



GRETTON COURT EXTRA CARE SCHEME

SERVICE INFORMATION



V1: April 2014

Contents

General information	p2
What can you expect from the housing related support service?	p3
What can you expect as part of your care service?	P5
What can you expect from the housing management service as part of your tenancy agreement?	p9
What you can expect from all services	p10
An introduction to Friends of Gretton Court	p11
Further information	p12

General information

Extra Care Housing is a term used to describe a form of housing that aims to support more independent living. It is not like living in a residential home or a nursing care home as you have all the same rights associated with living in your own home, such as your own front door and privacy when you want it.

Gretton Court benefits from the three distinct services listed below. These services are delivered by different organisations and the aim of this information booklet is to outline the key functions and responsibilities so you know what to expect from each organisation and the staff delivering the services.

The three main types of service provided for residents at Gretton Court are:

A Housing Related Support (HRS) service – this is delivered by Melton Borough Council and delivers ‘low level’ support to all residents.

Care Services – these are mainly delivered by the Domiciliary Care Provider Help at Home, but some residents have chosen to have their care delivered by other care organisations or have made their own private arrangements for their care services, this has been explained further in this document.

A Housing Management Service – this is delivered by Melton Borough Council (MBC) who you hold a tenancy agreement with, MBC also owns the Gretton Court building.

What can you expect from the Housing Related Support service?

In the first instance an assessment of your support needs will be undertaken by appropriate staff from Melton Borough Council. The assessment will help to identify how much support you need to live safely and independently.

Support Staff consist of 2 full time Wardens who live on site and 2 part time Warden.

There is also a Scheme Manager who oversees the work of the Support Staff. The Support staff will be on site every day from 8.00a.m to 9.00p.m to meet your Support needs.

The Support service is there to help you manage everyday tasks, for example, helping you settle in, stay safe, develop domestic or life skills, give you advice on budgeting or benefits and help you to establish social contacts and activities to reduce isolation.

When you move into Gretton Court appropriate staff from MBC will assess the level of support you need to help you live in the scheme safely. Your support needs will be set out in a Support Plan and you will receive a copy of this. It will be reviewed with you regularly to keep up to date with changes in your circumstances.

The support provided by MBC is termed as 'low level' which means that staff will have the skills and knowledge to provide general support, help and advice but may need to refer you to other organisations or services if you need more specialist help.

The support service is a chargeable service and if you have been assessed as able to pay, this will be collected by Leicestershire County Council.

Staff delivering the support service are expected to have the following skills and experience:

- ❖ Experience of working with vulnerable adults
- ❖ Experience of developing support plans
- ❖ Appropriate literacy and numeracy skills
- ❖ Specialist knowledge in relation to older people and in particular older people experiencing cognitive difficulties

Staff delivering the support service will also ensure that;

- ❖ Hospitals have the necessary information to successfully discharge you home
- ❖ Daily logs, diaries and records are maintained correctly
- ❖ Health and safety standards are adhered to
- ❖ Equipment breakdown and repairs are monitored and reported
- ❖ Dietary concerns are reported to the kitchen staff

Each member of staff will also have attended the following training to support them in carrying out their duties:

- ❖ First Aid
- ❖ Support & Risk Assessments
- ❖ Health & Safety
- ❖ Safeguarding
- ❖ Equality Training
- ❖ Dementia Training
- ❖ Code of Conduct & Professional Boundaries
- ❖ Dealing with Complaints

On a day to day basis, if you have any queries or problems with the service you can contact a member of the staff team at Gretton Court on **01664 410184**

What can you expect as part of your care service?

Care services deliver more specialist, 'hands on' help usually through a personal care service.

The care service will assist with things like:

- Getting up and dressed or undressed and going to bed
- Having a wash, shower or bath, including washing hair, shaving and oral hygiene
- Assisting people with their toileting requirements
- Helping people eat their food or take a drink, including meal preparation
- Help with surgical appliances where this is part of your plan of care
- Prompt you to take your medication
- Moving and Handling – assisting with your mobility including helping you to manage the use of mobility aids

Care services are also chargeable services, a financial assessment undertaken by Leicestershire County Council will determine how much you need to contribute towards the cost of your care.

There are also some health related tasks that are appropriate to be delegated to care staff and these are set out in a locally agreed policy called the Health and Social Care Protocol (H&SCP) This protocol was developed between Leicester City Council, Rutland County Council, Leicestershire County Council and the Department of Health and sets out the responsibilities and roles of health care staff and social care staff.

Some tasks that can be delegated to care staff are;

- ❖ Administration of medication
- ❖ Long term eye drops or artificial tears (only following one to one training by a district nurse)
- ❖ Catheter and Stoma Care (not changing the catheter or stoma themselves as this is a District Nurse function)
- ❖ Assisting you to manage continence following a health assessment
- ❖ Assisting you to manage pressure area care

- ❖ Specialist equipment such as inhalers

Where a health care task has been delegated it is the responsibility of the Health Service to provide training for the care staff and this training must be undertaken with each individual person. This is because each individual is unique, therefore the procedure used might be suitable for one person but may not be suitable for another.

Where it has been included in your **care assessment** the care staff can also help with practical tasks such as:

- Washing up
- Managing food and household stocks
- Essential hygiene cleaning (toilets, sinks and worktops)
- Making and changing beds
- Clearing out refuse
- Laundry
- Shopping

Your assessment for care will determine your eligibility to receive a service from the Council. If you are eligible for services, you will be given a Personal Budget. The Personal Budget takes into account your financial circumstances before calculating the cost of your care.

If you have a Personal Budget you can decide how this is managed;

- ❖ You can have a **managed account** where the Council buys the care service on your behalf – this means the Council will use a care provider whom they hold a contract with.
- ❖ You can take the cash equivalent of the cost of your care services and buy your care independently, you must have a separate bank account to do this, or;
- ❖ You can have a third party payment where the money is paid to a family member or direct to another provider who can buy in the care services on your behalf

Living in Gretton Court means that if you have a **managed account** the Council will ask Help at Home to deliver your care services.

Your care needs will be reviewed by the Council on an annual basis unless we are contacted by the care provider, a family member or yourself to advise us that your needs have changed.

Your care needs along with the outcomes you wish to achieve will be recorded and will be given to the care provider who will work with you as flexibly as they can to ensure that your care needs are met in the way that suits you best.

Gretton Court benefits from a 'waking night' service which means a member of Help At Home's staff is on site and awake during the night to deal with any emergencies you may have.

If you have a fall, Help at Home are able to call for assistance from paramedics but will not attempt to move you as this could cause further injury or complications.

There are also 'floating' day time care hours in the scheme. The floating care hour's means there are additional staff from Help at Home on site to help you if problems occur during the day.

Care staff are expected to have the following skills and experience:

- ❖ Understand the principles of good care
- ❖ Understand written and verbal instructions
- ❖ Have a good level of written and spoken English
- ❖ Have good interpersonal skills
- ❖ Be honest and trustworthy
- ❖ Be dependable, reliable, punctual and committed

Each member of Help at Home staff will have attended the following training in order to support them in carrying out their duties:

- ❖ Moving and Handling training
- ❖ Medication training
- ❖ Food Hygiene training
- ❖ Dementia training
- ❖ Health and Safety training
- ❖ Safeguarding of Vulnerable Adults training

Help at Home will ensure that care staff attend any training required and that this training is updated or refreshed when necessary.

Help At Home is registered with the Care Quality Commission (CQC). The CQC is a Regulatory Body responsible for inspecting the standards of care and health services in England.

Care and Health Providers must register with the CQC before they can deliver any care or health services and the CQC undertake inspections of the services that they deliver. Copies of the inspection reports are available on the CQC website at www.cqc.org.uk.

Help at Home are required to provide Leicestershire County Council with information about how the service they are delivering is performing. Appropriate staff from the Council will visit Help At Home at least once a year to check how well they are delivering the care service. They will also meet with you and ask your views on the services you receive. If problems have been identified then Council staff will visit more frequently until the problems have been resolved.

On a day to day basis, if you have any queries or problems with the Help at Home service you can contact them on **01664 481211**

What can you expect from the housing management service as part of your tenancy agreement?

Your tenancy includes your rent, heating, lighting and your water rates. It also covers, servicing and repairs of the building, fire alarms, emergency lighting and door security. MBC are responsible for the health and safety of everyone within the building. They are also responsible for garden maintenance and the cleaning of the communal areas, e.g. lounge and dining room.

When you move into Gretton Court you will be given information on a range of facilities and procedures that you will help you to settle in quickly, such as;

- ❖ Car Parking
- ❖ Door entry procedure
- ❖ Health and safety – fire alarms, fire doors etc.
- ❖ Heating system
- ❖ Laundry facilities
- ❖ Rubbish disposal
- ❖ Use of intercom from your flat
- ❖ How to pay your rent and other charges
- ❖ Reporting repairs

This is not a full list but gives you some idea of the range of information you can expect to receive.

In order to foster good working relationships, the different organisations will meet regularly to discuss any issues and explore how these can be resolved to the benefit of all residents living in the scheme.

What you can expect from all services:

For all services you can expect that:

- That you will be treated with dignity and respect
- That you will be involved in your service planning and development
- That your confidentiality will be protected and respected at all times
- That you will be treated as an individual, with your needs and wishes respected and taken into account
- That staff will have the necessary skills and knowledge to perform the tasks outlined in this guidance
- That organisations providing services will work together to ensure your services are co-ordinated and planned

An Introduction to Friends of Gretton Court

The Friends of Gretton Court are a voluntary group open to all friends and relatives of people living in the scheme.

The group has two key objectives;

- ❖ To work with Local Authorities and Service Providers to maintain and/or improve the services delivered to residents
- ❖ To provide opportunities for the delivery of additional social activities and events for residents, along with exploring financial opportunities to support this

The Friends of Gretton Court help to ensure that residents living in the scheme have opportunities to participate in a range of activities designed to enhance their daily lives and are an integral part of the scheme's support network.

To make these activities work we need the help of friends and relatives. We need everybody's help and continued support to keep that conviction alive and keep the residents in an environment they enjoy and can utilise to fulfil life in the way they wish.

If you would like to be involved or think you can spare a couple of hours every so often please get in touch. Contact details can be found on the notice board in Gretton Court. All help is most welcome however large or small.

Further information

Further information about the organisations involved in the delivery of services within Gretton Court can be found on the following websites;

Help At Home

www.helpathome.co.uk

Melton Borough Council

www.melton.gov.uk

Leicestershire County Council

www.leics.gov.uk