



Housing LIN

*Connecting people, ideas and resources*

## Case Study 153

# Creating Quality Supported Living Homes with tailored person centred support for Adults with Learning Disabilities in Cornwall

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# Summary

Tregorrick Way is a large housing development with a mix of privately owned, rented and affordable housing in the heart of a large town in mid Cornwall. As part of the Council's affordable homes programme, eight units (originally designated for commercial units) were purchased by the Affordable Housing Team to help Adult Care meet its priority to provide quality housing options for learning disabled adults. The units being at least 70m<sup>2</sup> we knew would give us a brilliant opportunity to provide high calibre accessible homes. WainHomes, the developer, made a planning application to convert the units to residential. This change of use was presented to the local town council with support from housing and adult care and this was positively supported by them.



*Tregorrick Way, St Austell, outside of the four ground floor block*

## Background of Supported Living in Cornwall

Cornwall Council is committed to providing quality homes for adults with eligible adult social care needs that enable people to play an active role in local communities. As part of this approach we recognised the need to improve housing options for people with a learning disability. Consultation with people who use our services was very clear in stating a desire for their own front door and that friends and family could visit whenever they wanted. These flats gave us a chance to do just that.

## Partnership

This partnership also includes WainHomes as the developer, and Cornwall Housing Limited (CHL) who is the landlord of this new Supported Living Scheme. All tenants have a secure tenancy and CHL provide the housing management function. A tripartite agreement was set up between Adult Social Care Commissioning, the care provider Havencare and Cornwall Housing Ltd. This agreement set out the principles for working together effectively for the benefit of all parties. It also made really clear which organisation was responsible for what.

Adult Social Care has a joint contract with NHS KERNOW CCG for care and support providers to deliver person centred quality care through the Supportive Lifestyles Service Specification. This is an outcome focussed, strength based specification that empowers providers to deliver tailored support flexibly and creatively to enable individual tenants to live ordinary lives.

# How we did it

This Supported Living Scheme was designed and built in partnership with WainHomes, Cornwall Council Housing and Adult Social Care Commissioning. The units were purchased using Cornwall Council's HRA 1-4-1 capital receipts, Social Care Capital Grant, and funding following a successful bid to the Department of Health, Housing and Technology Fund to provide homes and assistive technology for adults with learning disabilities.

Each of the spacious 1-bedroom homes feature a range of assistive-technology, tailored to individual tenants needs. This enables proportionate care and support to be delivered and also provides tenants with independence building and least restrictive support. The technology involves a range of options, including Just Checking; Autonomie, a web based application that supports tenants to develop independence skills; and Eco Dot, which feed into the main community 'Hub'. The care and support team at Havencare provide a consistent staff team who work with tenants to achieve their individual outcomes and meet their daily needs. The staff team also champion the use of tech enabled care.

All the flats are fully accessible with some having specialist equipment such as tracking hoists fitted so that individual's needs could be met with dignity, and this was a partnership approach with Occupational Therapists, Health Professionals and Social Care teams locally.

The first tenants moved into the scheme in Dec 2018 and these homes are now fully occupied by tenants with a variety of health and social care needs living in their own flats.

# Tenants' Journey

For all the tenants this Supported Living Scheme is their first independent home. Three individuals have moved from residential care and four were living at home with parents and family. One individual has moved back to Cornwall enabling him to reconnect with his siblings and wider family who live locally. The community hub is the heart of this supported living development providing tenants with access to a shared space offering social opportunities and a range of activities. The hub is available at structured times and provides opportunities for people to develop relationships and strengthen links with the wider community.



*Pictures of the hub*



*"My name is Kerry, and I moved into my own flat on the 3rd January. I really enjoy the freedom of my own safe space to call home and I know that should I need any support I can just ask the staff in the 'Hub' at any time of the day.*

*I love living in my new home. I have some great people around who are happy to help and I am looking forward to the warmer months so I can get out in the garden to grow some fruit and veg and feed the birds"*

**Kerry**  
Tenant, Porthpean Supported Living Scheme



*"I'm glad to be back living near family. Living here I can choose how I spend my time, either in my flat or here (in the community hub).*

*It's different from my residential home in Plymouth. There are lots of Hub activities during the week. I've known some of the other people before, but I'm now getting to know everyone else."*

**Mark**  
Tenant, Porthpean Supported Living Scheme

*"As an authority we have been able to utilise capital funding to purchase and design some great homes to meet a range of specialist needs. The homes themselves feel spacious and modern and definitely not institutional at all. I believe that this project was so successful due to the passion and dedication of staff involved who were prepared to listen to and understand the needs/requirements of different departments of the council, the external partners and the people that were moving in, including their families and carers, making this scheme work for everyone."*

**Nicky Mannell**  
Principal Affordable Housing Officer, Cornwall Council



Mark opening his front door



Kerry in the hub



Brandon hoovering his lounge

*“WainHomes was delighted to be asked to work with Cornwall Council to deliver the 8 bespoke Supportive Living Units at Tregorrick Way. Initial feedback shows that the project has been a great success and we hope that it gives us a blueprint for other partnership deals in the future, where we can assist in meeting specific housing needs in our communities.”*

**Peter Crawford**  
Land Manager at WainHomes

## Lessons Learned

Working together is sometimes easier said than done! Coordinating the development, design, different departments with different needs, commissioning the right care and support and assessing referrals for individuals to move in takes a lot of time, energy, understanding and patience.

One of the biggest differences is pace. Housing timelines and adult social care timelines are often very different and can be difficult to manage. We worked really hard to identify people that wanted to live at this scheme, as far in advance as possible. Lining this up with completion dates and snagging issues did cause some delays. We now have a Construction Project Manager from our Capital Projects Team to support negotiations between us and the developer. This role will help immensely in reducing staff time from adult social care commissioning and housing previously spent in these areas.

We also underestimated the amount of time it takes for social care to complete all the statutory work required to enable tenants without capacity to move into their own homes. This work needs to take place as early as possible but also to recognise that statutory process and decision making can be complex. Good clear and timely communication with all parties is key. We have worked hard to establish a nominations agreement and clear voids process and it is helpful to have a strong working relationship with our housing management organisation.

The impact of this scheme has been significant. Some of the tenants never expected to have an opportunity to live more independently and some felt quite nervous about doing so. One of these individuals stated prior to moving in that she wouldn't want to use the hub and is now one of its main event organisers! In addition, it isn't just about the people living at Tregorrick Way; it's their families that have benefited too. Several parents were the main carers and now have opportunities to spend more time with other children, look for work or look forward to retirement.

*“Kerry has always wanted a flat of her own. Something I thought would never happen. She was very unhappy in residential care.*

*Since moving in on January 2nd this year, life has been totally changed for Kerry and myself. She loves her flat and her life there; I am amazed at the difference in her. She is much happier, more relaxed and active now”.*

**Joyce, Kerry's Mum**

We are already developing our next joint scheme in Penzance and planning a new build development in Launceston. We will use our experiences from this development to inform these making them just as successful but maybe a little smoother in their delivery.

If you would like to know more about this scheme and how we worked together, give us a shout.

# Note

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

## About the Housing LIN

The Housing LIN is a sophisticated network bringing together over 25,000 housing, health and social care professionals in England, Wales and Scotland to exemplify innovative housing solutions for an ageing population.

Recognised by government and industry as a leading 'knowledge hub' on specialist housing, our online and regional networked activities:

- connect people, ideas and resources to inform and improve the range of housing choices that enable older and disabled people to live independently
- provide intelligence on latest funding, research, policy and practice developments, and
- raise the profile of specialist housing with developers, commissioners and providers to plan, design and deliver aspirational housing for an ageing population.

To view other resources on housing for people with a learning disability or autism featured by the Housing LIN, visit our dedicated webpage at:

<https://www.housinglin.org.uk/Topics/browse/HousingLearningDisabilities/>

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