

## Enabling Independence

### Reablement Provision in Extra Care A Guide



*Providing whole solutions for whole lifestyles, providing genuine options and real choice which deliver opportunities for individual growth, development and wellbeing.*

Version 1 – December 2011

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**Note:** If any organisation wishes to use this document for their own purposes either in its entirety or in part, Sunderland City Council would kindly ask that there is an acknowledgement that this is the work of Sunderland City Council, albeit that Sunderland City Council wishes to share this work as good practice.

## SECTION 1 – INTRODUCTION

The Housing LIN produced a factsheet 'Short Term Intermediate Care Services in a range of housing and care settings – No 31 which can be accessed using the following link:

[http://housinglin.org.uk/library/Resources/Housing/Support\\_materials/Factsheets/Factsheet\\_31\\_Intermediate\\_Care.pdf](http://housinglin.org.uk/library/Resources/Housing/Support_materials/Factsheets/Factsheet_31_Intermediate_Care.pdf)

The Factsheet provides a very useful and concise outline of intermediate care policy; practical arrangements and useful case studies showing different models of intermediate care provision.

This guide intends to provide general advice about providing reablement or intermediate care accommodation within an extra care housing scheme

- Capital and revenue costs;
- Interior fit out specification and inventory;
- Future budgetary requirements.
- Operational arrangements including
- Managing ingoing and outgoing service users
- Required legal documentation
- Service Level Agreements including roles and responsibilities.

### 1.1 Definition of Reablement

Homecare re-ablement complements the work of intermediate care services, focusing on skills for daily living. It is a key policy priority for health and social care, as one of a range of re-ablement services that, through short term intervention, help people recover skills and confidence to live at home.

As well as benefiting individuals, homecare re-ablement also frees up resources and so it is important to set the right ambition for the service so that it can achieve its maximum potential. Evidence shows that homecare re-ablement offers benefits to people referred both post-discharge from hospital and from the community, which in many services make up around 50% of the caseload.<sup>1</sup>

### 1.2 Homecare Re-ablement

- Services for people with poor physical or mental health
- To help them accommodate their illness (or condition) by learning or re-learning the skills necessary for daily living.

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<sup>1</sup> Department of Health - <http://www.csed.dh.gov.uk/homeCareReablement/Toolkit/vision/#item2>

## **2. Securing Accommodation in Extra Care for Reablement**

- 2.1 Gaining the accommodation required for reablement within extra care should be discussed during planning processes – pre application.

At this time you will need to understand which age group you intend to offer the reablement services to and whether the reablement service will be delivered by the on site care and support provider or via an alternative arrangement. The planning application will need to outline the number of people anticipated to use a car – both of the decisions outlined will factor into this information. If the service is to be offered to people 21 years and over then there is potential that some people may drive – this will reduce if the service is for those over 55 or 60. If the in house care team provide the reablement service this may require less staff and less car parking requirements.

- 2.2 How will the apartments for reablement be secured. This could be via a lease arrangement with the Registered Provider or by purchasing apartments.

- 2.2.1 If purchasing the following capital funding will be required:-

- Funds to purchase the apartments at agreed price / value
- Stamp duty
- Legal fees
- Fit out costs

Revenue funding required will include:

- Service charge contribution to the Registered Provider for use of the communal spaces and housing management function
- Payment of council tax (this is usually discounted due to use)
- Utility charges
- Telephone line rental and charges
- TV licence
- Sundries
- Cleaning charges (optional)

- 2.2.2 If renting / leasing from the Registered Provider the capital funding requirements outlined above are not relevant, however, a rental charge will be applied to be met by the reablement service. The reablement service will be responsible for meeting this rental charge as reablement must be provided free of charge for the first six weeks. Responsibility for payment of the rental charge can be raised after six weeks with the service user, however, the Reablement Service need to decide whether or not to levy the charge.

"intermediate care" means a qualifying service which consists of a structured programme of care provided for a limited period of time to

assist a person to maintain or regain the ability to live in his home.” Regulation 4(2) of the 2003 Regulations requires that intermediate care is provided free of charge for the first six weeks. Accordingly, re-ablement services are likely to fall within the definition of intermediate care services and should not be charged for for the first six weeks.

Source: Local Authority Circular on the Personal Care at Home Act 2010 and Charging for Re-ablement.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/LocalAuthorityCirculars/DH\\_120994](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/LocalAuthorityCirculars/DH_120994)

## 2.3 Purchasing Apartments for Reablement Services

2.3.1 Once the decision is made to purchase from the Registered Provider, Heads of Terms will need to be agreed via Surveyors and Legal Teams. This will usually include:-

- Specification of ‘use of the apartments’
- Any age restrictions (ie in extra care the age may be 55+ to keep within the age criteria for extra care accommodation)
- Cessation of the reablement service
- Disposal arrangements
- Leaseholder responsibilities
- Age limit for people accessing the reablement service
- Repairs and maintenance responsibilities
- Insuring and indemnity responsibilities
- Responsibility for paying service charges
- Wider responsibilities while ‘occupying’ within the wider scheme.

It is likely that your legal team will charge you for their work in completing the purchase and organising relevant documentation with the Land Registry.

Stamp duty will also be applied at a % of the property value.

2.3.2 If your agreement involves paying service charges then it is probable that this includes a contribution towards the Court Manager’s salary. On this basis it should be expected that the housing management function undertaken by the Court Manager for all other ‘residents’ includes the reablement service users. Therefore, the Court Manager is likely to:-

Incorporate the principles of reablement into the whole culture of the extra care scheme with other residents and health professionals working within and delivering services within the scheme.

This includes :-

- Welcoming service users to the scheme; give them a tour of the scheme and organise buddying arrangement and welcome pack
- Sign up the service user on a licence and explain the wider responsibilities while living in the scheme (as outlined in the tenancy agreement) (this would be expected of any resident be it a tenancy or a leasehold agreement)
- Work with the reablement at home team and on site care provider to encourage participation in social, health and well being activities delivered within the scheme. (this would be expected as part of the working in a 'one team' approach.

### **3.0 Eligibility Criteria**

- 3.0 A decision will be required to outline the eligibility criteria for the reablement service. An example of an eligibility criteria is provided at **Appendix 1**.



**Community Wellbeing Apartment - sitting room**

## 4.0 Care and Wellbeing Support

4.1 The on site care provider will deliver care and wellbeing services to the residents within the scheme. The care service will be delivered based upon each individuals assessed care plan and care hours. If they are not responsible for providing the reablement service the on site care and wellbeing service will not include the people using the reablement service unless this is arranged by the reablement team as shown in 4.2.

4.2 The reablement team will not usually be required to work on site and would usually just attend as required to carry out the reablement per individual. The on site care provider will be required to provide wellbeing services to the reablement service users when the reablement team are 'off site'. This includes responding to emergency calls; providing night cover arrangements; orientation and attendance at social events and activities as appropriate. This will be charged to the council to meet the defined hours of wellbeing service provided per individual.

The on site care and support provider will require payment for the services they provide. A budget must be in place to ensure that invoices raised can be paid.

4.3 GP provision will be required for those living in the reablement apartments. A decision will need to be reached and agreed with the PCT / Health Authority whether this be the person's own GP; or a local GP to the scheme.



**Community Wellbeing apartment main bedroom and single bedroom**

## 5. Roles and Responsibilities

- 5.1 If the reablement service is provided by an alternative provider to the on site care team it is important that roles and responsibilities of staff are outlined. This should be held within a Service Level Agreement.

Roles and responsibilities of the on site care and support team; the reablement team and the Court Manager should be clearly outlined.

**See Appendix 2.**

It is particularly important to make sure that the following responsibilities are agreed:

- Provision of fire evacuation training
  - Dealing with a death on the scheme
  - Provision of support services and responses to emergency calls when reablement team are not on site
  - Signing up licences and taking terminations
  - Management of keys to prevent unauthorised access
- 5.2 A process map should be provided to the Court Manager and the reablement team which shows how incoming and outgoing service users should be managed to ensure that they receive consistent communication and an excellent customer service. **See Appendix 3.**
- 5.3 A 'welcome booklet' should be provided to each service user. This is particularly useful as a guide for the Court Manager. They can run through the information in the booklet with the service user when they sign their licence agreement. **See Appendix 4.**



**Community Wellbeing Apartment sitting room and dining room**



## 6. Interior Fit Out

- 6.1 If purchasing an apartment you may have negotiated as part of the acquisition arrangements to include full fit out costs within the sale price. The Registered Provider (RP) will organise for the apartments to be designed and furnished / fitted out within the interior design arrangements for the whole scheme to an agreed price.

You will need to be clear at the outset about your requirements for the apartment. It is important to make sure that surfaces are contrasting particularly in bathrooms and kitchens. This enables those with visual impairment to more easily identify floors and work surfaces etc. An inventory must be provided to the Registered Provider. Remember to take into account any fixtures and fittings that may already be provided by the RP i.e. carpets; fridge freezer; communal laundry provision; handrails and grabrails in bathroom; shower chair.

It would be usual to provide a fit out in a domestic style, however, there are some general principles that you will need to consider:-

**Carpets** – low pile hard wearing in a plain neutral shade is more practical – especially for those using a wheelchair or walking aids.

**Sofa and chairs** – standard height should be adequate – make sure that the fabric is washable and hardwearing. Try and find a model that has a firm back and arms to enable a person to easily seat themselves and get back up again – ie without sinking into a really soft sofa / chair.

**Dining table and chairs** – if possible provide chairs with arms.

**Microwave** – find an easy to use model without a lot of confusing buttons

**Main bed** – make sure that this will adequately accommodate a portable hoist.

**Bedroom furnishing** – provide bedside cabinets; vanity desk and wardrobe with curved corners if possible

**Bedside lamps** – make sure that the cable has an on / off switch which is easily accessible

**Fridge / Freezer** – fridge section to be the upper part of the cabinet.

**Bedding** – keep this all white or cream – easier to clean and cheaper to replace pieces of the set if damaged. Easier to manage across all apartments if the bedding is the same so it doesn't matter if it gets mixed up. Brighten up the apartment with curtains and accessories.

**Towels** – same as for bedding.

**Curtains** – use machine washable tab top / slot top curtains. They are more practical i.e they are much easier to keep clean and easier to take down / put back up.

**Blinds** – use roller blinds rather than roman blinds. They are easier to use and cheaper to replace. Use black out bline for main bedroom.

General fit out inventory is provided at **Appendix 5**.

The interior fit out must be fully completed with an inventory check prior to accepting the apartments and agreeing completion. All items must be in place and all snagging items completed. Meter readings are required at the stage that you take possession of the apartments.

If handrails and grabrails and shower chair are required you may organise this separately with your Community Equipment Service. If the apartment has underfloor heating you must make sure that no equipment is fixed to the floors.

Remember to factor in the fitting of your telecare / telehealth equipment into the apartment, which can be put in place for service commencement.



**Community Wellbeing Apartments – kitchen areas**

## **7. Services and bills**

7.1 As the leaseholder or owner of the apartments you will have particular responsibilities for the apartment. This will include:-

- Payment of a service charge to the Registered Provider / landlord
- Registering with Council Tax and being responsible for paying the council tax charge (this should be a reduced rate due to the nature of the accommodation)
- Registering with utilities as required (gas, electricity and water) provide your meter readings
- Organise TV licences for each apartment
- Organise BT line rental and phone provision (you may choose to use a pay as you go mobile as an alternative) or, you may require the BT line if you intend to provide telecare equipment in the apartment.

## **8. Occupancy of the Apartments**

8.1 A service user referred through the reablement pathway into an apartment providing reablement services will usually stay for a 6 – 8 week period, prior to returning home. This stay can be extended based upon individual circumstances but usually would not extend past 12 weeks. It is important that length of stay is managed within the 'licence' arrangement and that exclusive occupation is not provided. Otherwise the service user may claim that they have a right to stay in the apartment as a 'tenant' which will be more difficult to argue if exclusive occupation and significant extended length of stay in the apartment is apparent.

8.2 A service user may be referred into the reablement apartment for the following reasons. They may :-

- need support with personal care;
- be waiting for aids and adaptations to be fitted to their own home;
- need to learn how to use telehealth and telemedicine equipment (Assistive Technology)
- need to learn or re learn tasks to help the service user to return to and live at home
- have a carer who needs to learn tasks to help the service user to remain at home.
- Be unsure about a move into extra care on a permanent basis and the reablement apartment short term stay will give them a chance to

experience extra care and decide whether extra care housing would be a good choice for them.

- 8.3 It would be usual to provide the service user with a licence to occupy. See **Appendix 6**. The Court Manager would usually be responsible for signing the licence with the service user to enable them to monitor who is currently staying within their scheme. A termination form should be provided to the Court Manager to enable them to manage the incoming and outgoing licensees.
- 8.4 Each incoming service user should be provided with information outlining to them what the reablement service will provide and information about their stay within the reablement apartment. See **Appendix 7** for an example information booklet.
- 8.5 Domestic arrangements for keeping the apartments clean and tidy must be organised. This may be paid by the resident to a domestic cleaning arrangement provided on site – or alternatively, the service user may be provided with cleaning equipment to enable them to undertake the domestic tasks themselves if they are able – (this may be part of their reablement tasks to undertake with supervision). Alternatively, the reablement service may arrange with the on site domestic provision to carry out domestic cleaning / laundry provision and the reablement service may pay for this.
- 8.6 Arrangements for providing a clean and freshly laundered apartment when a service user leaves must be organised.

## **9. Vacation of the Apartment**

- 9.1 Responsibility for checking the apartment prior to it being vacated must be agreed between the Court Manager and the Reablement Service and outlined within the Service Level Agreement. It is important to make sure that the apartment is fit for occupation:-
- All rooms thoroughly cleaned
  - Clean bedding, laundry and towels
  - Any repairs carried out
  - Microwave; oven; fridge and freezer all clean
- 9.2 If any damage has occurred and has not been reported it is important to remedy the damage as quickly as possible. A recharge may be raised against the outgoing service user.
- 9.3 Any items misplaced or left by the outgoing service user must be returned to them.
- 9.4 The Court Manager will take a licence termination from the outgoing licensee and collect their keys from them.

**COMMUNITY WELLBEING APARTMENTS  
ELIGIBILITY CRITERIA FOR THE REABLEMENT SERVICE**

**Section 1 – Introduction**

{NUMBER OF} two bedroom self contained apartments at the {SCHEME NAME } extra care housing scheme, located in {xxxxxxx} , will be managed by {NAME OF SERVICE} for the purpose of providing re-ablement and rehabilitative support for people over the age of 55 in the {NAME OF LOCAL AUTHORITY AREA}. The main purpose is to help people to accommodate their illness or condition and maximise their level of independence by learning or relearning the skills necessary for daily living.

The reablement provision is not subject to charge for the first six weeks as the service falls within the definition in Community Care (Delayed Discharge) Act 2003.

- 1.1 Health Housing and Adult Services (HHAS) will consider all applications on the basis of need and with full consideration of equal opportunities.
- 1.2 The Community Wellbeing Apartments will be available to people who have been identified as having the potential to benefit from re-ablement and rehabilitative support in an extra care environment and are willing to participate with the reablement programme.

**Section 2 – Eligibility**

To be eligible for respite provision in a Community Wellbeing Apartment, those referred should :-

- 2.1 Live in the City and be registered with Sunderland City Council Health Authority;
- 2.2 Be willing to participate in, and benefit from the reablement programme
- 2.3 Be able to maintain independent living with the assistance of care and support services provided by the in house Care Team;
- 2.4 Be over the age of 55 to ensure compatibility with a mainly elderly resident population within the extra care scheme which will maximise social inclusion and confidence building;

### **Section 3 – The Reablement Service**

The reablement service is available for people who are ready to leave hospital but are unable to be discharged for a variety of reasons. This may include:-

- 3.1 People who need complex adaptations to their home which may take time to complete
- 3.2 People who are unable to return to their current accommodation as their needs have changed. Time spent in extra care housing enables them to consider options for their future both in terms of housing choices and care/support provision
- 3.3 People who need rehabilitation to build their confidence and independence in a safe, warm and comfortable domestic environment, which provides access to 24 hour care and support, prior to them being ready to return to their own home.
- 3.4 People perceived as being on the borderline of needing residential / nursing care but may not have considered the option of extra care housing.
- 3.5 Couples where one person may require care and the couple and or their family view the only alternative as splitting up the couple and the person requiring care being placed in res / nursing care. The Community Wellbeing Apartment enables them to move in together and adjust to an environment with care provided to identify whether the couple are willing and able to stay together without the requirement for residential care, either in their existing home or with the potential of applying into more appropriate supported accommodation i.e extra care accommodation.
- 3.6 People awaiting complex domiciliary care packages;
- 3.7 The service may also be accessed as a 'step up' facility as part of the Care Team's role in admission avoidance.

All referrals will be directed to the {NAME OF RESPONSIBLE SERVICE} in the role as Manager of the apartments, who will provide one point of reference.

## SERVICE LEVEL AGREEMENT

This agreement is between;

**{INSERT NAME AND ADDRESS OF RELEVANT LOCAL AUTHORITY}** ‘  
‘the Council’

and

**{INSERT NAME AND ADDRESS OF THE LANDLORD / REGISTERED PROVIDER}** ‘ the Association’

Together known as ‘the parties’

### **WHEREAS**

1.1. The Council is the **{owner / leaseholder }** of the community wellbeing apartments, numbered **{X,X,X}** (‘the Apartments’) at **{Name of scheme}** (‘the Scheme’)

1.2. The Association is a Registered Social Landlord and is registered with the Homes and Communities Agency under the Housing Act 1996 (registration number **XXXXXX**).

### **2. Aim of the Agreement**

2.1. The purpose of this Agreement is to:

2.1.1 Ensure effective joint working between the parties including any sub contracted parties involved in the provision of care and support within the Scheme

2.1.2 Clarify respective roles and responsibilities amongst the parties relating to housing management functions; reablement service and care and support provision

2.1.3 Ensure good liaison between the parties to ensure the effective provision of housing management, reablement services and care / support services to Licensees of the Apartments.

2.2. A description of the properties covered by this Agreement is provided at Appendix 1.

### **3. Housing Management and Support: Association and Support Provider Responsibilities**

3.1. The Association will provide housing management services to the Council relating to the Apartments. This will include:

3.1.1 Incorporating the principles of reablement into the whole culture of the Scheme with other residents and health professionals working within and delivering services within the Scheme.

In particular:-

- Welcoming service users to the Scheme; give them a tour of the Scheme and organise buddying arrangement and a welcome pack
- Sign up the service user on a licence (the Licensee') and explain the wider responsibilities while living in the Scheme (as outlined in the tenancy agreement) (this would be expected of any resident be it a tenancy or a leasehold agreement)
- Work with the reablement at home team and on site care provider to encourage participation in social, health and well being activities delivered within the Scheme. (This would be expected as part of the working in a 'one team' approach).



- 3.2. The Association will liaise with the Council's Reablement Team and agree the levels of care and support services required by each Licensee prior to the commencement of their licence within the Apartments covered by this agreement in accordance with best professional practice and in compliance with the requirements of its funders and the Care Quality Commission (CQC).
- 3.3. The Parties will co-operate with each other where there needs to be joint working between the Parties to satisfactorily deliver services.
- 3.4. The Council's Reablement Manager will liaise with the Court Manager and the Care Manager to advise of incoming and outgoing Licensees within the Apartments and their care and support requirements.
- 3.5. The detailed respective responsibilities of the Association; the Association's contracted care provider and the Council are attached as Appendix 2.

#### **4. Selection**

- 4.1. The Council has an agreed Reablement Pathway and Eligibility Criteria which specifies how people access the Apartments.
- 4.2. All people referred into the Apartments will be over the age of 55 as required by the leasehold agreement for the Apartments.
- 4.3. The Council will ensure that the Association are kept fully up to date with relevant information relating to incoming and outgoing Licensees.

## **5. Incoming Licensees**

- 5.1 The Association's contracted care and support provider will receive a copy of the Care and Support Plan (or have access to it) for each incoming Licensee from the Council's Reablement Team.
- 5.2 The Association will meet the incoming Licensee and introduce them to their contracted Care and Support Provider.
- 5.3 The Association will complete a Licence agreement with the incoming Licensee and explain to them their rights and responsibilities while living in the Apartment.
- 5.4 The Licensee's care and support requirements must be discussed jointly between the Association's contracted Care and Support Provider and the Council's Reablement Team to ensure that the individual's needs can be met from the day of their move into the Scheme, especially during the hours when the Council's Reablement Team are not 'on site'.
- 5.5 The Association is responsible for monitoring hours of care and support provided to each Licensee and invoicing the Council for any assessed care hours delivered and any extra care support / wellbeing hours delivered.
- 5.6 The Association is responsible for the health and safety of the Licensees during their stay within the Apartments.

## **6. Confidentiality**

- 6.1 The Parties agree to respect the confidentiality of individual Licensees and comply with data protection principles and the law generally. The Council should inform the Licensees that there may be a need to share information with the Association and third

parties on a 'need to know' basis to ensure that the housing management and care /support service is delivered effectively. A consent form for the disclosure of information must be signed by each Licensee or by their appointed person (i.e. those with power of attorney).

6.2 Unless a Licensee raises any objections, information should be given as necessary to those with a direct interest. If objections are raised, these may have implications for the delivery of support and the possible consequences should be explained.

6.3 Information passed on should be restricted to that in which the recipient has a legitimate interest. The recipient should be informed that the information is not to be transmitted to a third party unless the latter is entitled to it or the Licensee has explicitly consented or is aware that information needs to be passed on to enable support to be co-ordinated properly.

6.4 There may be particular circumstances in which disclosure of information is required by statute or court order or exceptionally, in the absence of consent, can be justified in the public interest. Disclosures based on public interest involve weighing that interest against the duty of confidence in that particular set of circumstances. The balance may be delicate and it may be necessary to take legal advice.

## **7. Fire, Health and Safety**

7.1 A 'stay put' policy is in place in the Scheme. The building is designed to meet fire and building regulations and the building has been signed off by an authorised officer of the **{NAME OF}** Fire and Rescue Service as being compliant with fire safety regulations.

- 7.2 The Association is responsible for providing initial fire, health and safety training to the Council's Reablement Team operating within the Scheme, prior to the Apartments becoming operational.
- 7.3 The Association will produce a Scheme Continuity Plan and a Fire Plan. The Association will share the Fire Plan with the Council's Reablement Team to maintain health and safety of all residents and all staff.
- 7.4 The Court Manager is responsible for the Health and Safety of the building and all staff working within it. In the event of the Court Manager not being on site at the time of an emergency or alarm activation, the Association's contracted Care and Support Provider will assume full responsibility.
- 7.5 The Association is responsible for organising fire tests for the Scheme on a weekly basis. The Association's contracted Care and Support Provider will play an active role. The Council's Reablement Team will support as required in relation to the Licensees within the Apartments.
- 7.6 The Association will ensure that there are adequate means of escape in the event of fire and fire protection equipment at the Property and arrange to have this equipment serviced on a regular basis as appropriate. The Association will ensure all Licensees are aware of the means of escape and will work with the Care Provider and the Council's Reablement Team to develop risk assessments for those individuals who may not have the capacity to understand the fire drill process. The Association will complete a fire risk assessment for the premises.
- 7.7 The Council is responsible for organising alternative accommodation for Licensees in the event of an emergency.

- 7.8 In the event of an emergency outside office hours relating to electricity, gas or water services, or anything that would endanger the health and safety of the Licensees , the Association will contact their emergency service and request attendance to eliminate the hazard. This may be a chargeable repair and the Council will be responsible to meet any cost associated with the repairs undertaken.
- 7.9 The Association is responsible for providing a procedure for recording an accident, incident or potential hazard. The Council will report such incidents to the Association.
- 7.10 The Association and the Council's Reablement Team are separately responsible for providing their own recording systems for employee liability e.g an accident at work book
- 7.11 The Association is responsible for the health and safety of the building, all staff working within it and visiting contractors to the building.
- 7.12 The Council's reablement team will inform the Association if visitors or contractors are expected to attend the Apartments out of normal working hours.
- 7.13 The Care Provider is responsible for recording and reporting accidents and incidents which relate to the care provision in line with their policies and procedures. Any accidents and/or incidents involving the Licensees and the Association's Care and Support Provider will be reported to the Council's Reablement Manager.

## **8. Keys and Security**

- 8.1 The Association is responsible for the distribution and auditing of keys and other security devices and systems within the Scheme.

- 8.2 The Council is responsible for the keys to their Apartments and must keep them safe and at no time remove them from the building. The Association will be responsible for handing out keys to new Licensees and collecting keys from outgoing Licensees on behalf of the Council.
- 8.3 The Council is responsible for informing the Association if keys or access fobs are missing. The Association will levy a charge to the Council for any lock changes undertaken and replacement keys and fobs.
- 8.4 The Association will be responsible for preventing any unauthorised person from being granted access beyond the privacy doors of the Scheme. The Council's Reablement Team and its Licensees must ensure that they do not openly allow unauthorised persons through the progressive privacy doors.
- 8.5 It is the responsibility of the Association to monitor the safety and security of the building while on the premises. The Council will notify the Association if they become aware of any potential risk or concerns relating to the safety and security of the building.
- 8.6 The Association is responsible for providing an informal concierge arrangement within the Scheme. If a visitor calls to the Scheme and is unable to gain access they may contact the Association's Care and Support Provider. The Association's Care and the Support Provider is responsible for ensuring that the person is a legitimate visitor before allowing access.
- 8.7 The Association's Care Provider must make sure that the external doors are not locked with a key as this will prevent any emergency services from accessing the building.

**9. Lifts**

9.1 The Council's Reablement Team will ensure that they do not use the lift unless they are accompanying / supervising a Licensee or visitor to the Scheme – or if they themselves have an injury or disability affecting their own mobility, or if they are carrying hot food etc.,

9.2 Each member of the Council's Reablement Team are to be made aware that in the event of the fire alarm being activated the lift will automatically travel to the ground floor and the doors will remain open.

**10. Licensee Accommodation and Safety**

10.1 The Association will organise the Licence termination paperwork with the outgoing Licensee.

10.2 Both the Association and the Council are responsible for informing each other if they know that an occupant is going to be out of the building – eg family outing, holiday, hospital appointment

10.3 The Council is responsible for reacting if an occupant is believed to be missing and there is cause for concern. Any information will be shared with the Association. The Council will also liaise with the Association to undertake the following approach:-

10.6.1 The Licensee's Apartment is to be accessed and checked

10.6.2 Building and grounds to be fully searched

10.6.3 The intercom system to be used to ask the person to contact the Council's Reablement Team; the Association's Scheme Manager or its Contracted Care and Support Provider immediately.

- 10.6.4 Other occupants to be asked whether they have seen the Licensee
- 10.6.5 Check any risk management plans for potential locations
- 10.6.6 The Council to contact the Licensee's Next Of Kin ('NOK') – check to see if they are aware of hospital appointments etc., and whether they want the Police to be notified.
- 10.6.7 If the Licensee's NOK, cannot be contacted then a social Worker or the Duty Social Work Team and/or the Police to be contacted
- 10.6.8 All actions to be recorded into a concise record and a copy provided to the Association for their records.

## **11. Dealing with the death of an Licensee**

- 11.1 The Association to provide the Council will the discrete arrangements for enabling funeral services to attend the building while avoiding disruption and unnecessary upset to other residents and staff.
- 11.2 The Council's Reablement Team will act as the responsible person in the event of a death related to the Apartment. In all other circumstances the Association will assume this responsibility. The following actions will be taken depending on the specific situation;
  - 11.2.1 **Non sudden death in home situation.** Make sure environment is safe



- 11.2.2 Do not touch the Licensee unless there is a need to protect their dignity or to check for signs of life if there is any doubt
- 11.2.3 Leave the Apartment, lock the door and contact GP
- 11.2.4 Greet the GP and accompany them to the Apartment
- 11.2.5 Agree with the GP who will notify the NOK.
- 11.2.6 **Sudden Death in Home.** If the circumstances are suspicious, or the death is sudden then contact the police. DO NOT touch the body or the surrounding area
- 11.2.7 leave the Apartment , lock the door until the emergency services arrive
- 11.2.8 Greet the arriving emergency services and escort them calmly to the Apartment. Lock the door behind you once you are in the property.
- 11.2.9 **In the communal areas.** Summon emergency services and close off the area where the person has been found. Wherever possible, the member of staff finding the person should stay with them until emergency services arrive. If this is not possible an alternative member of staff must take their place.
- 11.2.10 Observe any religious or cultural requirements
- 11.2.11 Contact the Next of Kin as a matter of priority. Support them to take responsibility once they arrive at the Scheme.

11.2.12 Advise the Association at earliest convenience. Inform Social Worker (if allocated). Write full record of date, time, place, descriptions and actions as soon as possible.

11.2.13 Give a copy of the record to the Association.

11.2.14 Counselling services to be organised for staff in any event outlined as appropriate / required by their line manager.

## **12 Maintenance**

12.1 The Council own the properties and have full repairing responsibilities for the Apartments. Any structural damage should be reported to the Association. The building is held within a 12 month defect period (**until xxxxxxxxx**) from date of completion which means that disrepair to the structure; fixtures and fittings may be covered within this defect period. If in doubt check with the Association.

12.2 If the Association undertake any repairs in agreement with the Council this may be chargeable. The Association is responsible for advising the Council of the costs relating to the repair and the Council is responsible for ensuring that payment is made to the Association for repairs undertaken promptly.

## **13. Aids and Adaptations**

13.1 No aids and adaptations, or any other fixture is to be fixed to the flooring of the Apartments. The flooring is gas underfloor heated and such work is likely to cause damage to the floor. The Association would be required to repair any damage and any associated costs would be recharged to the Council.

13.2 If the Council intend to undertake work within the Apartments which would involve fixings to the main structure i.e ceilings; walls;

floors they must speak to the Association's Court Manager first and foremost to ensure that the work is allowed, in conjunction with the structure of the building.

#### **14 Breach of Licence or Leasehold Agreement**

- 14.1 Should the Association have any reason to complain about conduct associated with the use of or occupancy of the Apartments or have concerns regarding a Licensee's behaviour to other residents; staff or generally within the Scheme they should raise this immediately with the Council's Reablement Manager to reach an amicable solution to the issue. If unresolved the action outlined in section 20 should be adopted.

#### **15 Financial Arrangements**

- 15.1 The Association will set and collect a reasonable service charge in liaison with Sunderland City Council's Housing Benefit Section.
- 15.2 The Association will review the charges annually in accordance with its service charge setting policy and will inform Sunderland City Council's Housing Benefit Section and the Council about any proposed changes to service charges.
- 15.3 The Council will be invoiced annually for the Apartments for an amount of **£XX** per annum in lieu of a Leaseholder charge.
- 15.4 The Association will inform the Council at an early stage of any outstanding invoices.

#### **16 Indemnity**

- 16.2 The Association will indemnify the Council against any action, claim or demand made against the Association's contracted Care and Support Provider arising out of the failure of the Association to fulfil

its responsibilities as herein set out or imposed upon it by statute or otherwise failing to be performed by the Association save insofar as any costs and losses are covered by any policy of insurance effected.

## **17 Insurance**

17.2 The Association will take out Public Liability Insurance and provide cover of up to **£XX m** in the event of damages being awarded against them in respect of personal injury to the Licensees or visitors to the premises.

17.3 The Council's Reablement Team will take out Public Liability Insurance and provide cover of up to **£xx** in the event of damages being awarded against them in respect of personal injury to the Licensees or visitors to the premises.

17.4 The Council will keep insured for full value the furniture, fixtures, fittings and effects within the Apartments. This is contained within the Council's Corporate Insurance Policy.

## **18 General**

18.1 Both the Association and the Council will:

18.1.1 Pass on to the other within seven days of receipt a copy of any Notice received or served.

18.1.2 Notify the other immediately of any incident which could lead to adverse publicity or of any change of circumstances or any complaint concerning the Community Wellbeing Apartment to the other.

- 18.1.3 Not do anything or knowingly permit anything to be done in the Property which would invalidate any insurance taken out by either party or which would increase the premiums payable.
- 18.2 Should either party become aware of any circumstances that may affect the continued provision of the service they have an obligation to inform the other within 7 days.
- 18.3 Should either party have concerns about performance of the other party that will have the potential to affect contracts or delivery of service, they will inform stakeholders about the nature of the problem and agree any action to resolve the problem.

## **19. Communication**

- 19.1 The Council's Reablement Team will facilitate communication with the Association's contracted Care and Support Provider via a daily handover of information.
- 19.2 The Association is responsible for ensuring that an effective method of communication is in place to enable the sharing of information between the Association; its contracted Care and Support provider and the Reablement Team and the Care provider and vice versa on a daily basis. Recorded information may include details of emergency calls; hospital admissions; health and safety alerts; complaints / concerns.
- 19.3 The Association is responsible for providing all emergency procedures and contact numbers to key staff.
- 19.4 The Association is responsible for completing a record of daily checks to ensure that all occupants are safe. Each occupant must receive a visit; be seen; or be contacted via the Telecare system,

usually prior to 12 noon daily. The record check can then be completed. The Council's Reablement Team will be included within this check.

- 19.5 The Association is responsible for organising an Annual Consultation meeting to be held at the Scheme with relevant Officers of the Association. Minutes will be displayed on the Scheme's main noticeboard. The Association will invite the Council's Reablement Team to consultation meetings as appropriate.

## **20 Grievances & Disputes**

- 20.1 In the event of a grievance arising between the Association and the Council, the matter will be raised between the nominated persons for the Association and the Council. If the grievance remains unresolved, the Association may write to the Council's Executive Director of **{responsible Directorate}** and the Support Provider may write to the Association's Managing Director.

## **21 Liaison, Review and Revision**

- 21.1 The Parties agree to meet on a quarterly basis to ensure the smooth running of the Project.
- 21.2 Liaison meetings will focus on:
- 21.2.1 Areas where there are joint responsibility, such as managing incoming and outgoing residents, and health and safety issues.
  - 21.2.2 Support issues where information needs to be shared.
  - 21.2.3 Areas of concern, such as conduct of staff or Licensees.

21.2.4 Any complaints or compliments received.

21.3 Both parties agree to respect the confidentiality of information concerning the Licensees, which may from time to time become available to them, in accordance with their published policies.

21.4 The Association and the Council may review the working of this Agreement annually. Amendments to the Agreement may be made at any time with the consent of both parties if recorded in writing.

## **22 Equal Opportunities**

22.1 The Council and the Association are committed to anti-discriminatory practice in the recruitment and employment of staff and in delivery of services. The Parties agree to follow the principles as laid down in their respective Equal Opportunities Policies and in guidance set out by the Homes and Community Agency; CLG and Care Quality Commission.

## **23 Termination**

23.1 This Agreement may only be terminated as follows:-

23.1.1 By the Parties signing a replacement Agreement or

23.1.2 By written agreement of the Parties or

23.1.3 The Council withdrawing the Reablement Service from the Apartments and not replacing it

23.1.4 The Council selling the Apartments.

23.2 This Agreement will terminate forthwith if either party ceases to exist.

SIGNED .....  
on behalf of **the Association**

DATE .....

SIGNED BY .....  
Authorised Signatory on behalf of the **Council**

DATE .....



## **Properties Covered by this Agreement**

**{list address details of each property included in the agreement}**

## **Housing Management and Support - Association and Support Provider Responsibilities**

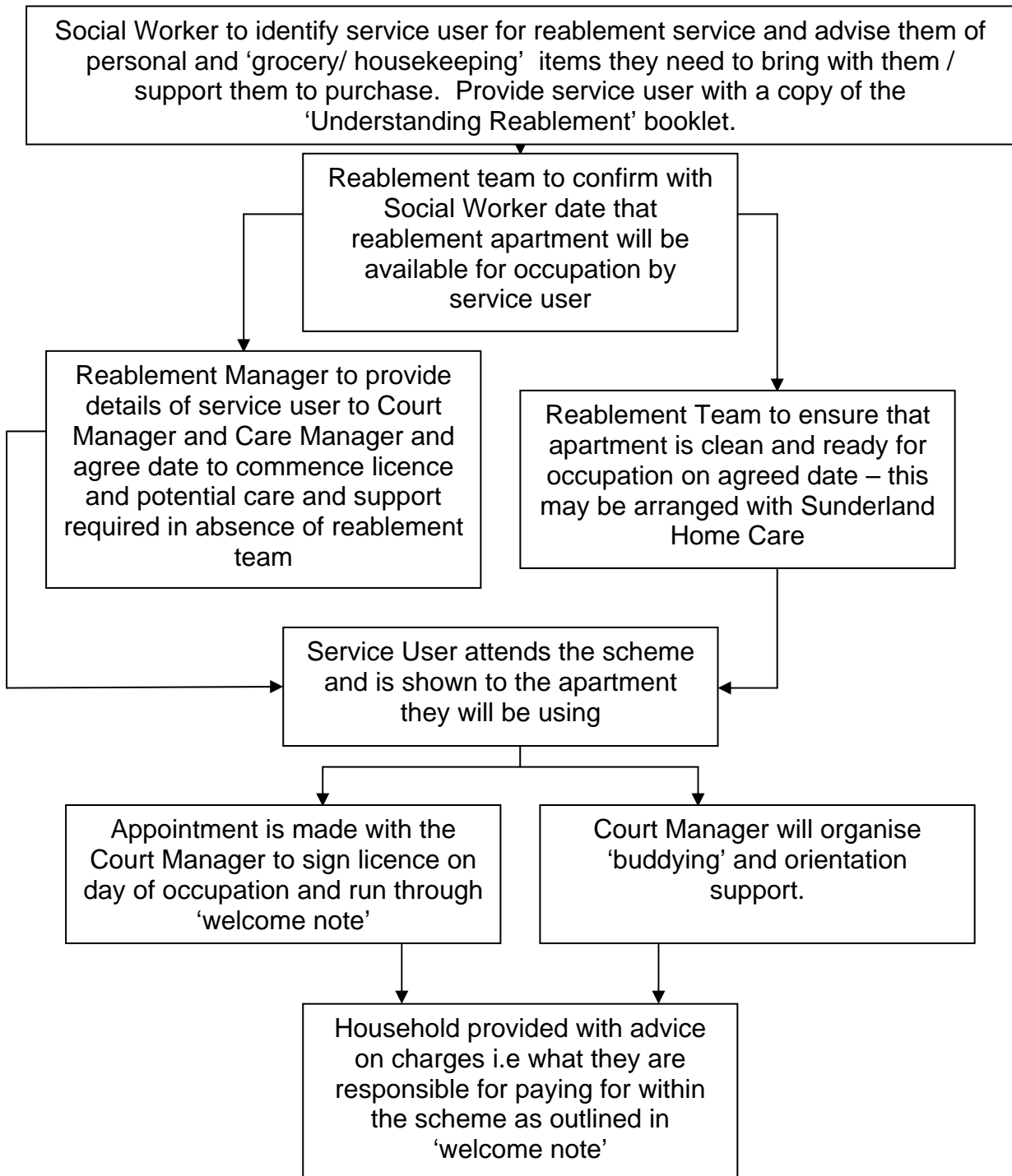
### **1. The Association is responsible for:-**

- I.1. Facilitating the signing of the Licence Agreement.
- I.2. Explaining and ensuring the understanding of the contents of the tenancy agreement in support of the licence with occupants and/or their advocates.
- I.3. Setting service charges in conjunction with Sunderland City Council's Housing Benefit Team.
- I.4. Maintaining proper records charges payable and received
- I.5. Collecting rent and service charges.
- I.6. Maintaining the decoration of the exterior of the premises and the interior of the communal areas where applicable to a reasonable standard and subject to the agreed maintenance budget.
- I.7. Providing adequate means of escape and fire protection equipment in the property and arranging to have the equipment serviced on a regular basis.
- I.8. Providing and maintaining fire equipment at the Scheme and replacing where necessary all in accordance with the recommendations of the authorised fire officer of the Tyne and Wear Fire and Rescue Service.
- I.9. Consulting on and/or involving residents in changes to the management or services offered at the Scheme.
- I.10. Employing Court Managers and other appropriate staff to carry out the above responsibilities.
- I.11. Regular liaison with the Council's Reablement Team.
- I.12. Responsible for the health and safety of the building, those living in it, working within it and visiting it
- I.13. Ensuring that its duty of care is maintained towards all occupants

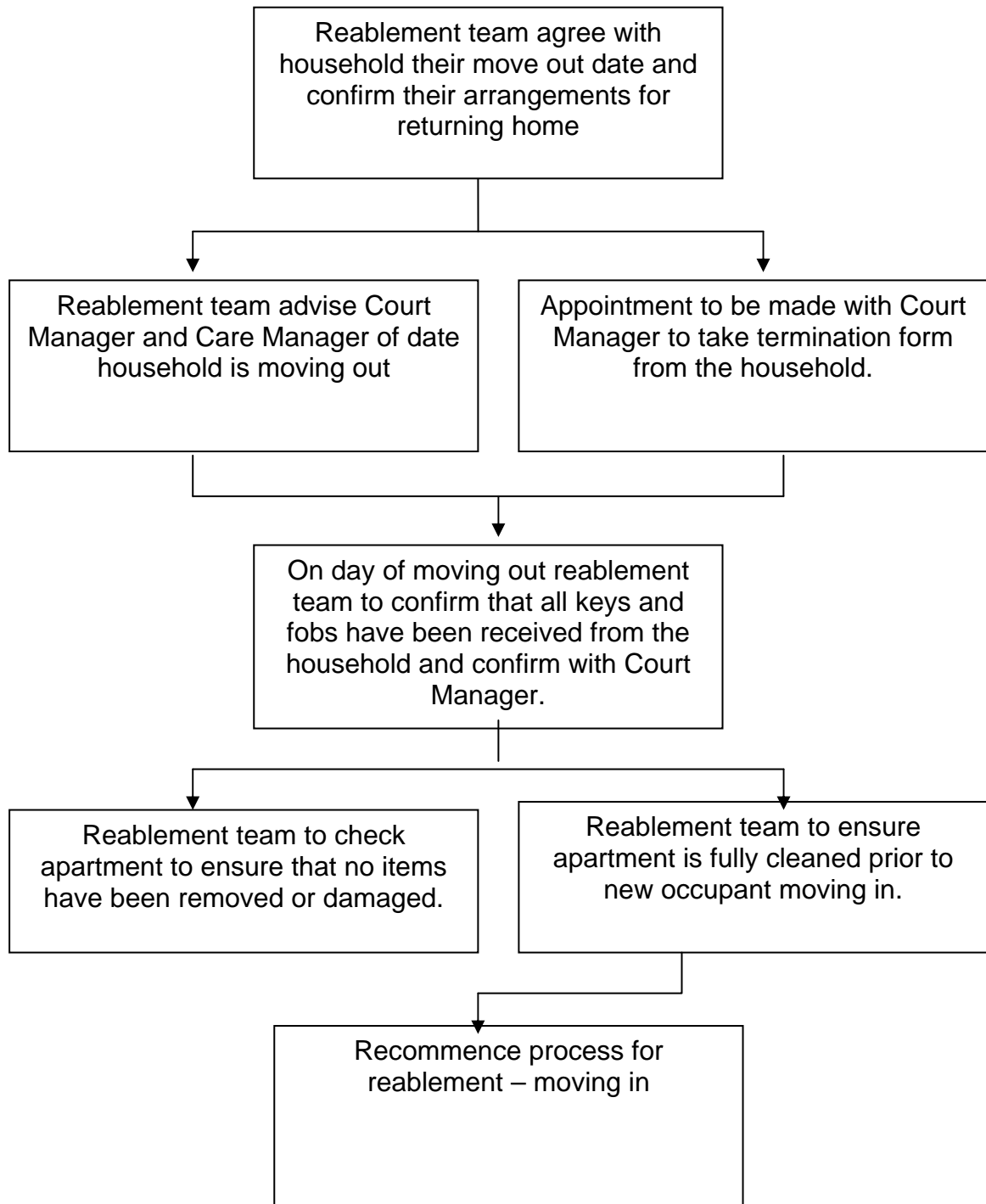
## **2. The Council's Reablement Team is responsible for:-**

- 2.1. Employing the staff to meet the reablement, care and support needs of Licensees.
- 2.2. Discussing the care and support requirements of individuals with the Association as required.
- 2.3. Assessing the reablement needs of new occupants and ensuring that each has a reablement plan in place tailored to meet the needs of the individual
- 2.4. The general welfare of occupants.
- 2.5. Supporting Occupants to carry out their obligations under the Licence Agreement.
- 2.6. Meeting occupants needs in areas of safety and well being.
- 2.7. Reviewing the reablement plans of individual Licensees.
- 2.8. Ensuring that the property is kept safe in accordance with the health and safety policies including keeping means of escape free from obstruction and informing incoming Licensees of the fire alarm protocol.
- 2.9. Organising the repair of structural and maintenance defects.
- 2.10. Giving access to the Association's maintenance contractors when required.
- 2.11. Providing aids or adaptations; dignity crockery and cutlery and telecare equipment as required by the incoming Licensee within the Apartments
- 2.12. Ensuring that no aids or adaptations are fixed to the floor of the Apartments
- 2.13. General liaison with the Association's Court Manager and Care Manager
- 2.14. Ensuring that household rubbish is effectively disposed of from the Apartments ensuring that paths, communal garden areas and bin store areas are kept tidy.

**Process for Reablement – Moving in**



## PROCESS FOR REABLEMENT – MOVING OUT



# WELCOME TO CHERRY TREE GARDENS

## Community Wellbeing Apartments



### People and Services

The Scheme Manager is **XXXXXXX**. Their office can be found in the main entrance of the scheme. Contact telephone number is **XXXXXXX**.

The Care Manager is **xxxxxxxxxxx**. Their office can be found **{provide details}**

The Reablement Team will work with you towards achieving your goals and reablement plans. They will spend allocated time with you during day hours. If you need support when the Reablement Team are not available then please speak to the Court Manager or Care Manager, or a member of the care team.

### Communal Areas

**The bistro** is on the ground floor and is run by **XXXXX**. It provides meals; snacks and drinks. A menu and price list is available from **XXXXX**. The bistro is open every day of the week. Family and friends are welcome.

**The lounge** is on the ground floor. This is a comfortable area to sit and socialise outside of your apartment. Drinks can be made from the tea bar. You will be expected to pay an 'honesty' contribution for any tea, coffee, milk that you use. Family and friends are welcome to use the lounge.

**The hair salon** is on the ground floor and is run by xxxxxxx. Hair appointments can be booked directly with xxxxxxx. The salon is open weekdays. Prices can be found at the salon. Xxxxxxxx also offers health and beauty treatments including nail trimming; hand massage; manicures – further details can be found at the salon.

**The scooter store** is located on the ground floor and can be accessed from the main pathway to the scheme. You can leave a motorised scooter in this area and place the battery on charge.

**The laundry** is on the xxxxxx floor. Go to floor 1 in the lift. Turn right as you leave the lift and go through the first set of doors. The laundry is on the right hand side. Washing machines; driers; ironing boards and irons are available free of charge for you to use. You need to provide your own laundry wash and softener.

**The Guest Suite** is on the first floor just along from the laundry. This can be booked by family or friends depending upon availability. A charge of £15 for the first night and £10 every night after will be charged. Speak to the Court Manager for more details or to book the guest suite.

**Garden areas** - you are welcome to use the garden areas including the roof top terrace.

**Activity Room** is located between the lounge and the restaurant and is used by the restaurant unless activities are planned. If the Court Manager has organised activities you are welcome to join in along with all other residents. A small charge may be applied depending upon the activity.

### **Security and Access Arrangements**

The main communal area is open to members of the public during the hours of 8am – 6pm. You have a key to the apartment you are using and a fob for the main door. This means that you can come and go as you wish and will always have access into the building and the apartment you are staying in. You are asked to be careful not to allow any unauthorised people into the private areas of the building.

The Court Manager has a spare key to your apartment. The Reablement Team can use this key to enter the apartment. Sharon will only use her key in the case of an emergency.

### **The Community Wellbeing Apartment**

You are staying in the apartment on a licence for a 6 – 8 week short term stay. This may be extended depending upon your reablement needs up to 12 weeks.

During this stay you will be respectfully asked to :-

- Report any repairs to the Reablement Team or to the Court Manager

- Keep the apartment clean and tidy at all times – you can arrange for domestic cleaning and tasks by speaking to **XXXXXXX**. A reasonable charge will be made.
- Be respectful of other residents and staff working within the scheme.
- Keep music and TV to a reasonable level so volume does not disturb other residents.
- Report any damage or breakages to the Reablement Team or to the Court Manager.
- Keep your key and fob safe at all times. Do not allow anyone else to use your keys / fob. Report any losses immediately to the Court Manager.
- Leave the apartment as you found it. Please do not remove any items other than your own personal belongings. Do not make any changes or alterations to the apartment during your stay.
- Please bag your rubbish and place this xxxxxxxxxxxxxxxx for collection. Rubbish collection day is each xxxxxxxxxxxxxxxx.

### Equipment in the Apartment



#### **Bathroom**

- Walk in shower is provided with non slip flooring
- Toilet; wash hand basin
- Towels and laundry bin (spare towels are stored in the wardrobe)





### **Kitchen**

- Fridge freezer
- Microwave
- Cooker
- Kettle
- Toaster
- Oven and hob
- Cutlery and cooking utensils
- Dinner set; mugs and drinking glasses



### **Main bedroom**

- Double bed with spare set of bedding
- Radio alarm clock
- TV



### **Single bedroom**

- Single bed with spare set of bedding
- Chest of drawers



### **Sitting room**

Sofa and chair  
Dining table and chairs  
TV with DVD player  
CD and radio player

The apartments are heated with gas under floor heating. The thermostatic controls are on the wall in each room. You can set these to the temperature you prefer in each room. The higher the number, the higher the temperature.

**The team at xxxxxxxxxxxxxx will all do everything we can to make your stay a pleasant one.**

**APARTMENT FIT OUT INVENTORY LIST**

Apt 1	
S Room	Carpets
	Curtains
	Pole
	Sofa
	Seat
	Footstool
	Throw
	Nest of tables
	TV 22" & DVD
	TV Stand
	table and 2 chairs
	radio / CD
	Cushions
	Pictures
	Accessories
	Shade
	Floor lamp
	Seat pads for dining chairs
Single Room	Roman blind
	Bed - single & mattress
	Mattress
	Mattress protector
	Fitted sheet
	Duvet set
	pair pillows
	2 pillow cases
	2 pillow protectors
	Bedside Cabinet
	Drawers
	throwover
	Pictures
	Shade
	Lamp
Main bedroom	Double bed
	Mattress
	2x mattress protectors
	2xduvet sets
	3xpair pillows

	<ul style="list-style-type: none"> <li>2 x fitted sheets</li> <li>2 x pairs pillow protectors</li> <li>throwover</li> <li>2 x bedside cabinets</li> <li>2 x lamps</li> <li>1 x double wardrobe</li> <li>1 x mirror</li> <li>Desk / vanity unit</li> <li>1 x chair</li> <li>1 x blind (blackout)</li> <li>1 x curtains</li> <li>1 x pole</li> <li>Radio / alarm clock</li> <li>Pictures</li> <li>Accessories</li> <li>Shade</li> <li>Coat hangers</li> </ul>
Bathroom	<ul style="list-style-type: none"> <li>Towel shelf</li> <li>Towel bale</li> <li>1 x toilet brush</li> <li>Linen organiser</li> <li>Bin</li> <li>Tumbler</li> </ul>
Kitchen	<ul style="list-style-type: none"> <li>Microwave</li> <li>Kettle</li> <li>Toaster</li> <li>Frying pan</li> <li>Set of pans</li> <li>Set of oven trays</li> <li>Oven tray x 2</li> <li>Mixing bowl</li> <li>Jug</li> <li>Storage canisters x 3</li> <li>4 x mugs</li> <li>Dinnerware</li> <li>4 x plastic tumblers</li> <li>set of cutlery</li> <li>wooden spoon x 2</li> <li>spatula x 2</li> <li>Set of knives</li> <li>Can opener - easy to use</li> <li>Slotted spoon</li> <li>Slotted turner / slice</li> <li>Grater</li> </ul>

Ladle  
Peeler  
Glasses  
Tea towels  
Paper towel holder  
Egg cups x 2  
Coasters  
Placemats  
Chopping boards  
oven gloves x 2  
Bowl & drainer  
Cutlery Tray  
Bin

Hallway

Shade  
Vacuum cleaner  
Mirror  
Picture

**LICENCE AGREEMENT**

**COMMUNITY WELLBEING APARTMENTS**

This Licence is entered into on \_\_\_\_\_ of \_\_\_\_\_ 20\_\_\_\_

**BETWEEN**

(1) **{Insert name of local authority} (“the Council”)**

(2) **[Insert name of the licensee] (“the Licensee”)** of [MAIN ADDRESS] and relates to Apartment Number [ \_\_\_\_\_ ] at **{Insert name of the extra care scheme} (“the Apartment”)**

- 
1. In consideration of the terms of this Licence, the Council grants the Licensee the right to temporarily occupy the Apartment as a facility for rehabilitation and re-ablement, which would have otherwise been undertaken in hospital for an initial period of 4 – 6 weeks from and including the date of this Licence and thereafter until ended as outlined in clause 11.
  2. The Apartment will be provided for a short stay reablement provision. No charge will be made for staying in the apartment.
  3. The Trust can direct that the Licensee be moved to a different apartment if the Licensee’s needs, or the needs of another licensee require specific facilities which are provided in another apartment.
  4. The Licensee may use the communal facilities at the extra care scheme in which the Apartment is situated including the lounge(s); laundry; restaurant; hairdressers; assisted bathing suite; communal garden areas such use to be in common with the other residents at the extra care scheme and upon such terms and conditions as may be stipulated from time to time
  5. The Licensee is permitted to have visitors to the Apartment subject to access being agreed by the Council.
  6. The Licensee is responsible for his/her own belongings and for keeping them safe.
  7. The benefit of this Licence is personal to the Licensee and cannot be assigned to another. The right given in clause 1 may only be exercised by the Licensee

8. Possession and control of the Apartment shall at all times remain vested in the Council and the Licensee shall not have any estate or interest in the Apartment or in any part of it
  
9. The Licensee shall not at any time be entitled to use the Apartment to the exclusion of the Council. The Council and all others authorised by it shall without prior notice have the right to enter the Apartment for any reason at any time. This would generally only be exercised in the event of an emergency and the rights to privacy will always be respected
  
10. This Licence may be determined by the Council at any time upon one week's notice given by the Council to the Licensee
  
11. The Licensee acknowledges that he/she understands this agreement and will comply with it

Signed by (or on behalf of) the Licensor

Signature:	Date:
------------	-------

Signed by the Licensee

Signature:	Date:
------------	-------

## Understanding Reablement

A guide for people who use the service and their carers



***Providing whole solutions for whole lifestyles, providing genuine options and real choice which deliver opportunities for individual growth, development and wellbeing.***



## Reablement Services

This leaflet is for people who are referred to a Community Wellbeing Apartment for reablement and rehabilitation.



### **Q. What is a Community Wellbeing Apartment?**

It is a self contained, wheelchair accessible apartment within an extra care housing scheme. The apartment is fully furnished and provides you with a sitting room; fully fitted kitchen; single bedroom; double bedroom and shower room. The shower is a level access walk in shower so there are no steps or baths to climb into.

## **Q. What is reablement?**

Reablement is the name we give to short term support designed to help you become as independent as possible.

Perhaps you need support with:

- your personal care;
- you may be waiting for aids and adaptations to be fitted to your own home;
- you may need to learn how to use telehealth and telemedicine equipment
- you may need to learn or re learn tasks to help you live at home
- your carer may need to learn tasks to help you to remain at home.

The reablement team will work with you so that you learn (or re learn) important tasks on your own. You will learn and re train in a Community Wellbeing Apartment within an extra care housing scheme.



In traditional social care, someone would visit you and do these tasks for you. With reablement, we will work with you so that you learn or (re learn) important tasks you need for every day life.

Many people who participate in a reablement programme find that afterwards they can cope very well on their own, without the need for social care support.

The apartment is provided free of charge, although you will need to pay for some items:-

- taxi and transport
- social activities provided within the extra care scheme
- food and drinks
- cleaning of the apartment (if you use the on site domestic service)

You will be asked to sign a licence agreement when you arrive at the scheme – the Court Manager will do this with you. This is to enable you to stay at the apartment for the duration of your reablement. You will be introduced to the reablement team and the on site care provider. The Court Manager will organise for someone who lives in the scheme to show you around. Your stay at the Community Wellbeing Apartment will usually be for up to six weeks, but depending on your reablement programme, this may be reduced or extended.

**Q. What do I need to bring with me?**

You will need the following items:

- Clothing and shoes including outdoor clothing
- Sleepwear and slippers
- Your medication and any dressings you may use
- Toiletries such as:
  - Shampoo
  - Shower gel
  - Shaving foam
  - Toothpaste and toothbrush or denture cleaner
  - Brush
  - Deodorant
  - Hair care and beauty products

There is a TV/DVD and CD player provided so you may want to bring some CD's and DVD's with you. You may also want to bring magazines; books or puzzles along too.

You may choose to eat in the bistro; or buy snacks from there to eat in the apartment. If not you will need to provide your own groceries while you are living in the apartment.

**Q. What can I use in the extra care scheme?**

You will be given a key to the apartment you are living in and a fob that will give you access within the extra care building. The Court Manager also has a key to the apartment. You can use all of the communal areas i.e. lounge; restaurant; hairdressers; healthy living suite; assisted bathroom and laundry.

**Q. What do I pay for?**

You must pay for any food or drinks you purchase from the restaurant, and for any hair, beauty or health treatments you request.

The apartments must be kept clean and tidy. If you are unable to do this yourself, you can organise for the on site domestic service to provide a cleaning service for you – there will be a reasonable charge for this service.

If you damage anything in the apartment you must report this to the reablement team. You may be recharged if an item is damaged or broken.

It is free to use the main or upstairs lounge, the laundry and assisted bathroom.

**Q. How do I get reablement?**

You may be in hospital and referred by the care professional at the hospital. You may be living at your own home but due to an illness, accident or injury, you might not be able to look after yourself at home. It might be better for you to receive a reablement programme in a Community Wellbeing Apartment rather than be admitted into hospital or residential care.

When you are referred the care professional responsible for your assessment will discuss your goals with you and how the reablement programme can help you achieve them.



Your programme will normally last up to six weeks and will be free of charge to you as long as you are participating in the programme

and making progress. Your progress will be reviewed on an ongoing basis by the reablement team.

**Q. How do I find out what skills I need help with?**

A member of the reablement team will visit you at home or at hospital to talk through with you what you would like to achieve and how we can make it easier for you to do the things that you want.

Together we will agree the goals you want to work towards and identify how we will support you to achieve them. These goals and support will be written down as a reablement programme for you and the reablement worker to follow. We will give you a copy of this programme.

**Q. Will I need special equipment?**

During your programme, we may suggest you try carrying out some tasks in a slightly different way to make them easier for you to do on your own.

We may suggest you try using equipment to make a task easier; this equipment will be provided free of charge.

**Q. How long will the reablement programme last?**

Programmes normally last for up to six weeks, but your programme may finish sooner if you make good progress or if you, together with the reablement team, agree to stop it earlier.

In exceptional circumstances where we identify that you would benefit, we may decide to slightly extend your reablement programme.

**Q. What happens when my reablement programme is finished?**

Once you have finished your programme you may no longer need support. You will be assessed by the reablement team as able to return home and your care and support needs will form part of this assessment.

Together with you, the reablement team may decide that you continue to need a level of care and support. In this case the support you need will be arranged with a care provider and you will receive a financial assessment. The practitioner or facilitator will

discuss with you how to meet your needs and if appropriate the budget that is available to support you to manage this.

You can now have your own budget and buy your own services if you want, or can have the support to buy your own services.

**Q. The Community Wellbeing Apartments are located in an extra care housing scheme – what is an extra care housing scheme?**

Extra care housing schemes provide independent living for people over the age of 55. People move into their own self contained apartment, similar to the Community Wellbeing Apartment. The apartment may be rented or purchased.



An on site care and support team are located within the scheme 24/7 every day of the year. They provide flexible care and support to individuals living in the extra care scheme, tailored to the needs of the individuals.

The scheme provides community facilities for both residents of the scheme and those living within the wider local community. This includes bistro / restaurant; lounge; activity room; healthy living suite; and hairdressers.



**Q. Who will provide my Reablement Service?**

This will be provided by Sunderland City Council, Health, Housing and Adult Services - Reablement Team.

**Q. Who do I speak to if I need support and the reablement team are not here?**

The on site care provider will support you with some tasks as appropriate, and will be on hand to respond to any emergency calls while you are staying in the Community Wellbeing Apartment.

Contact the on site care team and they will provide you with support.