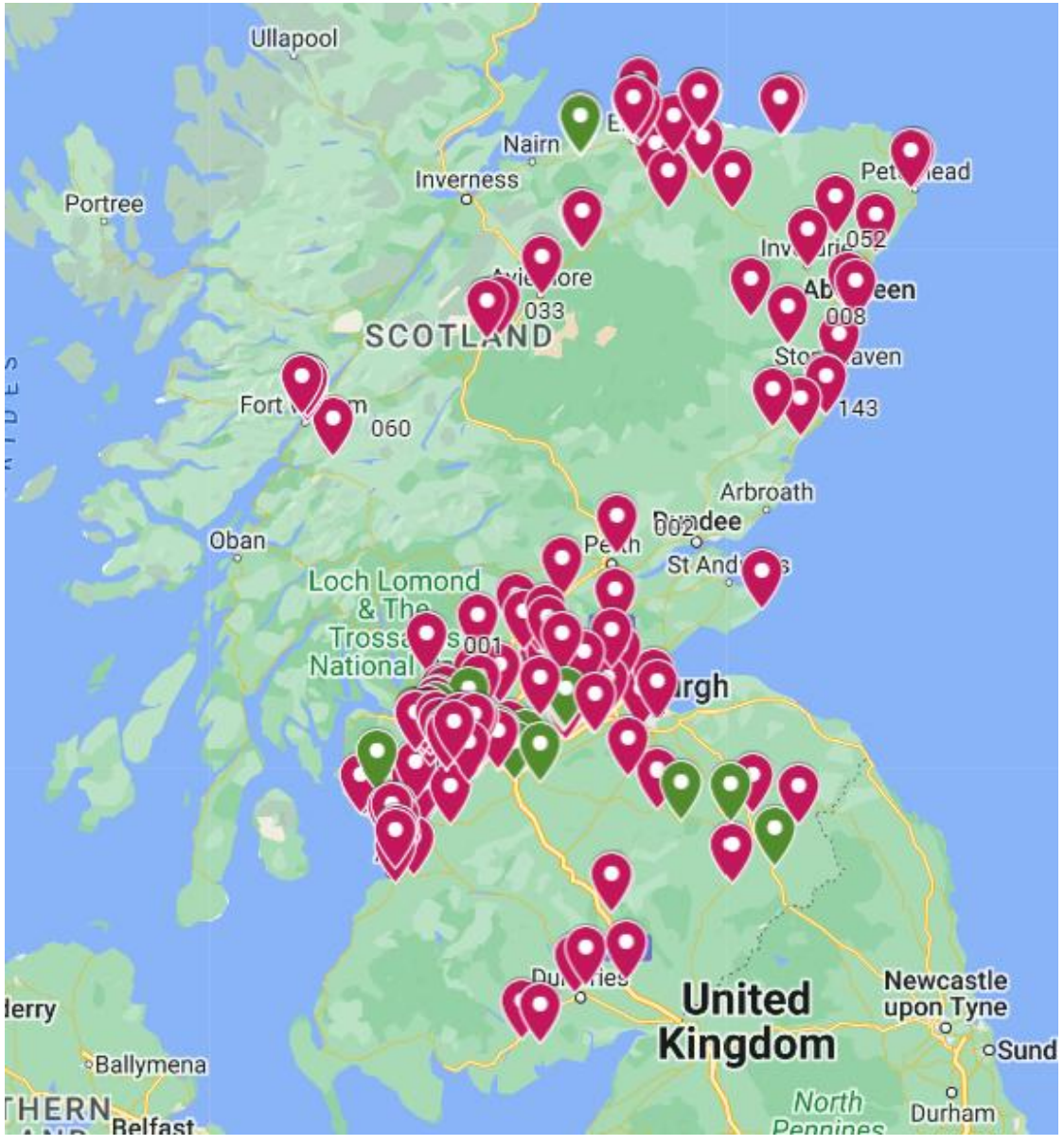
Our Core Values



Affordable Housing Stock – 4800 Homes/223 developments

Hanover developments -

- Sheltered Housing
- Very Sheltered & Housing with Care



Our Housing Types



		General needs	Amenity	Sheltered	Very Sheltered	Housing with Care
Repairs & Improvements	Repairs	✓	✓	✓	✓	✓
	Secure door entry		✓	✓	✓	✓
	Window cleaning		✓	✓	✓	✓
Community Services	Laundry			✓	✓	✓
	Guest rooms			✓	✓	✓
	Communal lounges			✓	✓	✓
	Communal garden		✓	✓	✓	✓
	Site-based staff			✓	✓	✓
Supported Living	Emergency alarm		✓	✓	✓	✓
	Meal provision				✓	✓
	24hr support				✓	✓
	Personal care					✓

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HANOVER CONNECT

EVERY MONTH





43,000 LIVE ALARM CALLS

4,900 DOOR ENTRY & KEYSAFE CALLS

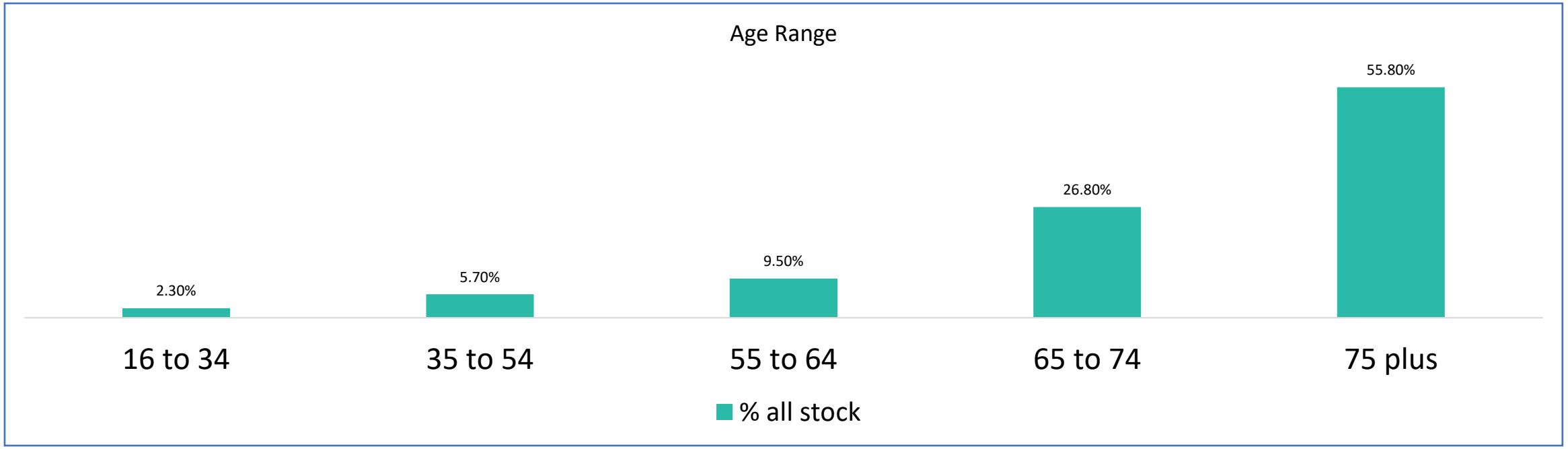
6,500 TELEPHONE CALLS

(PLUS 25,000 AUTOMATIC/ BACKGROUND CALLS)

28,000 OUTBOUND CALLS

That's a live incoming call every **48 seconds**

Hanover Tenant Profile



Average age of new tenant: 73 years

Average length of tenancy: 6 years

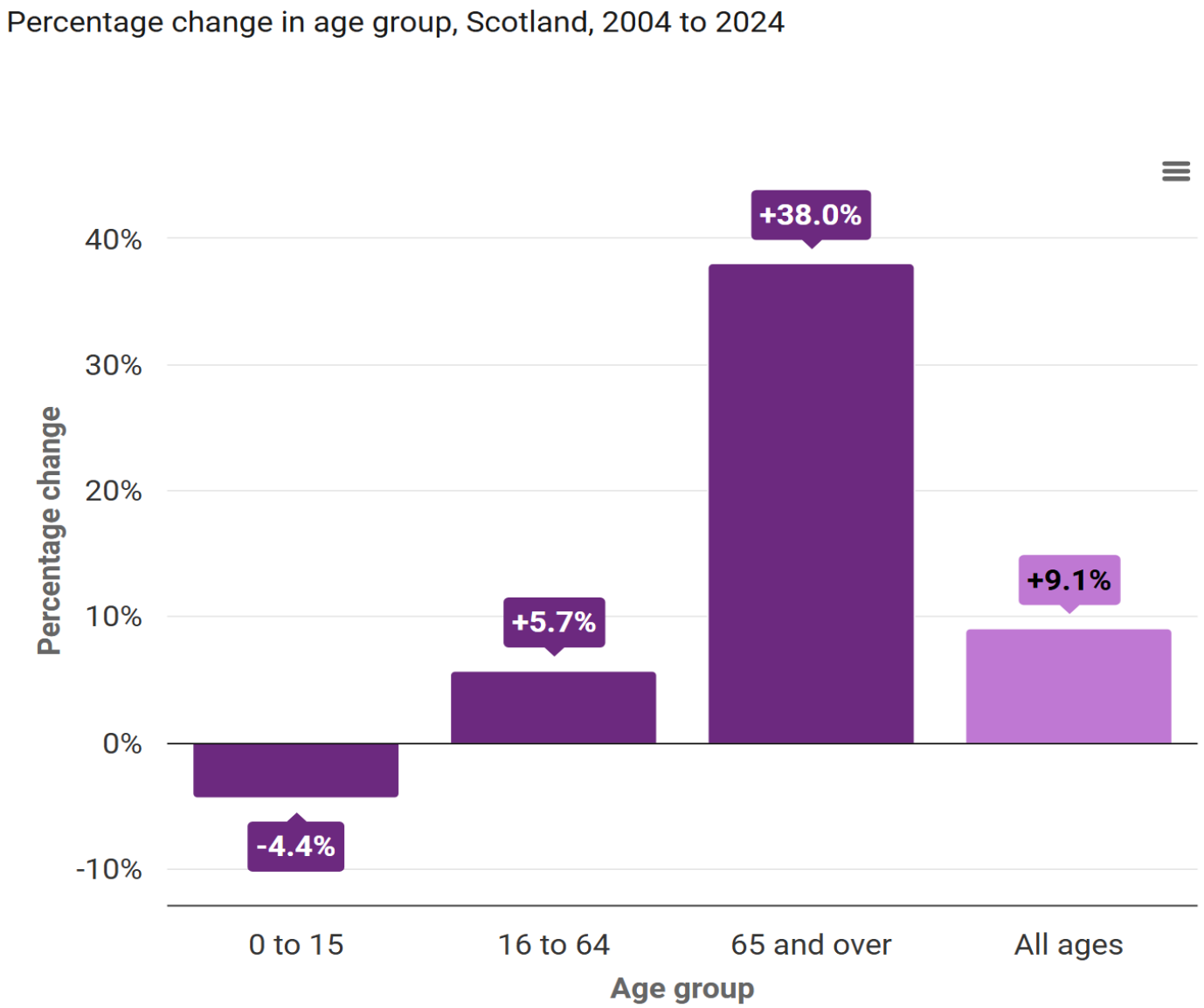
85% live alone

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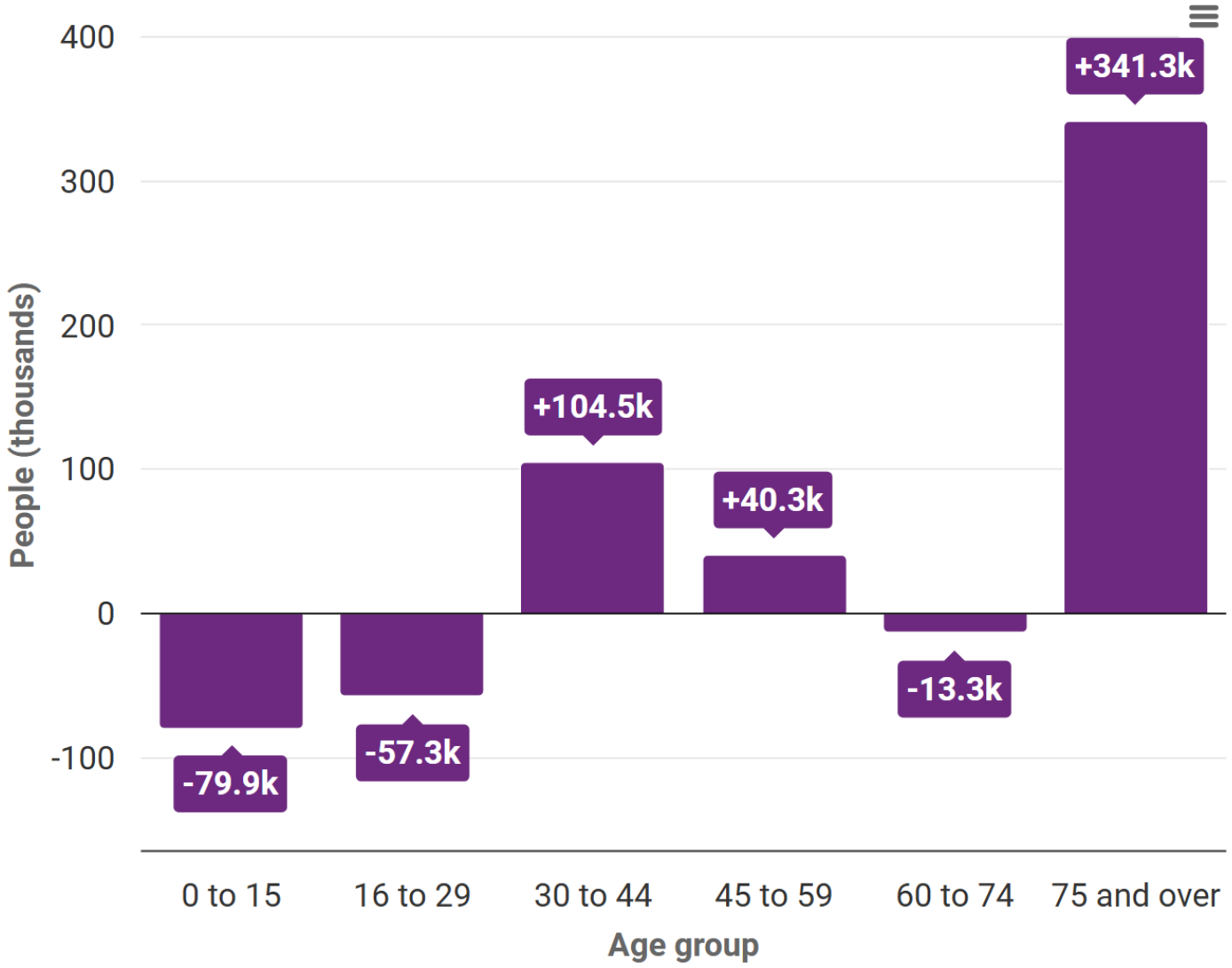


National Context

Demographic Shift that has already taken place

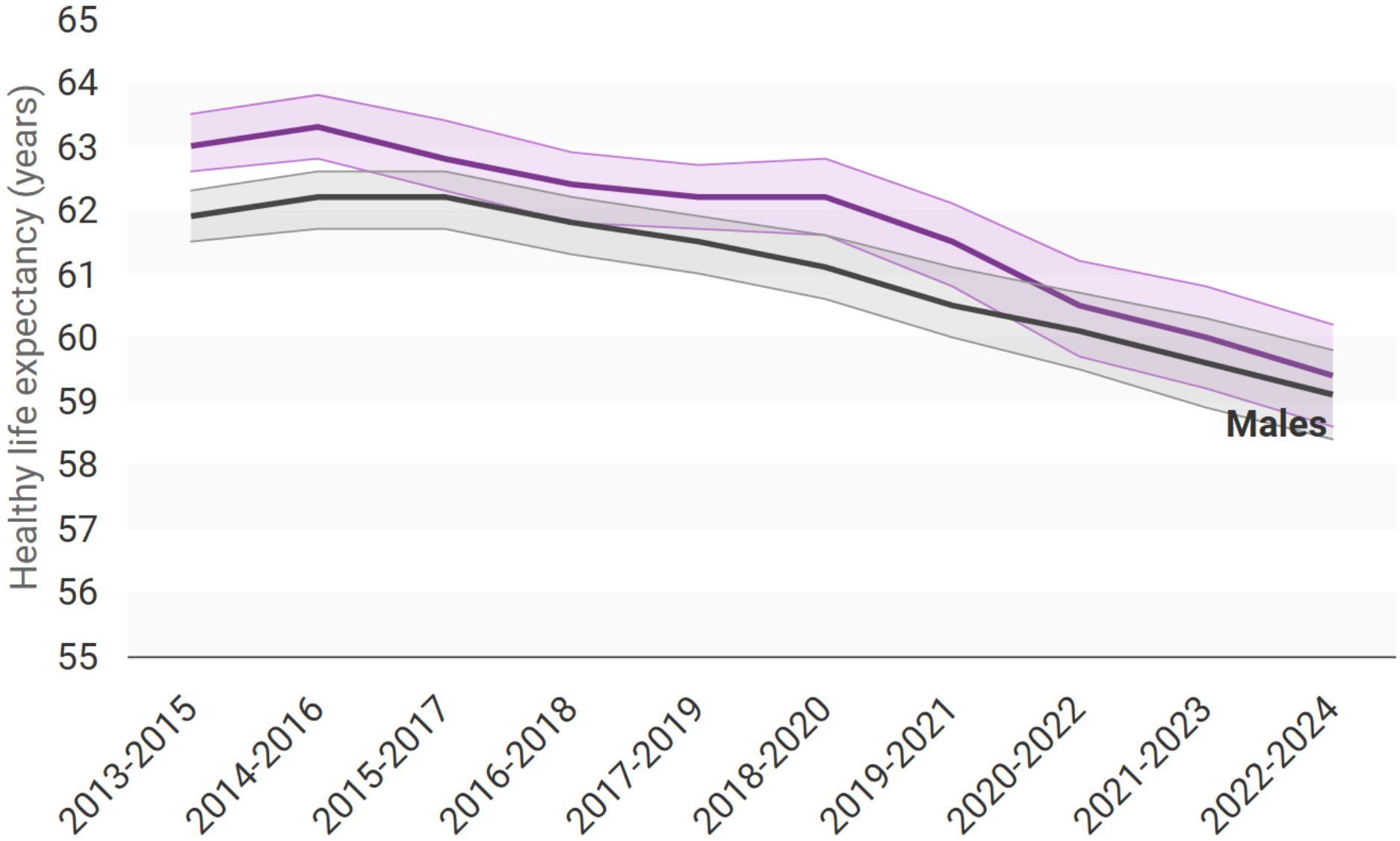


Projected Increase in Older People by 2047



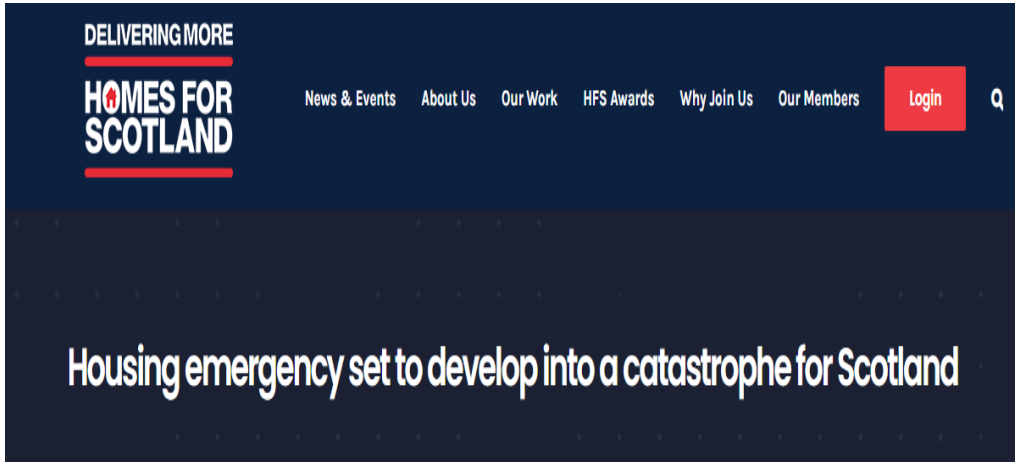
Multiple conditions, higher support needs

Healthy life expectancy at birth has continued to decrease for females and males



Political Context and the Housing Emergency

"…we are now of the view that there is systemic failure in the services provided to people who are homeless by some councils and that there is a heightened risk in other councils." *Scottish Housing Regulator*







Our Campaign For Pre-Election Focused On 5 Issues

Hanover's Key Manifesto Asks

Create a National Vision

- Undertake a review of the provision of older people's housing and housing services in Scotland
- Creat a strategy that cover housing, health and social care

More Homes for Older People

- Set Targets for Older People's Housing to increase supply
- Recognise and promote the creation of extra care housing so that on-site services meet the needs of older people and ageing in place.

Accessible Design Standard

- Publish the new standard for accessible housing
- Technology Enabled Care products should be a standard element of the Accessbile Hosuing Standard
- Uplift the social housing subsidy regime to reflect the higher design costs for this

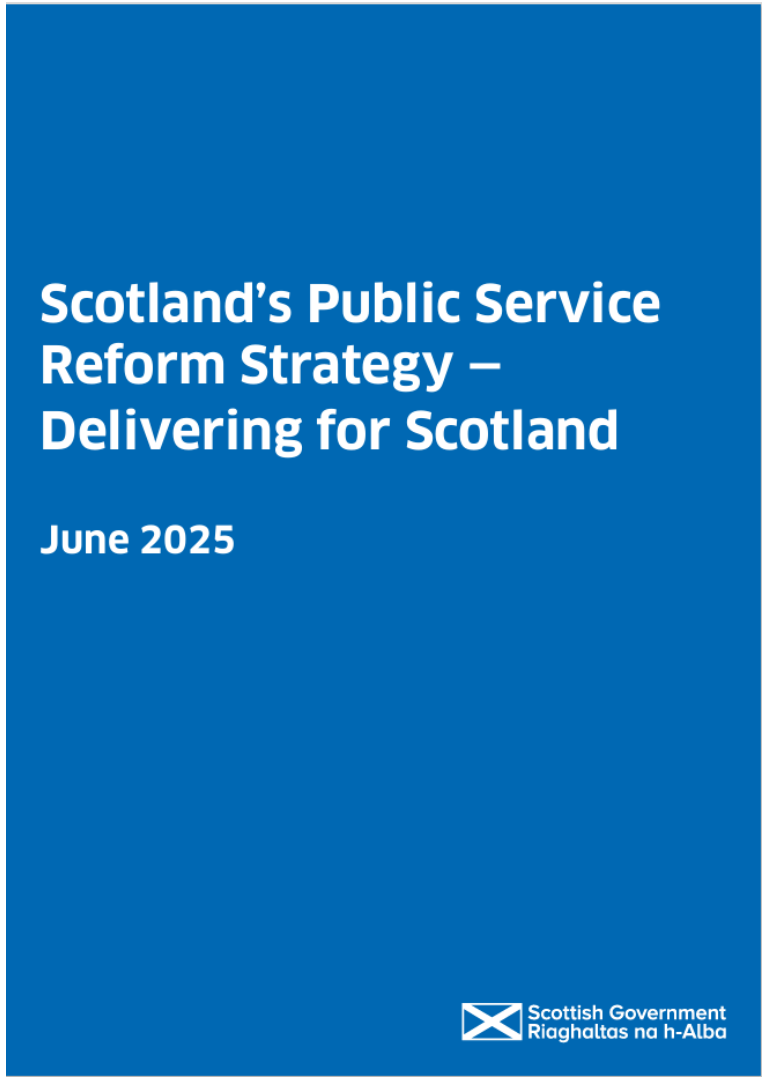
Invest in Housing Support Services

- Recognise the value of housing support for older people by endorsing the Cost Benefit Research
- Give HSCPs a duty to plan for the provision of older people's housing services
- Recognise the complexity of the frontline care and support job roles and change commissioning prices to reflect this

Tackle our Ageing Stock

- Set up a new subsidy system to support social landlords to remodel and retrofit homes to ensure they are retained for continued use
- Increase funding and move to a 3 year funding system for adaptations to allow people to live well at home and avoid premature entry to residential care
- Technology Enabled Care & Support should be included as part of the adaptaions regime.

Post Election Developments – PUBLIC SERVICE REFORM



14 Health Boards – down to 2….?
Could take on responsibility for social care

Local Authority Changes
Number: The current council structure could be reduced to **between six and 10 regional authorities**, each with powers over education, economic development, and larger-scale planning

Local authorities: Around **120–160 new community authorities** would handle local planning, licensing, and the historic environment

Dual membership: Councillors could sit on both community and regional bodies to avoid extra elections and reduce bureaucracy

Scope: Some responsibilities from other public bodies could be transferred to these new authorities

PROGRAMME FOR GOVERNMENT 5 YEAR PLAN



Towards a **more unified system with clearer national or regional accountability**.

The PfG does **not currently say that councils will lose responsibility for social care**, but strong indication comes from the First Minister that he envisages a system where the **NHS has the lead role in a single accountability and funding framework**.

It is not clear where strategic planning for housing will sit and where local authority housing service delivery will sit or how this will interface with the new national executive housing agency ‘More Homes Scotland

The Programme commits to moving more health and care into people's homes and communities through a **Community First** approach and expanding Hospital at Home.

Workforce and commissioned social care - Government says it will provide an additional **£175 million** so that adult social care workers providing direct care in commissioned services can receive at least the **Real Living Wage**.

Dementia and brain health not specifically mentioned

What Did We Get?

Hanover's Key Manifesto Asks

Create a National Vision	More Homes for Older People	Accessible Design Standard	Invest in Housing Support Services	Tackle our Ageing Stock
NO But 'Flow Plan' tries to address key issues facing the NHS PfG reiterates commitment to housing	NO More Homes Scotland agency still being set up but little information on what it will do	SORT OF A refocus on completing the review of the Housing for Varying Needs Standard	NO Not mentioned anywhere	NO No mentioned but will be a Heat in Buildings focus this parliamentary term

Why is housing so important to people living with dementia?

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2/3 of people with dementia live in mainstream housing

People want to live independently

It makes financial sense!

National commitment to help people stay at home

Better outcomes for individuals, families and carers

Supporting housing and dementia practice in Scotland



- CIH Scotland work on the role of housing in supporting people to live well with dementia published in 2017

- Followed by the Housing and Dementia Framework in 2019

Some of the things people told us

Trying to plan ahead but not getting priority to move home.

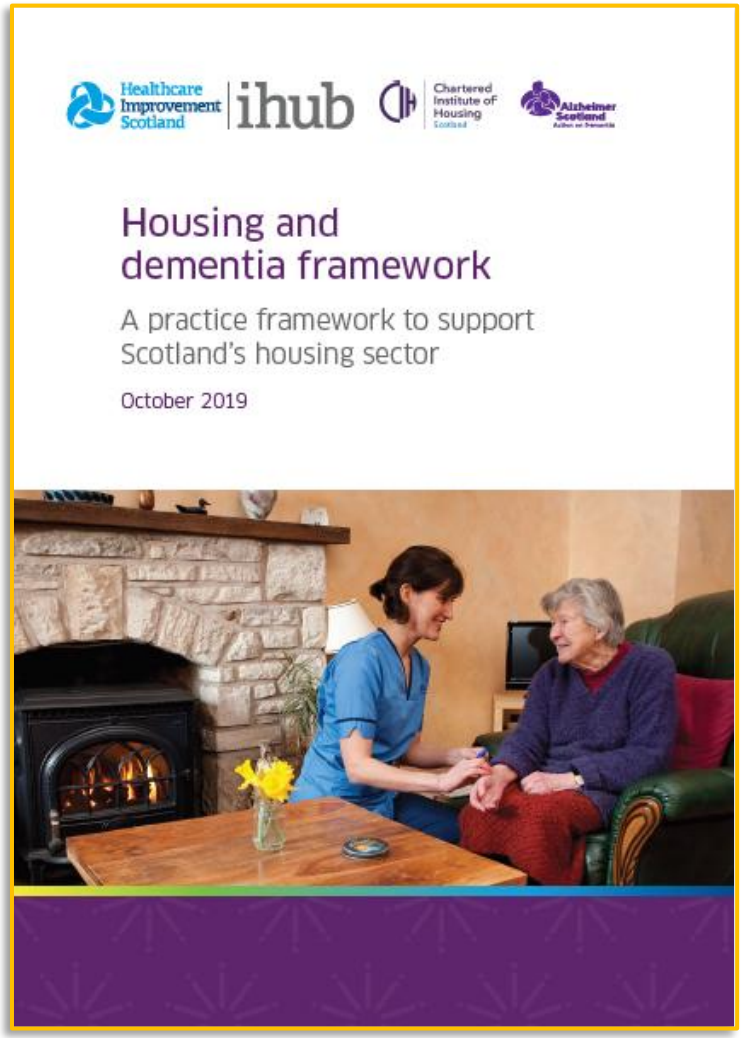
> "They don't understand dementia because you are not visibly ill. It is so hard trying to plan for the future. That's what we are trying to do like we've been told to do but we can't get a new house until things get really bad and then it will be too late and moving will be worse."

Not receiving advice about housing when first diagnosed with dementia.

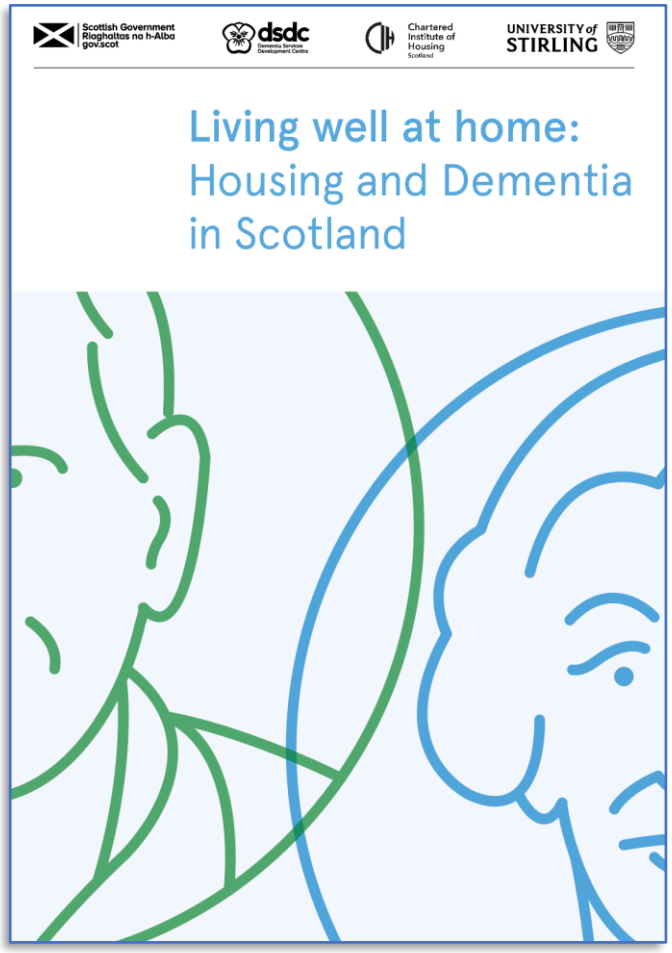
> "They need to be sorting this out when people first get their diagnosis. Make you feel as if you are still you. You had a worth."

Housing and Dementia Framework - 2019

- **Sets out how housing organisations can support people living with dementia and their carers**
- **Built around 5 outcomes that people should experience in relation to their housing and a set of 11 commitments for housing organisations to sign up to**
- **Aimed at the whole housing sector**
- **Find out more and sign up: https://www.cih.org/policy/scottish-housing-dementia-framework**



National Housing and Dementia Forum – 2021/22



Scottish Government commitment to support people to live well at home or within a homely setting – but the previous dementia strategy didn't focus on the role of housing

The National Housing and Dementia Forum was established in 2021 to explore how housing could be better embedded in the new national dementia strategy.

The forum highlighted issues with:

- Differing experiences across tenures
- Difficulties accessing adaptations
- Lack of adequate housing options
- **The need for housing conversations - PDS**

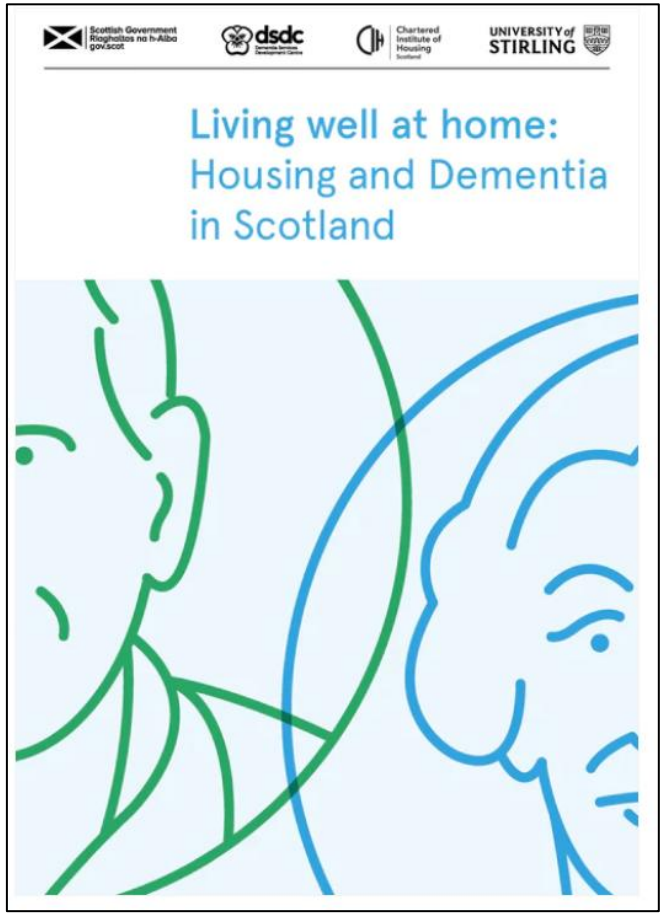
Living Well at Home: Housing & Dementia in Scotland

The National Housing and Dementia Forum published: Housing and Dementia in Scotland August 2022

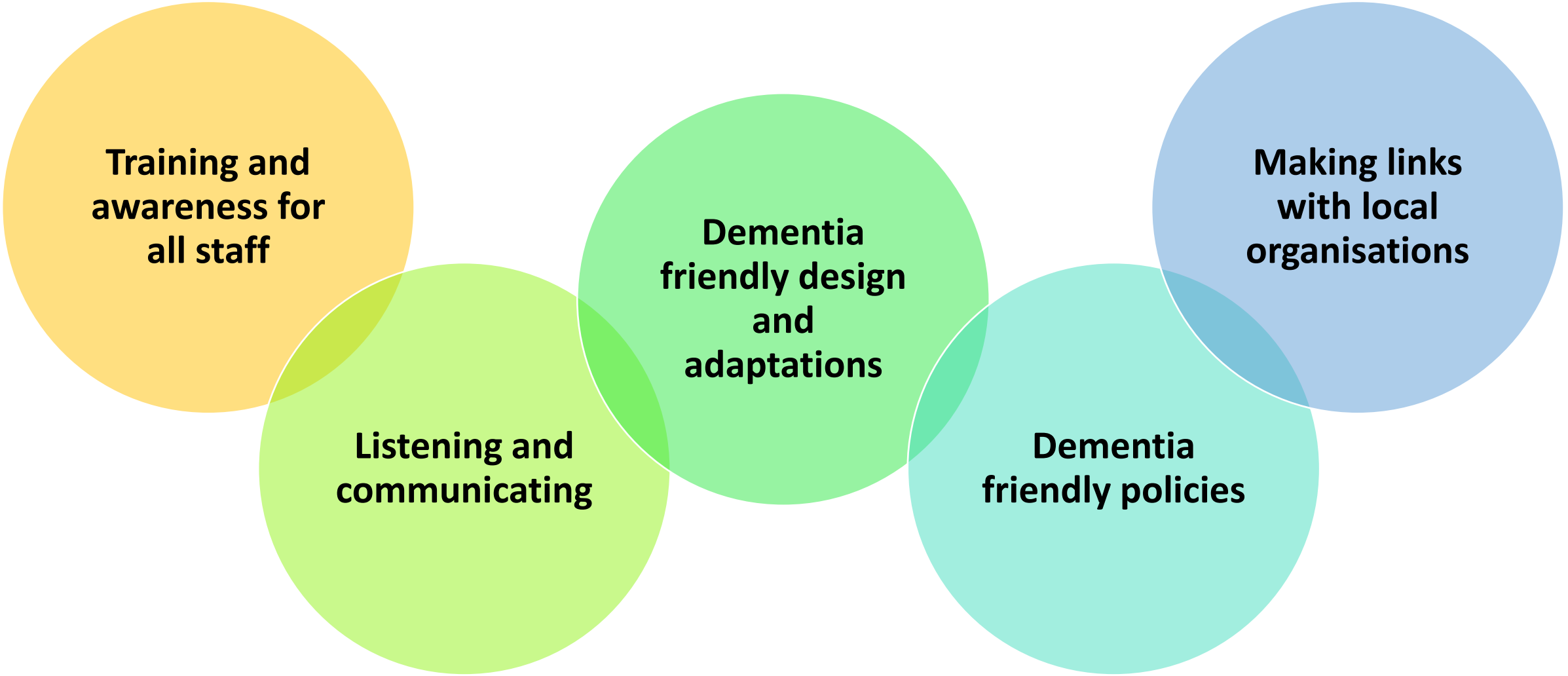
Launch took place at Varis Court Housing with Care development with the Minister







Key points for housing providers

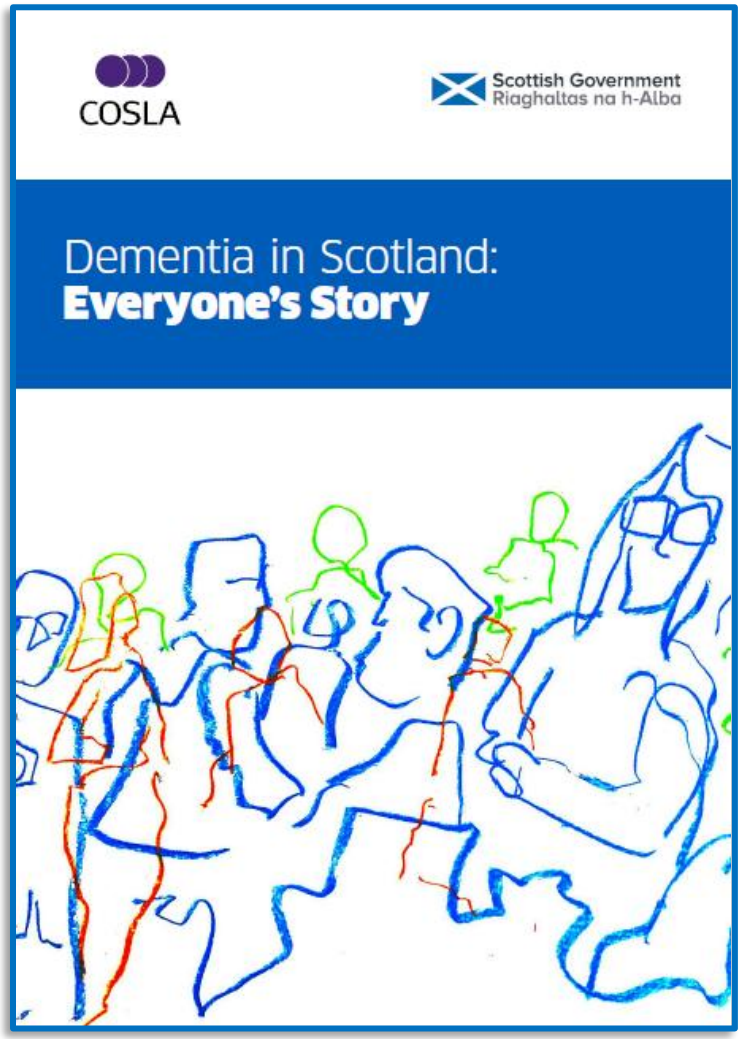


New 10 year national Dementia Strategy - 2023

- The role of housing is much better reflected throughout the document
- It explicitly recognises the need for better information about housing, increased awareness for the workforce, including housing staff, and the importance of accessible and adaptable housing.
- A commitment from the Scottish Government to continue working with the housing sector

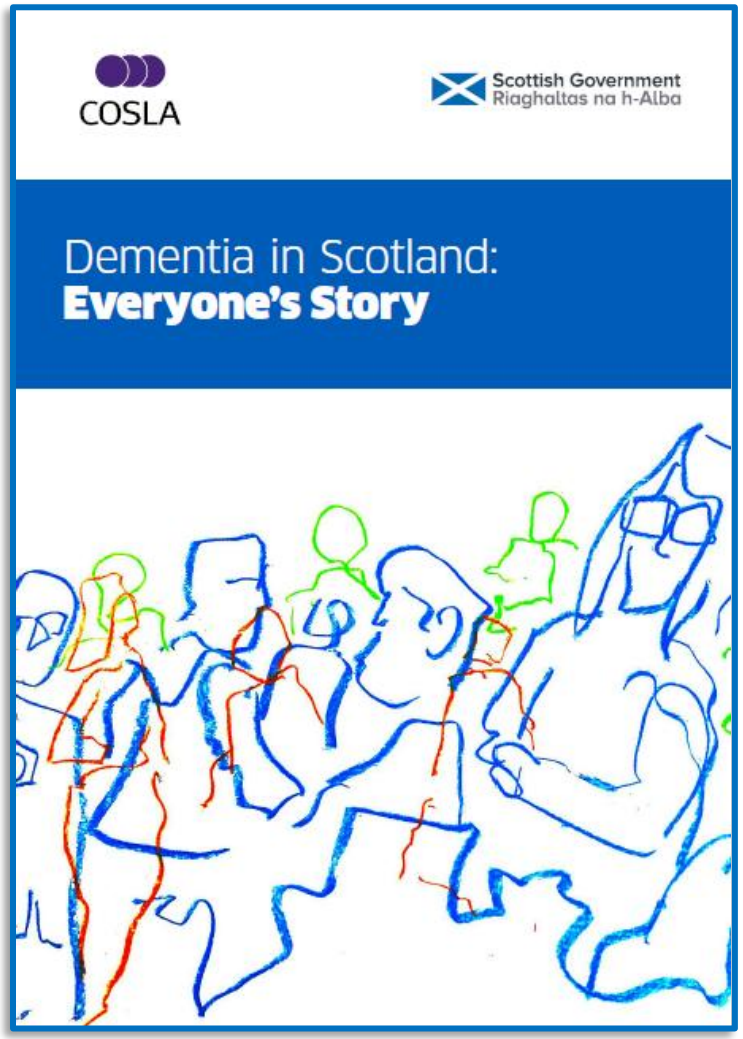
BUT…

- The action plan will be key to ensuring good intentions translate into better outcomes
- Need to see joined up working across departments



New 10 year national Dementia Strategy - 2023

- Strong ambitions to support people to live well with dementia
- SG committed to a minimum of one year post-diagnostic support in 2013, although access is still patchy - 2026 PDS evaluation found only 50% of people diagnosed are being referred
- The first action plan for 2024-2026 has expired….we await the next one…





Hanover’s Dementia Focus

Our Dementia Framework



Dementia Plan objectives



Right Advice



Right Housing



Right Support



Right Resources & Contracts

Design





Dementia design principles must be incorporated to ensure we are meeting the needs of our residents living with dementia. Resources such as the Dementia Services Development Centre should be utilsed to ensure the design aligns with latest guidance.





EADDAT Tier 1 - Document

EADDAT Tier 2 - Full Collection

Success Depends On – Operational Local Connections

- Firstline workers know their customers
  - Can spot signs
  - Can provide specific support post diagnosis

- Example of what can be provided:
  - Home adaptations to support independence
  - TEC to keep people safe in their home
  - Provide expert advice on alternative housing options

