



Supported Living Review

Engagement Report

January 2016

Table of Contents

- 1 Introduction**
- 2 The consultation and engagement process**
- 3 Results from consultation**

Appendices:

Comments from carers events

Comments from housing

Comments from service user days

Other comments

Letter to service users to attend open days

Workbook used at open days

Presentation for care/housing providers

Engagement timetable

1 Introduction

This report is to be considered, as background information, in conjunction with the 4th February 2016 Cabinet report.

The Council has worked with the VCF sector and other partners in designing the consultation and engagement processes. This includes Sefton CVS, advocacy groups, and carers groups.

Engagement activity took place with providers and partners on the proposed new vision and models to seek their views and ideas to shape how services could look in the future. The Council engaged with providers to give the same messages that service users are given by the Council as part of their reassessment process – this will avoid confusion and will develop togetherness in moving forward to any new model.

There was bespoke engagement through existing provider forums and also with individual providers, on a confidential basis, to discuss our proposals and add their ideas on their own business models using the Council's proposals as a reference point.

Engagement was targeted through the Learning Disability Partnership Board, and other such groups (Getting Involved Group) to seek their ideas on any new models. As shown in the engagement timetable (see appendix) bespoke sessions were held in parts of the Borough inviting service users and carers to information sessions that also included a showcasing of accommodation and Assistive Technology. Further engagement will take place with service users as part of their normal reassessment processes. Carers/ Parents/guardians will also be included in this process.

The key messages given throughout the process by the Council and partners/providers will was open and transparent. Key messages include:-

- The new models will apply to new service users when they come into the system although existing service users may opt to go with the new models
- The new models are about working together and co-production
- Not all existing service users may be impacted by the changes – it will depend on individual circumstances to be agreed during the reassessment.

Specific measures were taken to ensure that people who have additional needs such as Learning Disability (for example) can exercise their voice and influence the outcomes of the consultation process. For the 'open days' this took the form of an easy read workbook (see appendix). Voluntary organisations, who have agreed to

support the engagement process, include: Carers Centre; Sefton Partnership for Older Citizens (SPOC); SPAC and Sefton CVS.

Some of the specific barriers that we anticipated may happen include:

- Service Users and carers may not understand the level of impact and that they have choice and control over any changes
- Providers may be unable to adjust to deliver new model(s)
- Community expectation
- Provider failure

The engagement process sought to overcome these barriers by ensuring there was open, accessible, timely information, (for all), using a range of methods

To support these methods and to assist in overcoming any potential barriers the Council promoted the use of Advocates, where and when this is appropriate. Advocates were at the Open day events.

The consultation process was monitored to ensure effective delivery, and was adapted as and when required to ensuring people were supported, and their fears allayed, to fully participate.

2. The Consultation and Engagement Process

Care and Housing providers were invited to attend information/consultation meetings with Council Officers over the proposed vision and model. There have been three events in total with 7 providers taking up the offer to meet with Council Officers to discuss their views and propose ideas in a more confidential setting. A key part to the events was a senior Council manager delivering a presentation on the potential changes and taking immediate questions and the group discussing the answers. There were robust discussions at all of the events (as detailed in the consultation report included as a background document). The overall view was of it being a positive approach and many ideas were expressed and many had experience in other Authorities of how similar models were applied there successfully. A summary of details are as follows:

- Care Provider events held on 5th October 2015 and 18th December 2015. All providers invited.
- Housing Provider event held on 11th December. All providers invited.
- Care and Housing provider 1-2-1s held with those providers who accepted the offer made by Council Officers

Service Users who have an existing Supported tenancy and care package were targeted inviting them to an 'open day' event where the vision and model was

discussed and their feedback and views collated. The invite was to an open day either in the North of the Borough (9th December) or the South (7th December). Those attending were met by Council Officers who explained to each individual what it means for them, what it means for the future, the possible impact and they were asked to give their views. Material was provided to assist in understanding. In addition at each event there was an area provided for the Sefton advocacy service, for various organisations from the VCF sector (e.g. Carers Centre; CVS; People First) and Sefton New Directions and a stand with examples for interactive use if required on assistive technology. The Officers from this area ensured that they approached all service users attending and explained about the technology currently and potentially in the future on offer. The views from service users were overwhelmingly positive. See the background document for the full details.

A number of key **Stakeholder/Focus Groups** were attended and presentations were made and feedback taken account of, these included the following:

- **Mental health User forum.** The Sefton Mental Health service user forum is facilitated by Sefton CVS and meets every 6 weeks alternating between the north and the south of the borough. The meeting on the 11th December 2015 was held at The Feel Good Factory Netherton and was attended by 8 service users and 3 members of staff. The letter of invitation to the service user events was circulated and an Officer talked through the rationale behind the review, describing Model A and Model C with more detail and discussion on Model B – for Mental Health. After outlining current provision and comparing the proposed model which is more recovery focused, the following comments were discussed:
- **Sefton Visual Impairment Forum.** This was held on 25th November 2015 at Formby Library. The remit was to ensure that all user groups had been informed and given the opportunity to comment and /or consult on the vision of models of future Supported Living being proposed as part of the review. The group was given an overview of the review so far, processes undertaken to consult with services users, especially those who are presently living within supported living properties, having written to all services users in easy read format with available pictures and photographs. Feedback was of a positive nature.
- **Learning Disability Get Informed Group.** A meeting was held on 13th November 2015. The models and changes were shared with the existing forum members. They were given the opportunity to ask any questions and a full discussion took place at two meetings.

3. Results of the consultation and engagement:

Care and Housing providers were invited to attend information/consultation meetings with Council Officers over the proposed vision and model. There have been three events in total with 7 providers taking up the offer to meet with Council Officers to discuss their views and propose ideas in a more confidential setting. A

key part to the events was a senior Council manager delivering a presentation on the potential changes and taking immediate questions and the group discussing the answers. There were robust discussions at all of the events (as detailed in the consultation report included as a background document). The overall view was of it being a positive approach and many ideas were expressed and many had experience in other Authorities of how similar models were applied there successfully. A summary of details are as follows:

- Care Provider events held on 5th October 2015 and 18th December 2015. All providers invited.
- Housing Provider event held on 11th December. All providers invited.
- Care and Housing provider 1-2-1s held with those providers who accepted the offer made by Council Officers

Examples of comments include (full comments in the appendix):

- **Question:** What is 'acceptable accommodation', what will the reassessment process be and what criteria will existing service users be assessed on? **Answer:** Accommodation that meets individual needs which may change as time goes on. Assessments will be based on outcomes and how they are best supported to achieve them whether by family or carers. This is a difficult question to answer by someone not qualified as a Social Worker. Sefton is in the process of recruiting Social Workers specifically to work on this project. They will work closely with Positive Behaviour Support and will look at services as a whole but also how individual needs are met.
- **Question:** Has Sefton considered using Just Checking either on its own or alongside Sefton ARC? Options have made significant savings in Liverpool with this system. **Answer:** Thanks you we will investigate this.
- **Comment:** We are a specialist housing providers and have properties and funds available that would appear to meet your needs, e.g. we have a block of 10 self-contained apartments that we could turn around very quickly. Recently refurbished infrastructure in phase for assistance technology.
- **Comment:** It is difficult to see how all of the various positive identifications mentioned can be achieved within reduced budgetary constraints. Having said this we would be willing to meet with the relevant offices to discuss how the facilities and resources of XXX Merseyside can be used to further the work and the needs of the people in concern.
- **Comment:** I think it is a positive attitude for the people who we support in Supported Living, everything we do is for the best of the people who we support.
- **Comment:** Modern technology is only valuable when you know how to use it and are able to use it! It can never replace having the time and space to talk to a real person who can support you supported living, people having a tenancy and living in their own

home with carers to support them has been a great success. Changing people lives for the better. People are in the community, being accepted by the community. Large supported homes are a step back to the days of the institution where people were perceived as being different and treated differently. It will open gates to bad practise and abuse as with less staff there are less opportunity for cheques and balances.

Service Users who have an existing Supported tenancy and care package were targeted inviting them to an 'open day' event where the vision and model was discussed and their feedback and views collated. The invite was to an open day either in the North of the Borough (9th December) or the South (7th December). Those attending were met by Council Officers who explained to each individual what it means for them, what it means for the future, the possible impact and they were asked to give their views. Material was provided to assist in understanding. In addition at each event there was an area provided for the Sefton advocacy service, for various organisations from the VCF sector (e.g. Carers Centre; CVS; People First) and Sefton New Directions and a stand with examples for interactive use if required on assistive technology. The Officers from this area ensured that they approached all service users attending and explained about the technology currently and potentially in the future on offer. The views from service users were overwhelmingly positive. See the background document for the full details.

Examples of comments include (full comments in the appendix):

- Using arc angel is a good idea
- I live in supported living in Crosby with 2 other men my girlfriend can visit me – my mum picks her up to come & visit me. Sometimes I don't like the staff who support me – the boss around and don't give me a choice
- I am happy with living at XXXX but I would like to look at assisted technology. I am happy with my person centred plan.
- I live in my flat. I already have some AT. I have a video intercom. I have a "pendant" – care call in case I fell at home and I can call somebody. I have 2 hrs domiciliary care a week. If when I get older and I might need more support maybe more hours maybe other assistive technology. I would want to stay living in my own flat.
- I live independently in my own flat. I have lived independently for about 10 years. I have an intercom bell for visitors, but what I'd really like is a video bell/intercom – then I can see who is calling. I get some support. I would like to know more about AT – maybe the pendant – don't really know.

A number of key **Stakeholder/Focus Groups** were attended and presentations were made and feedback taken account of, these included the following:

- **Mental health User forum.** The Sefton Mental Health service user forum is facilitated by Sefton CVS and meets every 6 weeks alternating between the north and the south of the borough. The meeting on the 11th December 2015 was held at The Feel Good Factory Netherton and was attended by 8 service users and 3 members of staff. The letter of invitation to the service user events was circulated and an Officer talked through the rationale behind the review, describing Model A and Model C with more detail and discussion on Model B – for Mental Health. After outlining current provision and comparing the proposed model which is more recovery focused, the following comments were discussed:

 - Who would determine a client’s mental health state? I.e. CPN, psychiatrist or care provider?
 - Is the relationship between health and social care robust enough to pick up when a client’s mental health is deteriorating?
 - Where the “ongoing” help is and what does it look like?
 - Who will know/promote/refer to community networks?
 - Overall it was agreed that the right support can foster independence but it needs to be readily available if a service user is in crisis.

- **Sefton Visual Impairment Forum.** This was held on 25th November 2015 at Formby Library. The remit was to ensure that all user groups had been informed and given the opportunity to comment and /or consult on the vision of models of future Supported Living being proposed as part of the review. The group was given an overview of the review so far, processes undertaken to consult with services users, especially those who are presently living within supported living properties, having written to all services users in easy read format with available pictures and photographs. Feedback was of a positive nature.

- **Learning Disability Get Informed Group.**
 Council Officers and group support (People First organisation) led the meeting by explaining what Supported Living means and what the proposals are. Also discussion was on Shared lives scheme live. The talk moved about people and other ways that can be utilised for support. Officer’s spoke about and discussed with group members different ways they may be supported in your home.

 - Council also working with care.
 - Providers to see how they
 - Telecare/ assistive technology.
 - Example Rebecca F – working nights. Cost a lot of money might use an electronic system. – Like a pressure sensor.

- Example –two houses together two with waking nights – use technology to provide sensors and alerts and then reduce one person waking nights.
- Have to safe money want to do it in the best way for the people who use those Sefton

The group were advised about the events for service users. It was explained that there were to be 2 events in north of the Borough 1 in South to learn about what the council needs to do and why. Have a look at telecare. Information stalls for organisations to help people to understand and have a say.

Comments from the group were the following:

- I want to be independent
- What does it mean?
- I like living on my own, travel, learning, and opportunity do things.

APPENDICES

Service user open day at Southport 9th December 2015

Comments
I live in XXX road and I live with four other people. Two of them have severe learning disabilities. I would like to be able to go on holiday but I can't afford it because I have to pay £100 per month to go to XXX & the XXX. I would like to live in my own flat. I am an independent traveller but have high anxiety levels so I think I need more support than I get.
Happy with current service, going ok at moment & no concerns. Aims to learn English living skills to one day like independently in future with less support.
I have never been in my entire life! I do lots of activities – like swimming/sauna. I do day trips with XXX – like to Lake District. I've been on holidays. I have a shed – I use it more in the summer – it is for my hobbies – I have a remote control cars/boats/planes. I like living with Derek & Julie (shared lives) and wouldn't want it any other way.
I live in XXX Road with 3 other men with mental health illness. We are supported by XXX care. I get on with everybody and I like it there. A carer takes me shopping but I can get the bus on my own. I go to church in XXX.
I live in Southport. I share with somebody at the moment but I'd prefer to live on my own. I can use buses and trains on my own. I like shopping and swimming.
I live with my mum and I'm happy there but I'd like more information about plans for supporting me in the future. I live in Formby and I might want to stay in Formby.
I live in my flat. I already have some AT. I have a video intercom. I have a "pendant" – care call in case I fell at home and I can call somebody. I have 2 hrs Domiciliary care a week. If when I get older and I might need more support maybe more hours maybe other AT. I would want to stay living in my own flat.
I live independently in my own flat. I have lived independently for about 10 years. I have an intercom bell for visitors, but what I'd really like is a video bell/intercom – then I can see who is calling. I get some support. I would like to know more about AT – maybe the pendant – don't really know.
(A carer) - Modern technology is only valuable when you know how to use it and are able to use it! It can never replace having the time and space to talk to a real person who can support you supported living, people having a tenancy and living in their own home with carers to support them has been a great success. Changing people lives for the better. People are in the community, being accepted by the community. Large supported homes are a step back to the days of the institution where people were perceived as being different and treated differently. It will open gates to bad practise and abuse as with less staff there are less opportunity for cheques and balances.

Bootle Service user Open day – Bootle 7th December 2015

Person 1	My friend lives at home with her mum + dad when her mum & dad.
Person 2	Using arc angel is a good idea.
Person 3	James thinks it is a good idea as he would go out more on his own maybe.
Person 4	Tom would feel more confident if he had some type of pendant.
Person 5	Angela – I live with my mum and brother at home in Bootle. My boyfriend lives in a supported house and I can visit him. I don't know if I would like to live in supported living. I like animals – I have 2 dogs and if I moved I would want animals with me. Sometimes I stay at XXX
Person 6	When my mum + dad passed away, my sister moved back to my home with her husband. I live with my sister, brother in law my brothers all in Bootle so I see them a lot I am happy where I am.
Person 7	XXX – live in supported living in Crosby with 2 other men (XXX and XXX) my girlfriend can visit me – my mum picks her up to come & visit me. Sometimes I don't like the staff who support me – the boss around and don't give me a choice.
Person 8	I think it is a positive attitude for the people who we support in Supported Living, everything we do is for the best of the people who we support.
Person 9	XXX I share with 2 ladies. - I am friends with them both – XXX & XXX – we go shopping together with staff. We go for meals out. I do not want to move I am happy where I am.
Person 10	I live in Thornton, I share with XXX, XXX and XXX
Person 11	I have lived here for 9 year. I like it. I have 3 support staff – they work shifts. A staff member sleeps over at the house until the next day.
Person 12	XXX not sure. I share with XXX and there is a new man XXX – he is not sure if he wants to stay or leave. I go horse riding – I like this -
Person 13	Likes the staff. Goes shopping. Happy in the house. One of the other tenants gets on my nerves but we are good friends. Would like to cook at home.
Person 14	I am happy with living at XXX but I would like to look at assisted technology. I am happy with my person centred plan.

Housing event on 11th December 2015

Feedback

Have the council identified any properties within the borough that are available for conversion? Have the council any knowledge of possible funding streams available for conversion?

I would be grateful if you or your colleagues could make time to discuss a possible supported living scheme in XXXX Road. 6-8 self-containing flats – my contact details are above. If you feel; XXX can assist any of your providers with their accommodation needs, please pass on my details.

Agreements between housing providers & commissioners to provide a certain number of units. Concerns re management of building – H&S repairs. Needs to be initial agreements & awareness of responsibilities. Classification of accommodation in respect of housing benefits requirements. Exempt/specified a/c.

Nationally, XXXX have recognised a shortfall of 15,640 units of supported living. If current trends continue, the annual shortfall will grow to 46,771 by 2024/25. The current spending review all potential HB Caps may have dire consequences for your proposals. As an authority are you lobbying government to protect temptation and specified accommodation in Sefton. Otherwise it is difficult for us to commit to long term investment.

I think XXXX are really occupy the view for her person centred pathway and are philosophy has always been to promote secure settled accommodation to act as a springboard to employment or more independence. I feel we have contributed to some models which may work well such as existing low demand properties with RSL and other partners and these to reconfigure aren't supported accommodations and temporary accommodations of the crisis end. This would possibly be funded in short stay crisis accommodations – needs a pathway out via XXXX – Hopefully at teachers in RSLs would fund him naturally – would help him with regenerating some deprived areas.

XXX identifies clients' needs and refers to appropriate accommodation. A gap is low level longer term shared accommodation. A major function of our team is identifying more on options for service users. XXX manage supported vacancies in Sefton via a weekly meeting and provide a cater referral. This works well.

We are a specialist housing providers and have properties and funds available that would appear to meet your needs, e.g. we have a block of 10 self-contained apartments that we could turn around very quickly. Recently refurbished infrastructure in phase for assistance technology.

It is difficult to see how all of the various positive identifications mentioned can be achieved within reduced budgetary constraints. Having said this we would be willing to meet with the relevant offices to discuss how the facilities and resources of XXXXXX can be used to further the work and the needs of the people in concern.

Care Providers events 5th October 2015 and 18th December 2015

Comments:

- Has Sefton considered using Just Checking either on its own or alongside Sefton ARC? XXX have made significant savings in Liverpool with this system.
- Voids – can these be filled from out of Borough?
- Respite – is there a need for more respite services?
- Has the Positive Behaviour Support Service already been commissioned? Autism Initiatives has recognised a similar approach for many years.
- There are possibly £20,000 worth of savings to be made in one service is it best to refer for re-assessment?
- Are there any issues for transitions cases when it comes to Housing Benefit? Are tenants under 24yrs treated as exempt?

Questions (and answers):

Q Who bears the cost of assistive technology?

A It will depend on how / why it's being used. If it's to support staff it would be the provider but if it's for the benefit of service users and it contributes to their assessed care then it would be the s/u.

Q How long will the consultation be and what is the thinking behind larger numbers of service users in accommodation as this seems like a backward step?

A We are due to go back to Cabinet in February. This is the start of the engagement process but there will also be engagement with housing providers' service users/carers. Providers are encouraged to put their views forward as we are always listening. There is no intention to return to the past or to warehouse people.

Q What is 'acceptable accommodation', what will the reassessment process be and what criteria will existing s/u's be assessed on?

A Accommodation that meets individual needs which may change as time goes on. Assessments will be based on outcomes and how they are best supported to achieve them whether by family or carers. This is a difficult question to answer by someone not qualified as a Social Worker. Sefton is in the process of recruiting Social Workers specifically to work on this project. They will work closely with Kath McLennan (Positive Behaviour Support) and will look at services as a whole but also how individual needs are met.

Q What if service users are happy with their support and don't want any change?

A They may need to accept that they may see changes to the way their support is given. This is all about co-production and as already explained savings need to be achieved as the current spending is not sustainable.

Q Re zoning – is there likely to be a framework or re-commissioning?

A Possibly but it's undecided and may depend on the outcome of the engagement process.

Q From experience working in Staffordshire s/u's lost tenancies where cuts resulted in unsustainable services. Housing Benefit alone was not sufficient.

A It is not our intention to force people to move.

Q Yes, in draft but it will be finalised prior to Cabinet making a final decision and it will be published prior to the report going to Cabinet.

Q Regarding the re-assessments – whose opinion carries most weight the Social Workers or Contracts and Commissioning? Are there any issues regarding Court of Protection?

A Staff from the DoLS team will be involved in the process.

Forums

Mental health User forum held on 11th December 2015

Comments/questions:




- Who would determine a client's mental health state? I.e. CPN, psychiatrist or care provider?
- Is the relationship between health and social care robust enough to pick up when a client's mental health is deteriorating?
- Where the "ongoing" help is and what does it look like?
- Who will know/promote/refer to community networks?
- Overall it was agreed that the right support can foster independence but it needs to be readily available if a service user is in crisis.

Sefton Visual Impairment Forum on 25th November

Forum members were given the opportunity to ask any questions re the review.

- A question was raised by a member re Direct Payments which does not fall under SL review; this issue was brought back to Senior management (LS), who will address with the VI forum

Supporting material used throughout the consultation:

<p>1</p>	<p>Presentation for Care and Housing Providers (used at care and housing events)</p>	 Carer Provider
<p>2</p>	<p>Housing Choices and new model workbook (used at service user open day events)</p>	 Housing Choices
<p>3</p>	<p>Letter of invite to service users (sent to service user in supported living tenancies)</p>	 Supported Housing and the Future

Engagement timetable:

Date - 2015	Task/Event /Venue/Time	Who to contact and lead for engagement	Target Audience/ Key Focus	Resources required at event
6th August - 14th August	Draft Cabinet Report on draft vision and model(s)	Council Lead Officer	To put together a Cabinet Report detailing the proposed vision and models and the engagement process.	Council Team
13th August	Share vision and models with VCF	Council Lead Officer	VCF, to get feedback on the vision and models before going to Cabinet.	Senior Leadership and Cllrs
18th August - 27th August	Finalise the Cabinet Report	Council Lead Officer	Cabinet, to write a final version of the Cabinet Report, ready to go to Cabinet for approval on 3rd September.	Head of Service
15th September to January 2016	Meeting with VCF sector and People First (LD lead)	Council Lead Officer	People First and VCF to discuss the format of the service user engagement events and assist in planning and reviewing	Council Team
18th September	Public Engagement Panel	Council Lead Officer	To get approval for engagement methods.	Head of Service

Date - 2015	Task/Event /Venue/Time	Who to contact and lead for engagement	Target Audience/ Key Focus	Resources required at event
Various – commenced 13 th August 2015 to January 2016	Regular Meetings with CVS, Sefton Advocacy, SPOC, SPAC; Key groups such as: <ul style="list-style-type: none"> • Visually Impaired • Mental Health • Learning Disability • Valuing people 	Council Lead Officer	To discuss the format of the service user engagement events. To present and discuss models and obtain feedback.	Council Team and VCF
November 2015 to December 2016	Social Workers and Positive Behaviour Support Service (PBSS) to reassess care plans	Council Lead Officer	Reassess care plans and whole accommodation.	2 x Social workers & PBSS officers
September/October 2015	Briefing events for ASC and commissioning and housing staff	Council Lead Officer	Staff - to make them aware of the proposals for a new vision and model/s for supported living and how this may affect their work.	Head of Service & Team;
5 th October	1 st Care Provider engagement	Council Lead Officer	To inform providers of the proposed vision and models for supported living services – and obtain feedback	Head of Service & Team;
18 th October	2 nd Care Provider engagement	Council Lead Officer	As above following up after 3 months	Head of Service & Team;

Date - 2015	Task/Event /Venue/Time	Who to contact and lead for engagement	Target Audience/ Key Focus	Resources required at event
7 th December 2015 (Bootle) – post care provider event	Service user and carer informing/engagement event (South)	Council Lead Officer	Service users and carers, to make them aware of the proposals for a new vision and model/s for supported living and how this may affect them.	Head of Service & Team; Assistive Technology team; Advocacy groups, VCF
9 th December 2015 (Southport)– post care provider event	Service user and carer informing/engagement event (North)	Council Lead Officer	Service users and carers, to make them aware of the proposals for a new vision and model/s for supported living and how this may affect them.	Head of Service & Team; Assistive Technology team; Advocacy groups, VCF
11 th December 2015	Housing Provider engagement event	Council Lead Officer	To inform providers of the proposed vision and models for supported living services – and obtain feedback	Head of Service & Team;
November & December 2015, January 2016	Range of meetings with individual care and housing providers	Council Lead Officer	Obtain a confidential response (if appropriate)	Head of Service & Council Lead Officer
September to January 2016	Consultation, equalities and cabinet reports to be written	Council Lead Officer	For Cabinet approval	Council Team
4 th February 2016	Cabinet	Council Lead Officer	To gain approval to implement proposed vision and models.	Head of Service & Council Lead Officer
February 2016	Feedback to all stakeholders	Council Lead Officer	Providers; service users and staff	Council Team, Communications and VCF