

# Consultation Pack

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## Timetable

The consultation will last for a 10 week period between **5<sup>th</sup> January and 11<sup>th</sup> March 2016**. **Please note, the end date has currently been extended with final end date to be confirmed.**

Southampton City Council's Care Manager Jenny Seagrave and Claudia Joyce from Choices Advocacy will jointly lead on the consultation, with support from Linda Turner from Dimensions.

During this time the Southampton City Council Care Manager Jenny Seagrave will:

- Speak to all clients and their families by telephone initially
- Arrange to meet face to face to discuss the options, explain that advocacy is available from Choices on either a one to one or group basis
- Undertake an individual care management assessment, which will:
  - Involve families and advocates
  - Assess each client's needs
  - Work with you to write your care and support plan
  - Assess your capacity to understand the consultation process.

Choices Advocacy will:

- Obtain feedback from each client/family so that their views are heard
- Show clients/families an iPad application which helps to explain what tenancies are.

Dimensions will:

- Show clients and families other Supported Living schemes, so that prospective tenants can see what the possible changes are, and think about what this would mean for you.
- Ensure that your views are listened to and passed on to Choices Advocacy, so that they know what is important to you.

If the result of the consultation is for the homes to be part of a tender for residential care we will ask clients and their families to inform the new service specification. This could mean a change of support provider, depending on which organisations submit bids.

If the results of the consultation is to de-register from residential care to supported living, Dimensions would obtain a direct award of the support contract due to their position as first on the new Domiciliary Care framework agreement. Once the individual assessments have been completed Dimensions will ensure that clients apply for and receive all relevant benefits to which they are entitled. This will be in conjunction with Southampton City Council's care manager and with Radian the landlord who will ensure that clients sign their tenancies (or in some cases a Court of Protection tenancy may be applied for). In this case we would intend to have the changes in place **by the end of April 2016**.

We will keep in contact with you about what the consultation says, and any possible changes.

## Consultation Information Pack

This information document explains the differences between living in registered care and a supported living home. It gives further details on three major areas:

- My Home
- My Support
- My Money.

### MY HOME

#### What is a tenancy agreement?

Please see the attached Radian easy read tenancy specimen for more detailed information

A **Tenancy agreement** is a contract between you and your landlord (Radian). It tells you:

- About your housing, what you pay, looking after your home and other rules.
- What you can expect from the landlord, how they do things, how they are going to help you.
- How your home is looked after – repairs, decoration, equipment and furnishings. Your support agreement will say what help you will have to do this
- What you need to pay in rent and charges
- What services you will receive, how often, and who does the work.
- The shared areas in the house, for example a specialist bath.
- The shared areas in the house and a list of shared facilities you can use, for example a specialist bath

A **landlord** is the person who owns the building you live in. The landlord makes sure the building is safe for you to live in.

You may have a **mental capacity assessment** to make sure you are able to decide where to live and hold a tenancy. To make a decision you need to be able to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate your decision.

Some people are able to make every decision about their own lives. Some people are able to make some decisions. A small number of people cannot make any decisions. Being unable to make a decision is called “lacking capacity”. You and your family or carers are involved with this assessment to look at your capacity.

If someone is not able to make a decision, then the people helping them must only make decisions in their **best interests**. Best Interests means that the decision must be what is best for the person and not for anyone else. They must think about the ‘best interests checklist’, which has on it:

- Can the decision wait until a time when the person can make it themselves?
- How can the person be helped to make the decision themselves?

- What do other people who know the person think?

People with learning disabilities often find a **circle of support** is a good way to make their life better. Circles of support are a group of family, friends and supportive workers who come together to give support and friendship to a person. They help them do the things they would like to do and support in planning for new things in their life. This may be day to day things in a person's life, such as going out in the evening, meeting new people or going shopping. It may also be big things, such as where to live, going on a holiday, or finding a job. Your Circle of Support will be able to give their views in a best interests meeting.

### **My tenancy rights**

A tenancy agreement gives certain **rights** to both you and your landlord and also sets out the responsibilities that you have. For example:

- Your right to stay in your home unless your tenancy is breached
- Your right that you cannot be moved against your will
- Your landlord's right to receive rent for letting you live in the property.

The Tenancy agreement will also let you know what you can do if you are unhappy with your landlord.

### **My responsibilities**

**Responsibilities** are things people have to do. For example:

- You are responsible for paying your **rent**, for the sole use of your individual room, plus shared communal (shared) space in your home. Your rent payment includes an amount for **service charges**
- The landlord is responsible for fixing things in the building if they break.

**Rent** is money you have to pay the landlord to live in the building. This is usually paid weekly and you can use your **housing benefit or Universal Credit** towards it.

**Service Charges** cover insurances, maintenance, gardening, council tax, and communal (shared) equipment such as a washing machine. They are payable to the landlord for the upkeep of the property.

### **What are the differences between living in registered care and a supported living home for "My Home"?**

<b>Supported Living</b>	<b>Residential Care</b>
<b>My Home</b>	<b>My Home</b>
You have your own home, with your own tenancy. You have security of tenure and cannot be moved against	You have a Licence agreement with no security of tenure. You can legally be moved out without your consent.

your will unless the tenancy is breached.	
As a tenant you can have a say about who lives in your home.	Good practice in residential care dictates that housemates should be well matched as much as possible, but in practice many people live with people they do not choose to live with.
You have more choice about what happens in your home	The care home is managed and run by a care provider who is responsible for all aspects of your daily needs and wellbeing.
You have more rights over your life and living arrangements	The accommodation and care service are provided together as a whole package.

Some examples of what would happen in a supported living home are:

- You will have a key for your own bedroom, if you want one
- Dimensions will support you to clean the communal (shared) areas
- It is your job to organise the painting and decoration of your room. Your support worker could help you do this.
- The landlord will decorate the outside of your house or flat, and any shared areas inside the property.

## **MY SUPPORT**

**Please see the attached document “What Dimensions does about support plans” for more detailed information.**

### **What will my support look like?**

Supported living services are tailored to you. You will receive support and help with anything you need to live as ordinary a life as possible. Your support will be a mix of what your needs are, your goals and ambitions, activities, keeping safe and well, to maintain your health and **well-being**. Well-being is about making life better for you. Your support could include help with:

- Managing bills and money
- Shopping
- Learning new skills for independence
- Personal care and well-being:
  - help to get out of bed, get dressed or washed
  - help with healthy eating or cooking meals
  - help with seeing friends and family
  - help with caring for others.
  - help to make your life better
- Managing medication
- Accessing employment, sports and social activities
- Being empowered to manage your own life

- Having choices in what you do
- Making changes to your support.

You can request a review of your support at any time.

The support that you need is decided and planned with you directly (and your family if they are involved). An **individual assessment** is completed by a Care Manager to find out what support you need.

You will be involved in the assessment and in planning and checking your care and support.

If you find it very difficult to be involved and there is no-one else to speak for you, you will be helped by an independent **advocate**.

An advocate is someone who understands what is important to you and speaks up for you or supports you to speak for yourself. An independent advocate is someone who does not work for the council or the services that give you care and support.

### **What personalised support can look like?**

The support you need will be decided after your care manager has spoken to you. She will talk about what you need help with and how much help you need. Your individual assessment may also identify equipment or environmental changes required for you.

The support staff must always keep you at the heart of any plans that are made. This is called being **person-centred**. Support plans help you to work out what is important to you and what your options are. You must have a support plan. This is the law.

### **Care and support plans**

Your care and support plan says how people will support you to do the things that are important to you. The staff involve you in writing and checking your plan. It is linked to the care management assessment.

The first 5 sections of the Dimensions Support Plan is called "*Getting to know you*" and is all about you the person:

- What's important?
- What's working? What's not?
- How do I want life to be?
- How do I want life to change?
- What do I bring?

Sections 6 to 9 detail the support you need to achieve the life you want. They contain your support plan, risk assessments and an action plan to bring it all together.

- Thinking about my support
- How I keep going and stay in control.

You have control over what is in your support plan. Your family and friends can be involved too. Staff will review or update your support plan every year or when your needs change. This is done in a person-centred review.

**Person-centred care** is when people understand what is important to you and give you the right care and support to do the things you want. You, and people close to you, will help plan it to make sure it is what you want and need.

### **Shared support and time for me**

The support that you receive may be based around a **timetable** of the things that you do each day. This can include one to one time with you and shared time with other people living in the home.



Supported living services must be built around the **Reach Standards**, which influence how the housing and support providers behave:

- I choose who I live with
- I choose where I live
- I have my own home
- I choose how I am supported
- I choose who supports me
- I get good support
- I choose my friends and relationships
- I choose how to be healthy and safe
- I choose how to take part in my community
- I have the same rights and responsibilities as other citizens
- I get help to make changes in my life.

Dimensions will review the service they give to you on a quarterly basis against quality standards. This is done by their internal auditors, using quality standards based on the Reach Standards and developed further by the Dimensions “People We Support Council”.

We will monitor closely the support provider’s performance against the Service Specification of the contract, and carry out a quality audit, which includes the Reach Standards.

### **What my week could look like**

You will have a weekly plan with pictures to show what will happen each day, or what your perfect week looks like. Examples of what could be in a week’s activities are:

- Sensory session
- Spa bath
- Massage

- Cream tea
- Hydro
- Drive through the forest
- Lunch out
- Garden centre
- Family visit
- Day out
- Walk
- Trip to shops
- Cinema
- Wheelchair dancing
- Bowling
- Coffee house
- Take away meal
- Hand and foot massage

The staff will also plan your summer activities. Examples of what could be included are:

- Swimming
- Marwell Zoo
- Football match
- Holiday
- BIC Bournemouth
- Rugby at Twickenham
- Air show
- Go to the races
- Trip to London
- Picnic
- Music concert
- Boat trip

**What are the differences between living in registered care and a supported living home for “My Support”?**

<b>Supported Living</b>	<b>Residential Care</b>
<b>My Support</b>	<b>My Support</b>
Your accommodation is provided separately to the support and care package. You can choose an alternative support or care provider (if required) and can remain in your home.	Support is provided as part of a package with housing and either element cannot be changed without impacting on the other.
The service is tailored to you. You have support	



to live the way you want in your own home	
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### **Personal Budgets and Direct Payments**

Your support can be funded in a number of ways - by State benefits (if you are eligible), by a personal budget or privately.

The Care Act states that from April 2015 councils will need to allocate a personal budget to all people who are eligible for support. A **Personal Budget** is an allocation of funding given to users after an assessment which should be sufficient to meet their assessed needs.

It is the total amount of money you have to buy your support. It can come from different places and is all put together. It helps you know how much different services cost and choose how the money is spent.

Users can either take their personal budget as a direct payment, or – while still choosing how their care needs are met and by whom – leave councils with the responsibility to commission the services. Or they can have some combination of the two.

### **Direct payments**

You can choose to take some (or all) of your personal budget as a direct payment. This means you, or someone else, is given the money to spend on care and support you choose that meets your needs. Which give you total control of how you receive the best care and support for you.

Direct Payments are cash payments given to service users in lieu of services they have been assessed as needing, and are intended to give users greater choice in their care. The payment you receive is based on your assessed eligible needs and must be sufficient to enable you to purchase services to meet your eligible needs.

Direct payments confer responsibilities on recipients to decide how their eligible needs are met, either by employing people, often known as personal assistants, or by commissioning services for themselves. Direct payments are means-tested so their value is dependent on a person's income and assets as well as their eligible needs. The allocated care manager can provide information and support on how to access direct payments. Advice and support regarding the process is available from organisations such as Spectrum in Southampton. Direct payments cannot be used to purchase residential care or services provided directly by local authorities.

## **MY MONEY**

**What are the differences between living in registered care and a supported living home for “My Money”?**

Supported Living	Residential Care
My Money	My Money
You have a legal right to access a range of welfare benefits including housing benefit, income support and disability living allowance. . You will be able to receive your benefits directly. This means you are in control of paying your bills and choosing what to do with what is left over	Residential care limits your rights to some welfare benefits. Most people that pay towards their own care costs access a small personal expenses allowance (of approximately £20 per week) to purchase personal belongings, clothes and holidays.
You have access to other sources of funding, including Direct Payments	You cannot access most additional funding for support.
<p>You should retain more of your income, and have your own money to pay for things you need.</p> <p>You are responsible for paying all utility bills and other associated housing costs. You pay your housing/rent costs by claiming Housing Benefit or Universal Credit.</p>	You have your food, heating and general needs paid for as it is included in the fees charged by the care provider

The government gives some people money to help to pay their rent. This is called **Housing Benefit**. Housing Benefit can pay for part or all of your rent and some other charges. Service charges that can be paid by housing benefit include:

- Utility bills for communal (shared) areas, for example for gas and electricity
- Charges for communal (shared) laundry facilities
- Charges for lifts, entry phones, and communal gardens.

How much housing benefit you get depends on how much money and help you already have. You may not be able to claim housing benefits if you have more than £16,000 in savings). Dimensions will help you to apply for Housing Benefit.

As Housing Benefit is paid several weeks in arrears, Radian the landlord will ensure that a minimum payment is made to help manage your rent account.

If you receive full Housing Benefit you will be asked to pay a minimum contribution of £3.70 per week to get your rent paid in line with your tenancy agreement conditions, as Housing Benefit is paid in arrears.

If you receive partial Housing Benefit you will be asked to pay a minimum of 1 week's full rent contribution

The government also gives some people money to help pay for other things you need to live. These are called **benefits** and some of them are:

- Employment and Support Allowance
- Disability Living Allowance
- Attendance Allowance (if aged over 65 years).
- Personal Independence Payment
- Income Support.

If you are ill or disabled, **Employment and Support Allowance** (ESA) offers you [financial support](#) if you are unable to work, or are limited in the number of hours you can work. You must have a [work capability assessment](#) while your ESA claim is being assessed. This is to see to what extent your illness or disability affects your ability to work. How much ESA you get depends on your circumstances, for example your [income](#).

**Disability Living Allowance** (DLA) is a tax-free benefit for disabled people aged 16 to 64 who need help with mobility or care costs. For most people it has been replaced by [Personal Independence Payment \(PIP\)](#) .

**Attendance Allowance** helps with personal care because you are physically or mentally disabled and aged 65 or over. It is paid at 2 different [rates](#) and how much you get depends on the level of care that you need because of your disability.

**Personal Independence Payment** (PIP) helps with some of the extra costs caused by long-term ill-health or a disability if you are aged 16 to 64. The rate depends on how your condition affects you, not the condition itself. You will need an assessment to work out the level of help you get.

PIP started to replace Disability Living Allowance for people aged 16 to 64 from April 2013.

You may be able to get **Income Support** if you meet all the [eligibility criteria, which includes:](#)

- Being aged between 16 and the [Pension Credit qualifying age](#) - which is gradually going up in line with the increase in the State Pension age
- That you have no income or a low income, and no more than £16,000 in savings (your partner's income and savings will be taken into account)
- That you work less than 16 hours a week (and your partner works less than 24 hours a week).

You may be able to claim **Universal Credit** instead of certain benefits if you're on a low income or out of work. You do not need to do anything if you are already claiming benefits. Universal Credit is being introduced to various parts of the country in stages. Whether you can claim depends on where you live and your personal circumstances. Universal Credit will eventually replace the following:

- Jobseeker's Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit

- Employment and Support Allowance
- Income Support.

Once you have claimed Universal Credit, any benefits that it replaces will stop and you'll start getting Universal Credit instead.

You might receive one or more of these benefits and Dimensions will help you apply for them.

You should be exempt from paying Council Tax, and Dimensions will deal with this paperwork at the same time that benefits are applied for.

### **What will I need to pay for?**

You will have an individual financial assessment to make sure you are able to manage your money. You and your family or carers are involved with this assessment, which will include all elements of your income and capital. All clients will be expected to maximise their income from Benefits and claim Housing Benefit to cover their rent costs where they are entitled to do so.

Things you will need to pay out of your own money will include:

- The service charges that cannot be paid by housing benefit (they are called ineligible charges). These include:
  - charges for meals
  - personal laundry service
  - personal alarm system
  - personal support and care
  - water charges
  - most fuel charges
- if you want your own telephone
- The utilities you use in your own bedroom are charged to you as part of your service charge. This will be collected by the landlord Radian and is paid by you as a tenant.

You will need to work out how much money you have to spend each week. This is called a **budget**. Some of this money will go towards paying for important things that you cannot live without. These are called **essentials**. Examples are:

- Food
- Water
- Gas
- Electricity.

Once the essentials have been paid for you will have some money left over. What you spend this money on is your choice. Some people spend the money they have left on:

- Going out
- Toiletries
- Clothes
- Activities.

Dimensions pay for:

- the internet in the home
- The TV licence for the home.

If you are **worried about money**, you can ask your support worker, care manager or social worker for help. You can also get advice and information from a **Benefits Advisor** at the **Citizens Advice Bureau**.

## Consultation Information Pack

Southampton City Council would like to ask you what you think about your home becoming a Supported Living home.



At the moment your home is residential care.

There are differences between Supported Living and residential care.

### MY HOME



### What are the differences between living in registered care and a supported living home for “My Home”?

Supported Living	Residential Care
	
<b>My Home</b>	<b>My Home</b>
<p>You have your own home, with your own tenancy.</p> <p>This means you CANNOT</p>	<p>I have a Licence agreement.</p> <p>This means you CAN be able to move out without my consent.</p>



be moved against your will, unless the tenancy is broken (breached).

As a tenant you have the right to choose who you live with (if anyone).



Many people live with people they do not choose to live with.



You have more choice about what happens in your home



Care home managed run by a provider.



They are responsible for all aspects of your daily needs and wellbeing.

You have more rights over your life and living arrangements











Accommodation care services are provided together as a package.



## MY SUPPORT



### What are the differences between living in registered care and a supported living home for “My Support”?

<b>Supported Living</b> 	<b>Residential Care</b> 
<b>My Support</b>	<b>My Support</b>
<p>Your home is separate to the support and care package.</p> <div style="display: flex; align-items: center; justify-content: center; gap: 20px;">   </div> <p>This means you can choose a different support or care provider if you wanted to.</p> <div style="display: flex; align-items: center; justify-content: center; gap: 20px;">  </div> <p>If you do this you can stay in your home.</p> <div style="display: flex; align-items: center; justify-content: center; gap: 20px;">  </div>	<p>Support and care are provided together.</p> <div style="display: flex; align-items: center; justify-content: center; gap: 20px;">   </div> <p>This means you cannot change one without it affecting the other.</p>







The service is tailored to you. You have support to live the way you want in your own home



## MY MONEY



What are the differences between living in registered care and a supported living home for “My Money”?

<p><b>Supported Living</b></p> 	<p><b>Residential Care</b></p> 
<p><b>My Money</b></p>	<p><b>My Money</b></p>
<p>You will be able to have welfare benefits.</p> 	<p>Residential care limits your rights to some welfare benefits.</p> <p>Most people</p> 



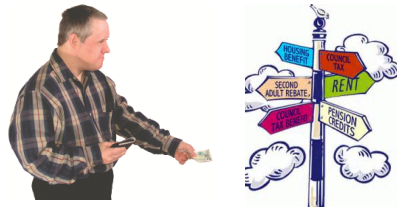
This includes housing benefit, income support and disability living allowance.

You will be able to receive your benefits directly.



that pay towards their own care costs access a small personal expenses allowance (of approximately £20 per week) to buy personal belongings, clothes and holidays.

This means you are in control of paying your bills and choosing what to do with what is left over.



You have access to other sources of funding, including Direct Payments



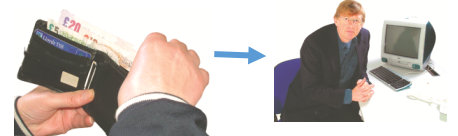
You cannot access cost additional funding for support.



You should retain more of your income, and have your own money to pay for things you need.



You have your food, clothing and

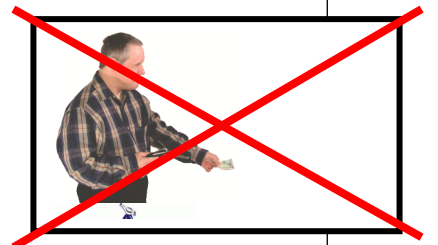


general needs paid for as it is included in fees charged by the care provider.

You are responsible for paying all utility bills and other associated housing costs.



This means I do not have to pay for those things.



You pay your housing/rent costs by claiming housing benefit.





## **Frequently Asked Questions** **About the consultation for Seagarth Lane and Orchard Mews**

### **What is commissioning?**

Commissioning is a process the council and NHS use to buy services that deliver quality and are value for money. It is important that we can see where our money is going and that we are spending it on the right things. Value for money is when we use our money well to produce good quality services and make the best use of what we have.

### **Who has decided there should be a consultation?**

Southampton City Council (SCC) commission the services delivered at Orchard Mews and Seagarth Lane.

We want to make sure you have the best services available to meet your individual needs, and those needs of future people that might want to live at Orchard Mews or Seagarth Lane.

Because Orchard Mews and Seagarth Lane are commissioned services, we have to review them regularly. There are lots of laws that tell us we need to do this. For example, the Care Act – which tells us we need to ensure services meet the assessed needs. Also, that our provider market place is able to meet the needs we identify.

### **Why are we consulting?**

Seagarth Lane and Orchard Mews are currently residential care homes.

We have reviewed them and we believe there is an alternative way to deliver services in the both of these homes.

The alternative way (option) is Supported Living. We will explain more about what this is in some of the questions below. We will also remind ourselves of what residential care is.

We are considering whether to change Seagarth Lane and Orchard Mews to Supported Living accommodation. This is the decision we are minded to take, but we would first like to obtain the views of everyone that this decision may affect. This is known as a consultation. When a Local Authority is considering a change to the way it delivers services there is a duty to seek the views of those who may be affected and take them into account before it makes any final decision.

We have to make the consultation fair, and therefore the two options which are being considered are:

1. To leave the delivery of services at Seagarth Lane and Orchard Mews unchanged – that is, they will stay as residential care homes or
2. To change Seagarth Lane and Orchard Mews to Supported Living accommodation. This is the Council's preferred option.

We are **not proposing a withdrawal or reduction** of Seagarth Lane or Orchard Mews.

We are **considering a change** to Seagarth Lane and/or Orchard Mews.

**How will we ensure the consultation is fair?**

We will give you enough time to respond to the consultation. We have agreed it will last 10 weeks.

We will ensure we share good information on both the options and ensure you have your say on both options.

**Who are we consulting with?**

We are consulting with all the clients of Seagarth Lane and Orchard Mews, and their families/carers regarding the services.

**What are the options?**

There are two options for Seagarth Lane and Orchard Mews:

- To continue as residential care to continue to be delivered in Orchard Mews and Seagarth Lane.
- To de-register from residential care to supported living services.

**What happens if the majority of responses to the consultation are against the Supported Living option?**

All information gathered from the consultation will be carefully considered and taken into account before the Council makes any decision to go ahead with the project. If any responses are against the preferred option (Supported Living), the Council will carefully consider (in the light of all available information) whether or not the changes will be implemented, and/or whether there are ways in which the Council can take steps to mitigate the concerns of any individual.

**How long is the consultation period?**

The consultation will last for a 10 week period. After which there will be a further 2 weeks during which time we will analyse the results.

**What will happen during the consultation period?**

Southampton City Council and Choices Advocacy will jointly lead on the consultation, with support from Dimensions. During this time the Southampton City Council Care Manager will:

- Introduce herself to you and your family and arrange to meet face to face to discuss the options for the homes.
- Explain that advocacy is available from Choices on either a one to one or a group basis and make sure that you have enough advocacy support to ensure your views are heard.
- Assess your capacity to be part of the consultation. If you are assessed as not having capacity then the care manager will work with you, and your carers/family and people that know you well to ensure we have an accurate and informed view of what your thoughts and feelings are. As this is so important, the information will be recorded formally in a best interest meeting.

- Make sure your thoughts and wishes are recorded properly, in a way that is meaningful to you.
- You will have the opportunity to visit other supported living schemes should that be something you choose to do
- Any feedback will be obtained from you so that your views are heard.
- An individual care management assessment will be completed with you.

### **What is an Equality Impact Assessment?**

The public sector Equality Duty (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs.

We will complete an Equality Impact Assessment which will be informed by the results of the consultation. This will allow us to properly consider the effect of the proposed changes on all the Equality Groups.

### **Would changing to a Supported Living Service mean that the services will not be regulated?**

No, the support received will still be regulated by the CQC but this will be from the care provider’s domiciliary registered office. This means Dimensions still need to meet the CQC quality standards and report on aspects of the support provided as determined by the law. Their Operations Director will become the registered manager for the regulated activity to include both Seagarth Lane and Orchard Mews.

### **Why is one of the options for the services to change to Supported Living?**

Historically, in offering accommodation with support and care to a person with learning disabilities, services have tended to combine care with accommodation to provide registered residential care. However, it is now accepted that services should be arranged around an individual, based on their wishes, needs and preferences. More people are wanting to live in their own home and have their own tenancy, and fewer people are wanting to live in residential care.

The national and local drivers for deregistering residential care homes encourage:

- Reductions in the number of residential placements. Government policy requires that local authorities work towards maintaining more people in their own homes for longer, including supported living schemes
- Promoting and supporting independence
- Increasing person-centred approaches
- Increasing individual choice and control.

Following de-registration the people supported will become tenants of the landlord, Radian. They will have an “Assured Shorthold Tenancy” conferring rights and

responsibilities, the same as those enjoyed by any other member of society who rents a property. This will give individuals more rights over their life and living arrangements.

Some people may need help with a Court of Protection application to get their tenancy in place (this is where you are assessed not to have capacity regarding your tenancy) if you don't have a family member that can act on your behalf.

### **Is Supported Living proposed simply as a money saving exercise?**

You may be aware that there is a lot of work going on nationally in relation to services for people with learning disabilities. The government wants everyone to work harder to help as many people as possible to have their own homes. They are asking agencies like Dimensions and Southampton City Council to do better on this. This scheme is part of that work.

It is a way of having your own tenancy and greater security about where you live. It gives more control to you - the tenant.

Some supported living services do tend to work out cheaper for the local authority but this depends on the individuals living there, their levels of independence and how many support hours are provided. Southampton City Council will continue to pay your care costs, and will work with you and Dimensions to reassess your needs and ensure you do have the support you need.

### **Is deregistration a common decision to take for the future of services?**

Yes, over many years now services previously registered have moved to the model of supported living through de-registration. This is because this is now considered to be best practice and in the best interests of most individuals. Dimensions has significant experience of deregistering services and successfully supporting people within supported living.

### **Who will provide my support if the homes transfer to supported living?**

As such Dimensions would obtain a direct award of the support contract due to their position as first on the Council's new Domiciliary Care framework agreement.

### **Would the care and support change?**

No, the staff team and type of support offered will remain the same. De-registration does not alter support needs but will focus differently on ensuring the support is personalised and ensures it is provided consistently within each person's tenancy. De-registration is designed to provide greater autonomy to people over the staff that supports them. Dimensions will still use their funded resources to match their staff to the needs of people supported.

### **Would the staff be the same?**

Yes. Dimensions staff team's terms and conditions of service remain unchanged and they will continue to be asked to work flexibly to meet the needs of the people supported. However what does change for them is a clearer understanding that the home belongs to the tenants and that the staff are entering their home each time they provide support. Staff are there by invitation of the tenants, it becomes a place they work in, not a place of work over which they have rights.

### **Who would sign the tenancy agreement?**

If there is a doubt about an individual's capacity to understand and sign the tenancy, their capacity will be assessed under the Mental Capacity Act 2005. It makes sure you are able to:

- Decide where to live
- Hold a tenancy
- Manage your money

You and your family or carers are involved with this assessment. They can help you to do these things if the care manager and support provider agree that it is in your best interests.

If you are assessed as lacking capacity an application to the Court of Protection will be made to sign on your behalf ensuring the agreement is legally signed. The applications for all clients can be made together.

### **How would the rent be paid?**

The money to pay rent comes from Housing Benefit. Dimensions staff will help clients to apply for this (in conjunction with the landlord Radian). This Benefit is means tested and depends on the individual's financial circumstances.

### **What about Benefits?**

The benefits that can be claimed will change if the services are de-registered. Other welfare benefits are claimed according to eligibility. People's cost of living remains more or less the same; it is just that the money comes from different sources. Individuals may be entitled to additional benefits and are likely to be financially better off. Dimensions and your social worker can explore what benefits each person is entitled to, with the aim of maximising their available income and will support you to complete any forms required.

You will have a financial assessment of your income and capital as you will be expected to maximise your income from Benefits and claim Housing Benefit to cover your rent costs where you are entitled to do so.

### **Would de-registration save money?**

Overall the cost of the service remains much the same, there is however a saving to the Local Authority because the property costs come from Housing benefit which is a central government cost.

### **Would the current residents be able to stay together?**

Yes, unless someone specifically wishes to move on.

### **How would the building be maintained?**

The building will be managed by the landlord Radian who will have responsibility for ensuring the property is maintained to a specified standard set out in the tenancy agreement.

### **How would utility bills be paid?**



In residential care homes the utility bills are paid within the fees charged by the care provider. In Supported Living the communal utilities can be claimed for under the Housing Benefit scheme. Individual's own use of utilities (in their bedrooms) is charged to the individual residents as part of their contributory service charge. This will be collected by the landlord and will be payable by the tenant.

#### **How would the redecoration and replacement of white goods be financed?**

In residential care homes the decoration and furnishings are paid within the fees charged by the care provider (the landlord Radian currently decorates the communal areas in both homes). In Supported Living, redecoration of communal areas and the exterior of the building will be the responsibility of the landlord. Any communal white goods and equipment that the landlord provides will be maintained by the landlord, this is usually charged for in a service charge that is eligible under housing benefit. The residents will be responsible for the decoration and furnishing of their own rooms.

#### **Would money for activities be available?**

When people are assessed for a care package their eligible needs are funded. If these needs are met by an activity that costs money, the care fee will reflect the cost. This means activities to meet the assessed need will remain in place and there should be no change.

#### **Would there be access to transport for the tenants?**

Currently residents are eligible to claim Mobility allowance either at a higher or lower rate and this will continue. The collective income can be used to fund transport. How this is best utilised would need to be assessed and will be dependent upon the transport needs of each person. Dimensions support a number of ways to enable tenants to have a suitable vehicle available to them to use.

#### **What about if we keep the services as Residential Care?**

If the service remains as residential care, the two homes will be part of a tender process. As such this could mean a change of support provider, depending on which organisations submit bids. Because of the amount of money we spend on the services, we have to ensure we comply with regulations. This means we have to make sure we have a process for awarding our contracts. Due to the amount of money we spend on the services we have a legal requirement to give other providers an opportunity to show they can provide the service. As such this could mean a change of support provider, depending on which organisations submit bids and are successful.

**Consultation feedback sheet for families**

**Name of client**

.....

**Address of client**

.....

**Name of Family member**

.....

**Address of family member**

.....

**Have you spoken to the Southampton City Council Care Manager Jenny Seagrave?**

No

Yes

**Has your family member had their needs assessed?**

No

Yes

**Were any risks identified in relation to the proposed changes?**

No

Yes

**Are you clear how any risks would be managed in relation to the proposed changes?**

No

Yes

**Were you given the chance to say what you think is important to your family, so that it could be recorded?**

No

Yes

**Do you have any further comments?**

**Have you spoken to an advocate from Choices Advocacy?**

No

Yes

**Have you been supported by Dimensions during the consultation in respect to what is important to your family member?**

No

Yes

**For example, were you offered the opportunity to see other Supported Living schemes or speak to people (and their families) who live in supported living schemes?**

No

Yes

**Did Dimensions support you in any other way?**

**Were your views about the other schemes recorded and shared with Choices Advocacy and the Council's Care Manager?**

No

Yes

**Did you understand the information provided about the consultation?**

I did not understand it

I understood most of it

I understood it

**Do you have any further comments?**

**Did you have an opportunity to say that things were clear or not?**

No

Yes

**Do you have any further comments?**

**How well have we engaged and listened to you to gain your views?**

Not very well

Fairly well

Very well

**Were all your questions answered?**

No

Yes

**If no, do you have any questions that have not been answered?**

**We always value people's feedback -would you have liked anything to have been done differently?**

No

Yes

**Do you have any further comments?**

**Which is your preferred option? (Please tick the option you prefer)**

**The home remaining as a residential care home**

**The home transferring to a supported living arrangement**

**Please tell us why you chose your preferred option**

**Please tell us why you did not choose the other option**

**If you have any other comments, please add these in the box below.**

**Thank you for taking part in the consultation**

**Consultation feedback for people living at Orchard Mews or Seagarth Lane**

**Your name**

.....  
 .....  
 .....



**Where do you live?**




**Orchard Mews [ ]**

**Seagarth**

**Lane [ ]**




**Have you spoken to the Southampton City Council Care Manager Jenny Seagrave?**



Please tick	 Yes	 Not sure	 No
Comments			

**Did someone talk to you about what you need to stay safe and well?**






Please tick	 Yes	 Not sure	 No
Comments			

--	--




**Did someone talk to you about the differences between residential care and supported living?**



Please tick	 Yes	 Not sure	 No
Comments			




**Did someone talk to you about any risks and how they would be managed?**



Please tick	 Yes	 Not sure	 No
Comments			

**Were you able to say what is important to you, so that it could be put in your care and support plan?**



Please tick	 Yes	 Not sure	 No
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Choices  Advocacy

Comments	
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**Have you spoken to an advocate?**

**Did you tell them what you think about the changes?**

Please tick	 Yes	 Not sure	 No
Comments			




**Have you been supported by Dimensions during the consultation?**



**For example did they support you to look at other supported living schemes?**




--	--	--	--



Please tick	 Yes	 Not sure	 No
Comments			



**Were your views about the other schemes recorded?**



Please tick	 Yes	 Not sure	 No
Comments			

**Was the information given to you easy to understand?**






Please tick	 Yes	 Not sure	 No
-------------	--	--	---

Comments	
----------	--

**Have we listened to you?**



Please tick	 Yes	 Not sure	 No
Comments			

**Is there anything else you would like to tell us?**

--

**Which would you prefer?**

**Your home to stay as Residential Care [ ]**



**Your home to be Supporting Living [ ]**



**I am unsure [ ]**



**Why?**

**Thank you for taking part in the consultation**