



STOCKPORT

METROPOLITAN BOROUGH COUNCIL



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Supported Housing Improvement Programme (SHIP)

Customer Journey

Learning Disability Supported Accommodation Referral Process

April 2024



Contents		Page
1	Introduction	3
2	Eligibility Criteria and Definitions	4
3	Referral Process and Timescales	5
4	Preparation	7
5	Community DoLS	8
6	Expectations	9
7	Funding Arrangements	11
8	Transport	12

Appendices

(i)	SMBC Referral Contact Details	13
(ii)	Accommodation Referral Checklist	14
(iii)	Financial Planning	15
(iv)	Social Care Charging	16
(v)	Support Planning	17

1. Introduction

1.1 Everyone should have the right to live in safe, secure housing that meets their needs. Equality of access to, and choice about, housing for disabled people is recognised in the UN Convention on the Rights of Persons with Disabilities (CRPD) (Article 19), as is the right to an adequate standard of living (which includes housing) (see Article 28). It is therefore important to ensure not just shelter, but the provision of housing that is safe, accessible and suitable.

Research in Practice A social approach to supporting and empowering disabled people in housing (2023) Dr Laura Hemingway

What does this look like?

People with a learning disability and autistic people should:

- be supported to live in their own home in the community with the right support.
- have a choice about who they live with, and the location and community in which they live.
- have housing that works for them and meets their needs.
- be offered settled accommodation or be able to make use of short-term accommodation and support to enable them to continue living independently in the community.
- be able to stay in their home even if their care and support needs to change.
- feel happy and safe in their home.

Ref: Transforming Care Agenda (NHS) Homes not Hospitals

1.2 Supported accommodation is defined as a service where housing, support and/or care services are provided to help people to live as independently as possible.

The following guidance outlines the SMBC referral process for supported living placements for people with a Learning Disability, where individuals require specialised services or support in order to enable them to live, or to adjust to living, independently within the community.

Each stage of the SMBC referral process for Learning Disability supported placements is outlined below, including the timescales to be adhered to.

2. Eligibility Criteria

2.1 When individuals, family or nominated carers believe access to additional and substantial support solutions are needed due to the presentation of a Learning Disability, a social care review request should be submitted to SMBC {Appendix 1} to explore what additional support is needed for the individual, in order for them to live as independently as possible outside of a residential care setting.

2.2 Upon receiving a referral request, placement suitability will be ascertained using the following criteria and definition:

“Eligible care and supported living needs arise from, or are related to, a physical or mental illness, or impairment, resulting in the adult being unable to achieve specified outcomes and, as a result, have a significant impact on the adult's well-being.”

2.3 Following the submission of a review request, the LD social work team will prioritise a Care Act Assessment for the individual, to establish level of need and subsequent suitability for supported living, the outcomes of which will be evaluated against the above criteria by the Social Worker and senior members of their team.

2.4 Where the decision is made that an individual is not suitable for supported living, and that such an intensity of support is not deemed necessary at that time, the allocated Social Worker will discuss alternative courses of action with the family and carers, are appropriate for the individual including a review of personal care at home options, household equipment to facilitate activities of daily living, Technology Enabled Care Services (TECS), or home adaptations and other support which may be needed.

3. Referral Process and Timescales

3.1 Decisions for supported accommodation referrals are time specific and relate directly to the individual so that changes in support needs can be met.

3.2 Where an individual is deemed suitable for placement and they, along with their social worker, agree that LD supported accommodation is an option to explore, the SMBC team will then follow and complete all standard quality assurance measures to ensure all legal standards are met during the process. An Accommodation Referral Checklist (Appendix 2) will be completed in line with this for the individual, securing these details on the online data record system.

NB: From these actions, permission will be obtained from the individual for data sharing with providers, to ensure a timely transition into the assessment stage of the process.

3.3 Referrals will be triaged and rag-rated (red, amber, green) under the following categories, depending on identified need:

➤ RED

- High risk of carer breakdown
- High risk of eviction
- Needs can no longer be met where they currently live.
- Leaving residential college
- Transforming care

➤ AMBER

- Ageing carers
- Service users with complex needs leaving residential college within 2 years and planning needed for this

➤ GREEN

- Long term planning for the future

Where a case is rag-rated as red, and therefore urgent, the allocated social worker will escalate the case to their team & the duty manager within 48 hours of triage, to review availability.

3.4 All cases, prioritised in order of their rag-rating, will be reviewed at a bi-monthly accommodation meeting in order that suitable accommodation and providers can be identified by the SMBC team regularly and as soon as is possible.

3.5 As and when suitable accommodation solutions are identified, the allocated worker will send the relevant referral case details to the provider for their review.

NB: A user can be referred to multiple providers at this stage, if more than one property is deemed suitable.

3.6 Upon receipt of a referral from SMBC, providers are asked to arrange their own suitability assessments of the individual, and then to accept, or decline, any such proposals within a period of two weeks (unless a separate timeline is agreed due to exemptions or complexity).

3.7 A bi-weekly meeting of SMBC colleagues, including social workers and commissioners, will take place to ascertain and review:

- i. Accommodation referrals currently being considered for placement.
- ii. New vacancies in supported living tenancies.
- iii. Property vacancies vs. the number of referrals awaiting placement.
- iv. Long term vacancies and the reasons for these, reviewing the core hours and rent of the properties in question.
- v. Changes to properties or providers.
- vi. Overall property suitability and consideration of vacancy decommission where necessary.

3.8 Where a provider reports that they are unable to meet individual need, or there are specific concerns around compatibility following their assessment:

Reasons must be given by the provider. If SMBC deems the reason to be valid, the referral will re-enter the allocation process again, with the team sourcing alternative suitable accommodation options and re-triaging at the bi-monthly meetings as necessary. The fortnightly review meeting will ascertain where unmet need is reoccurring, and what further measures are needed to address these, case by case. A further monthly meeting will take place to assess repeat unmet need in finer detail.

4. Preparation

4.1 Once a property is chosen, tea visits and overnight stays are recommended, prior to the move to ensure that the individual feels comfortable with the process and also to review compatibility with other residents.

4.2 Short breaks are an option to consider when preparing people for the move into supported accommodation.

4.3 The bedroom can be decorated according to the individual's own personal style and bedroom furniture will usually need to be provided by the individual.

4.4 Arrangements with respect to regular activities and access to the community should be discussed with the House Manager and added to the house diary.

4.5 A short-term SMBC review will be arranged following this, visiting the tenant and their new property following their move to check all is in place.

4.6 Should the provider or individual experience any further issues following the move, these should be referred back to the SMBC allocated worker by the provider, or individuals and their families.

4.7 It is good practice for the support provider and individual and their family to have an open dialogue to ensure that issues are resolved at an early stage.

4.8 Each person within the house is supported by a team of people, not one individual. It is important that communication is consistent and clear and any new information shared with the whole team by the house leader.

4.9 Any major changes to the care and support needs of the individual or the care being delivered should lead to a referral to Adult Social Care for a social work review. This would not include changes in staff or rotas but would include anything impacting on the outcomes being achieved for that individual.

4.10 Support Planning and review should be a joint process involving the individual, carers and families where appropriate. It is important that the people who know the individual best contribute to this with details of how best to support them (appendix 5).

5. Community DoLs (Deprivation of Liberty Safeguard)

Upon moving into a supported living tenancy, the social worker will have to complete a Mental Capacity assessment under the Mental Capacity Act 2005 if there is a reason to doubt the capacity if the service user in the following areas:

Signing a tenancy agreement

Moving accommodation

Care and support needs.

- *If the service user lacks capacity in the following area's then the social worker will have to apply for community deprivation of liberty safeguards, this is due to the service user lacking capacity to consent to their restrictions that will be in place and will be deemed to meet the acid test: a deprivation of liberty occurs where an individual lacking capacity to consent to their care and treatment was subject to: (1) Continuous supervision; (2) Continuous control; and (3) Not free to leave the premises.*

This is a statutory duty to ensure that service users are not having unnecessary restrictions placed upon them, without them being reviewed annually as peoples support needs can change. Please refer to the Cheshire West case law in relation to full details of this.

6. Expectations

6.1 Good communication between the individual, their representatives and the support provider, is essential; consider how best to share information (email, phones calls, regular meetings).

6.2 With respect to the building, the Housing Officer will complete annual checks of the property but will not routinely meet with families once the 'Sign up' meeting has taken place.

6.3 Any issues with the property should be reported to the Landlord by the support provider.

6.4 Contact details for Landlords and Housing Officers should be displayed within the property.

6.5 Details of responsibilities for communal areas and plans for decorating and replacements should be detailed within the Tenancy Agreement and Service Charge breakdown.

6.6 Decision making should relate to the MCA of the individual and each support plan should include how best to support the individual to make those decisions which they can make. Any best interest decisions should be made in accordance with legislation and recorded appropriately by the support provider. It is best practice for the individual to be supported to make their own decision unless indicated otherwise.

6.7 When individuals have been assessed as lacking capacity with respect to their finances, any decisions which have financial implications or impact on an individual's health and wellbeing should be made in consultation with their representatives and Adult Social Care.

6.8 Support providers and families want positive outcomes for the individuals they care for, and all parties need to be honest about their expectations (what they can and cannot do) and always treat each other with respect.

6.9 A collaborative approach is always the best option where there are conflicts, it is important that the best outcome is achieved for the individual by working together and sharing good practice.

6.10 Details of responsibilities for communal areas and plans for redecorating and replacements should be detailed in the Tenancy Agreement and Tenants' Handbook.

6.11 Families and support providers should work together to ensure that the correct procedures are followed for changes of address for DWP and registration with a GP.

7. Funding Arrangements

7.1 Social Care within Supported Accommodation is either commissioned (arranged directly by SMBC) or purchased via an ISF (Individual Service Fund).

7.2 ISFs are a way of increasing choice and control over how the support is delivered and by whom.

7.3 ISFs are paid to a nominated provider chosen by the individual and / or their representatives and the provider is responsible for the management of these funds. This can include paying themselves for services offered, including supported living.

7.4 ISF payments are made as one block payment and are not split into core hours or sleep in payments. The core hours or hours of support that are delivered by the provider should be agreed in advance by the individual and or their representative before the service starts and should be written up either as a contract between the individual and the provider, or as part of an invoice to show how the ISF funds are being allocated and spent.

7.5 The core hours or hours of support that are delivered by the provider should be agreed in advance by the individual and or their representative before the service starts and should be written up either as a contract between the individual and the provider.

7.6 In addition to the core hours, individuals may be assessed as requiring 1:1 hours which can be utilised to support them to achieve their outcomes and enjoy a fulfilling life.

8. Transport

8.1 Transport can be problematic, and it is important that agreements are in place with the provider, taking into consideration the use of public transport, taxis and Motability cars.

8.2 Motability cars should only be used for the individual named on the agreement.

Examples of what happens to the car when an individual moves into a tenancy are as follows:

- The agreement with Motability is ended and the car is returned, and the allowance received as a benefit and used to pay for public transport or taxis.
- The car remains with the main named driver or family member who agrees to undertake all relevant journeys with the individual.
- If the individual agrees to contribute to the household transport expenses, for example where there is a shared vehicle at the property, journeys can be undertaken in this vehicle with a driver from the staff team.
- The vehicle moves with the individual and the members of staff who are permitted to, drive the Motability vehicle to transport the individual, this requires an open insurance policy with Motability insurers.

8.3 Bus Passes can be applied for via the link below and need to be signed off by a member of the Community Learning Disability Team.

8.4 Other transport options are available:

[Community transport schemes - Stockport Council](#)

Appendix 1 - Supported Housing Referral Requests

Supported and older person's housing - Stockport Council

Supported housing is specifically designed if:

- you have a learning disability.
- you have a mental health illness.
- you have a physical disability, sight or hearing loss.
- you're homeless.
- you're an older person.

Supported housing can include:

- supported tenancies. Accommodation which enables you to live independently, in a small group or alone, with an appropriate level of support.
- shared houses
- temporary accommodation if you're homeless.

Requesting an assessment

Contact the adult social care team on **0161 217 6029** to request an assessment for support from us.

Visit our paying for care and support webpages for more [information on how to fund your care](#).

Appendix 2 – LD Accommodation Referral Checklist

- Date referred/urgency/referral by (name)/deadline date.
- Basic Personal Details
- Contact Methods
- Communication Needs
- Why waiting for accommodation?
- Current living status?
- Waiting list Information:
 - Is 24/7 support needed?
 - Have other options been considered?
 - Level of day support needed.
 - Level of night support needed.
 - Social environment needed?
- Anything else that is important:
 - Is there a DoLS/CDoLS consideration?
 - Are there mental capacity issues to consider?
 - Environment specifications
 - Any compatibility related needs to consider?
 - Any professionals involved or referrals needed?
 - Environment specification
 - Moving and handling equipment
 - Other
- Has consent been given to share information/assessments to potential providers?

Appendix 3 - List of financial considerations

These figures are for reference only, each person is assessed individually.

The Appointee (DWP) usually deals with benefits and finances.

Social Care Charging £100 pcm
(Direct Debit to SMBC for contribution to care costs, calculated against income)

Household budget contribution £450 pcm
(DD to house bank account - contribution to regular monthly household costs including food, some bills)

Household bills paid to Landlord/Service Charges £80 pcm
(Paid by individual/appointee to Landlord SO set-up at signing of tenancy agreement)

Housing Benefit £1000 pcm
(Paid by SMBC to Landlord to cover the rent)

Housing Benefit may need to be applied for by the individual or their representative – ask at the social work review or check with the support provider before the move.

[How to apply for Housing Benefit - Stockport Council](#)

Eligible Benefits

Universal Credit (including Severe Disability Element) or ESA
PIP or DLA

DRE – Disability related expenses claimed against the social care charge.

Housing Benefit or Universal Credit

[Welfare rights service - Stockport Council](#)

**pcm is Per Calendar Month*

Appendix 4 – Social Care Charging

Care commissioned by Stockport Council is chargeable and most people are expected to pay a contribution towards the costs. The Social Care Charging Team will calculate the amount you are required to pay by completing a financial assessment based on your income and expenses. To assist Social Care Charging with this, please ensure you complete and submit an online financial assessment form. This can be completed at the link below:

www.stockport.gov.uk/helpcarecosts

To ensure the amount you are required to pay is affordable, the financial assessment will include a standard expense of £15.80 per week for Disability Related Expenditure (DRE). This is to cover the costs of any expenses you may have that are essential to your wellbeing and quality of life based on your personal circumstances. If your needs and circumstances mean your DRE exceeds £15.80 per week, then this can also be included as an additional expense in your financial assessment. Examples of DRE include but are not restricted to – incontinence pads, specialist clothing, specialist hair and body lotions, walking sticks etc. Each client is different and has different needs, so the Social Care Charging Team will look at each case individually and may contact you to ensure they have a complete picture of your personal circumstances. For an expense to be considered, the Social Care Charging Team will require proof of the expense to be provided via receipts / bank statements which ideally should show 3 consecutive payments of the expense. Any evidence can be attached and submitted with the online financial assessment form, or separately via email or post.

If you have any questions about the financial assessment process, please contact the Social Care Charging Team directly using the contact information below:

Email – socialcare.charging@stockport.gov.uk

Telephone – 0161 474 4781

Appendix 5 - Support Planning

Support planning should be undertaken with the individual and the people who know them best.

This should be completed during the move and shared with the support provider so that they are able to work together with individuals and families to best support that individual.

Areas of focus to consider and include:

Personal Details

Medical Information

Medications

Personal Assistance

Mobility

Equipment and Adaptations

Communication

Dietary and Hydration Needs

What I like

What I don't like

Things I find difficult

How I behave when I am distressed

How to support me when I am anxious

What my day looks like

What my week looks like