

# Welcome to Our Register of Interest Information Pack

As we learn more and more about the people we support, we are constantly thinking of ways to improve on what we do.

Over the past few years one of the areas we've been working hard to develop are our Supported Living services. This has involved buying and converting houses in vibrant local communities so we can offer people the chance to live in their own studio flats, whilst sharing communal areas like kitchens and sitting rooms with people they know and like, giving the opportunity to be alone when needed but together when it suits them. Once converted these services are then leased to housing associations and people are given their own tenancies. Their tenancies and their support are then separate entities, therefore someone can live in these services but not be supported by the Trust.

Our Register of Interest has been developed to match people as closely as possible, so that when a room or a studio in one of our services becomes available, we have the best chance of allocating it to someone who will get the best possible experience out of living there. We look at things like their particular interests, what they like, what they don't like, where they want to live, and ideally, with whom. That means our Register of Interest can't really be called a 'Waiting List' as such; it's more of a people matching service.

Within this pack we have aimed to answer any questions you may have and information that we hope will give you an overview of our services and the support we provide. We have also included easy-read information so that the individual can be a part of the process.

If you would like to add your, or someone you care for's name to the Register of Interest, please fill out the included form and send it back in the pre-addressed envelope sent with this pack. If you require any support with the form please contact Rachel Keeling: [rachelkeeling@sfht.org.uk](mailto:rachelkeeling@sfht.org.uk) or 01202 022537/ 07425 622665

# Our Supported Living services

Supported Living refers to a range of services and community living arrangements designed with individuals, their families and local authority commissioners to support people to attain or retain their independence to in their own home and within their local community.

The Stable Family Home Trust opened their first supported living property in 2016, since then we have made great progress in establishing 8 services across Dorset. Each service housing between 5 and 8 tenants, all of which have both a large lounge and bedrooms with either private bathroom, or a studio style flat or annexe of their own. Each home also has a communal kitchen and living space, giving the tenants the opportunity to socialise with others that live in their home, or indeed have their own space.

We are very fortunate that all of our services are in fantastic communities across Southbourne, Kings Park and Christchurch. When looking for property our Senior Leadership Team agree that SFHT would only have a house that we would be happy to live in ourselves, as a result all of our services are of a high standard and located in a desirable area.

Each property is on a residential street and located close to amenities and good access to transport links ensuring that development of independent living skills is possible, but also that the people we support are able to get involved in their local community.

## **Southbourne:**

All four services are located within a comfortable walking distance from both the beach and high street enabling service users to have access to public transport, local shops and services as well as enabling further independence. Those that live in our Southbourne homes are incredibly spoilt. These services are also within walking distance to our Evolve day service.

## **Christchurch:**

This service opened in May 2019 and was previously a guest house with every room already having its own private bathroom, this meant that the property is very much suited to our supported living model. It is located a 2 minute walk from the train station and no more than a 10 minute walk to the high street.

## **Kings Park:**

We are very fortunate in our Kings Park properties that we are situated close to the AFCB stadium, local shops and ample public transport which enables those that use our service to get involved in the local community. When purchased, these homes were decorated to a fantastic standard and have lovely garden space for the tenants to enjoy.

## **Tuckton:**

This service is situated in a quiet residential area this property is ideal for those that use our service. A couple of minutes away from the Tuckton shops and bus stop, and great walking routes along the river.

## Our Residential service

Previously SFHT had four residential services, however, three of these have now been converted into Supported Living. However, we do still have one residential service which is located in the remote village of Bisterne near Ringwood.

The home sits within beautiful and very spacious gardens allowing people ample opportunity to enjoy the outdoors, it is also situated in the same location as our Aspire day service. All of the accommodation is located on the first floor, though there is a stair lift for access. It is ideal for individuals who love the countryside and nature as well as if they have family, friends or activities that take place in the Ringwood area.

The home provides a twenty four hour service with a staff member sleeping in each night, we do not currently have awake night staff. People are supported to choose what they do during the day, this may be attending college, employment or day opportunities. During weekday daytimes the service ratios are arranged dependent on what people are doing and if they will be home. We believe that people living in the service may be sharing a home but are not expected to share their lives and staff support is delivered with a person centred approach that focuses on what is important to the individual and identifies their wants, needs and aspirations.

# Pictures of Our Services

To give you an idea of what our services look like please see pictures below:



Some of our flats have their own kitchens



Or you can share with a couple of your housemates



We also try to have a space where you can eat together if you wish to



Each of our homes has a garden for you to spend time in.



Some rooms have en-suite bathrooms, others are as close to the rooms as possible.



# Frequently Asked Questions

We fully understand that, for some, the move from home or a residential service to a supported living service, gives cause for concern and raises a number of questions. This information leaflet aims to provide you with reassurance and confidence in the benefits of the move to supported living for your family member.

Supported living is not new, indeed supported living services in the UK started in the late 1990s. The Government's White Paper 'Valuing People' (2001) set out the commitment to ensure that people with a learning disability had the opportunity to live a more independent life, in smaller community settings and with the legal rights of a tenancy.

This leaflet has been put together using the experience and questions of SFHT and other families and friends who have supported their child/relative through this change.

**Q. Will there be staff on at night?** All of the services will have provision for a sleep-in room for staff – if anyone is assessed as requiring waking night or sleep in staff, then this would be part of the care package funded by the Local Authority. Increasingly, assistive technology (e.g. alarms on doors, pressure mats etc.) are being used where the needs led assessment and risk assessments identify that these can be used in place of staff. This means that the funding for staffing can be used to support people to have a fulfilling life, if they don't need a 'just in case' waking night person.

Regardless however, we would ensure that there is night support when people move into a new environment – the needs and risk assessment would follow once we are satisfied that they have settled in.

**Q. My family member isn't as independent as others, will he/she still get staff support?**

Again, this will be based on an individual needs led assessment. Having a smaller living environment and provision for their own kitchen will give people opportunities to develop their skills and confidence more than is often possible when living with lots of other people. Staff support will be 'tailored' to the individual's assessed need, giving support when needed and as much as is needed to keep the person safe, healthy and happy.

**Q. What happens if my family member doesn't want staff in his/her flat?**

People living in supported living have tenants' rights, so technically, they can refuse support. However, if this refusal means that someone is unsafe then we would have the right, under the support element of the care package, to enter their room. If these circumstances arise, we would work closely with the individual, the Housing Association, Care Manager and other relevant agencies to agree a plan that makes sure the person receives the appropriate support at the appropriate time. We would also be looking at the 'why' – does the person not like a staff member for some reason? Are they not being supported in the way they want to be supported? Although it is supported living, we still have a duty of care to uphold.

**Q. I understand that choice is important, but what if my family member makes unsafe or unhealthy choices?**

As above we are promoting independence – but in a way that is enabling and safe. We will have person centred support plans that have been written with the individual and with their agreement. People do have rights, but with rights come responsibilities. Our job is to support people to understand their rights but also the consequences of making unsafe, unwise or unhealthy decisions. We will work closely with the

person, their family and the relevant professionals to enable people to make informed choices. SFHT has a duty of care to the people we support.

#### Q. Will my family member be at home alone?

This would only happen once a detailed risk assessment and positive risk management plan has been agreed. Some people are fine for 10 minutes on arriving back from their day activities, others for longer, and others not at all. Supported living is about being person centred and making sure that the least restrictive support is in place – rather than a ‘one size fits all’.

Q. Is supported living just another name for independent living – cheaper for Social Services? Anyone, regardless of their ability or disability, can live successfully in supported living. The key to success is the needs assessment and having the appropriate levels of support to meet that need. People do not become ‘independent’ overnight! We support people with very complex support needs and will continue to do so – albeit in an environment that is more appropriate and individualised. In terms of cost, the housing element comes from a different funding pot, with only the care element (staffing costs) being funded by Social Services. The ‘hotel costs’, e.g. heating, lighting, water are paid for via the increased benefits that people will get. Rent is paid from Housing Benefit.

#### Q. Who will support my family member with their finances, including making sure they don't get into debt?

If the family have appointee responsibilities, as many do now, we will continue to work with you to support the person with their finances. On a day to day basis, we will have systems and checks in place with the individual to ensure that they do not become financially vulnerable. Each person we support will have a financial capability assessment and a financial passport in place that will highlight their needs and give clarity in how these needs will be met safely.

Your family member will need to have access to their money for grocery shopping, paying their share of household bills and replacing furniture/household equipment and for their travel and their personal items. A key feature of supported living is enabling each individual to experience a full and active lifestyle – so they will need to have ease of access to their money for personal expenditure for us to support this to happen.

#### Q. What responsibilities will my family member have?

As a tenant, they will be responsible for ensuring that their rent is paid and that they pay their portion of household bills. They will have more disposable income to be able to do this. They will also have an obligation to adhere to the terms of their tenancy. We will support them in this and with the Housing Association.

Q. If they have their own lounge and kitchen, how can I be sure that they will not become isolated? SFHT recognise that people can become socially isolated and that is why all new services will have a communal kitchen/lounge. We will support your family member to socialise with his/her housemates to a level that they are comfortable with and will always be vigilant to anyone actively seeking to segregate themselves – working with them and others important in their lives to find out why and how best to support them. The set-up of the communal areas will provide opportunities for shared meals, film nights etc.

#### Q. How do you record the support required and the support given for my family member?

We use a Care Management software called Nourish with each service user having their own profile. We liaise with the service user, their family network and social workers etc to create a bespoke list of the

individual's day to day needs and put these into a timeline. Staff detail the support given on each of these needs, known as interactions, these entries are monitored by the Service Managers and the Senior Leadership Team to ensure that your family member is receiving great support.

We are also happy to provide you with a report of your family members day to day support from Nourish to ease any concerns you may have, after consent has been obtained from your family member.

We can also generate individual reports to share with any relevant parties i.e. health professionals

#### Q. What happens if the needs of my family member change?

If the needs of your family member changes the Trust will do as much as they can to aid changing needs and coming up with a way for them to continue being supported by us if they wish to, this may include them moving to another one of our services which are better suited to their needs. We will also work with them, family members, social workers and the relevant health care professionals to try and find a way to facilitate their change of needs such as supporting to have an OT assessment, seeking extra 1:1 hours, adaptations to their living areas, assistive technology and independence aids. If at any time however, this becomes unsafe we will work with all parties to find new services.

#### Q. Quality – will there still be checks?

Yes, there will be quality checks made on both the environment and on the support provided by SFHT Senior Managers and Trustees. These visits will, however, be done in consultation and with agreement of the tenant. If there is refusal for any access to ensure that our quality checks are carried out, we will work with the person to find out why and explain why it is important that we make sure everything is in good working order. The Care Quality Commission (CQC) will inspect the Registered office and as part of that inspection, will contact tenants and often families to seek their feedback.

Social Workers will carry out reviews to ensure that the funding is being appropriately utilised and that there are demonstrable outcomes for individuals.

Local Authorities will also conduct Contract Monitoring Visits to make sure we are fully compliant with the services we offer and contract with them

We will also support the individuals to take more active involvement in quality checks, for example, accessible Health and Safety checks, feedback questionnaires and regular house meetings. In addition SFHT is committed to the REACH Standards. These standards, whilst not statutory, do set out best practice in supported living services and are the standards we aspire to. There are 9 standards that are measured by speaking with individuals and collating evidence that demonstrates we are working to the standards.

The 9 standards are:

1. I choose who I live with
2. I choose where I live
3. I have my own home
4. I choose who supports me and how I am supported
5. I choose my friends and relationships
6. I get help to make changes in my life
7. I choose how to be healthy and safe
8. I choose how I am part of the community
9. I have the same rights and responsibilities as other citizens.

To conclude, supported living is:

- Having your own tenancy and therefore security of tenure. In residential care, there is no security of tenure
- Having the right to choose who provides the support and can change support arrangement without moving home; or move home without changing support arrangements. In residential care, support

is provided as part of a package and neither element can be changed without impacting on the other.

- Having the right to choose who to live with – if anyone. In residential care, whilst good practice dictates that housemates should be well matched as much as possible, in reality many people live with others they would not choose to live with.
- Having the rights to full welfare benefits, including Housing Benefit, Employment and Support Allowance, Personal Independence Payments or and Disability Living Allowance. People in residential care have rights to limited amounts of welfare benefits, with a residential care allowance of approximately £25 per week disposable income to purchase personal belongings, clothes and holidays. People in supported living have on average £120 per week disposable income after paying household bills.
- Being able to access Direct Payments, Personal Budgets Independent Living Fund etc. for support. People living in residential care cannot access most additional funding for support.

**Q. Am I able to visit your services to see if it would be suitable for my family member?**

Yes of course – if you would like to arrange a visit to our services please do not hesitate to contact Rachel Keeling (Director of Operations) so that she can arrange a visit for you.

Email: [rachelkeeling@sfht.org.uk](mailto:rachelkeeling@sfht.org.uk)

Tel: 01202 022537/ 07425 622665

# Easy Read – Reach Standards

1. I choose who I live with



2. I choose where I live



3. I have my own home



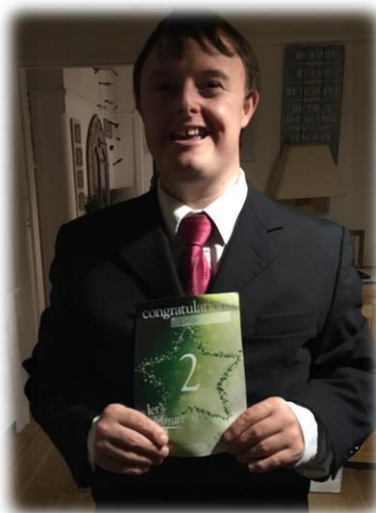
4. I choose who supports me and how I am supported



5. I choose my friends and my relationships



6. I get help to make changes in my life



7. I choose how to be healthy and safe



8. I choose how I am part of the community



9. I have the same rights and responsibilities as other citizens



# What will you support me with?

We will support you to build on your cooking skills



We will support you to batch cook for those nights when you would like a night off from cooking or are going out on an activity, rather than having a ready meal



We will support you to create a menu plan and complete your weekly food shop



We will support you to keep your home clean and safe



We will support you with doing your laundry



We will support you with your finances: budgeting your money, daily spends and audits.



Please note: It isn't our job to ensure you are in receipt of the correct benefits but will work closely with your families with this process

We will support you to attend your appointments, especially if you're feeling anxious



If you are entitled to we will support you to get a Motability car



We will support you to take part in activities you enjoy



And Special day trips out to places and activities of your choice

