

Extra Care Housing

Resident newsletter

Issue 01



What is extra care housing?

In Wiltshire, Extra Care Housing (ECH) means independent living accommodation for residents who; are typically over the age of 55, have current social care needs or may develop such needs in future. This ECH model is currently used in Wiltshire at funded services in Needham House, Crammer Court, Meadow Court and Bell Orchard.

A new way to provide care and support, where people need it, is being proposed for ECH at these locations. We look forward to hearing residents' thoughts on how we can shape a new model to work effectively for everyone.

Wiltshire Council

Examples of how Extra Care Housing works in other local authorities

We thought it might be helpful to share a couple of examples of ECH from elsewhere:

Gloucestershire – 88% of Gloucestershire’s ECH schemes have an emergency alarm, 38% have a 24/7 on-site presence and 25% have both a 24/7 on-site presence and an emergency alarm

Hampshire – most ECH schemes in Hampshire with an on-site presence are only available to people who have an eligible social care need

Do you have your own ideas for an ECH service model in Wiltshire? We would love to hear your thoughts, so please tell us by e-mailing:

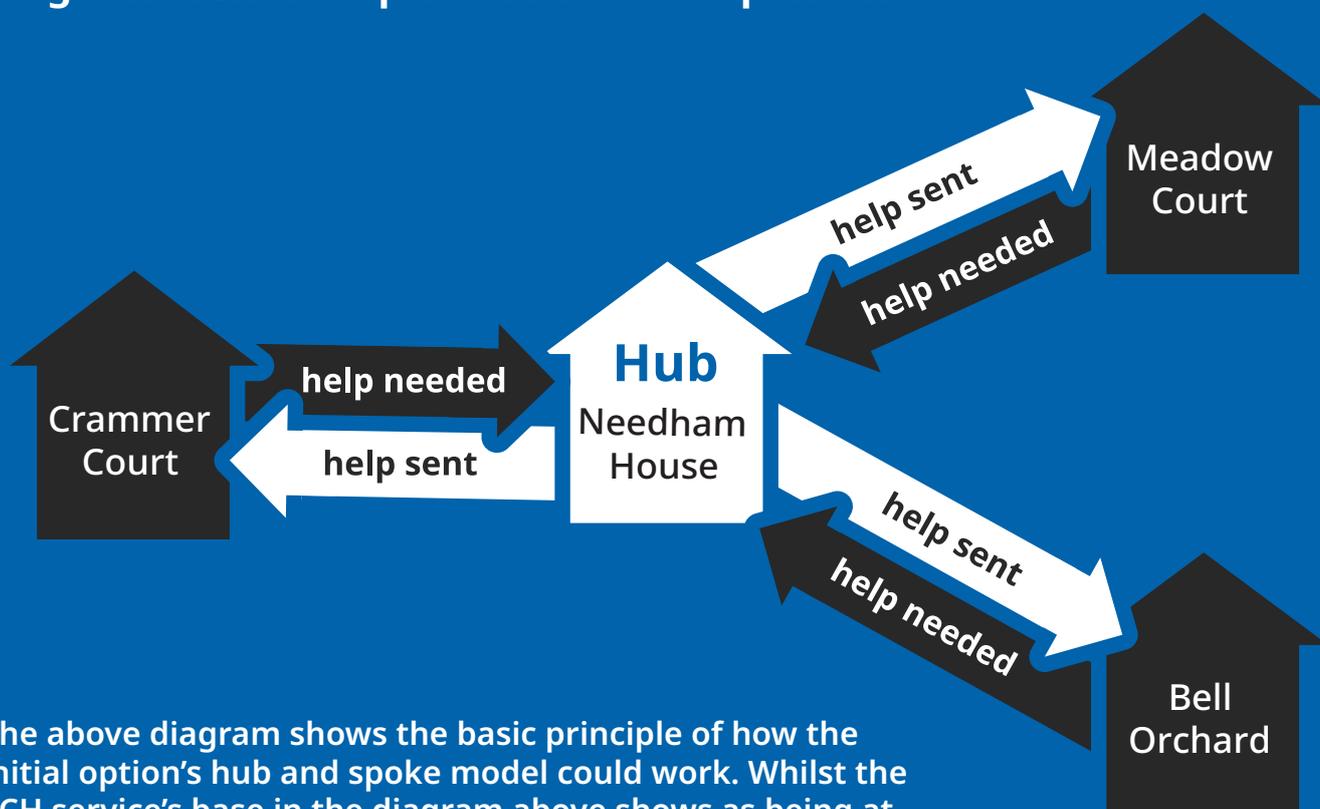
adultscommissioning@wiltshire.gov.uk or calling: 0300 456 0100 and asking for Adults Commissioning.

Initial Option

Our recent letter set out an initial option that the Council’s Cabinet had considered for the ECH model in Wiltshire. This is not the final option; it is just a starting point. We want to hear from you about what you think might work best.

We are open to all suggestions for how ECH could be delivered in Wiltshire, although we do need to be mindful that the service must be sustainable and come within budget.

Diagram of Initial Option: A hub and spoke model



The above diagram shows the basic principle of how the initial option’s hub and spoke model could work. Whilst the ECH service’s base in the diagram above shows as being at Needham House, all the other three schemes could use the service. We know, however, that there are other models that residents want us to consider.

Have Your Say

We are planning on holding our first online meeting with residents to discuss your ideas for how ECH could work in Wiltshire. We're aiming to have the meeting (a 'design session') on 29 April and will have more details for you soon.

We appreciate that not everyone will have digital access. If you are not online, please let us know if you would like someone to represent your views. Family members are also very welcome to attend this meeting. We will also make arrangements to set up opportunities to engage with you in other ways where possible, such as by telephone.

At the design sessions we'll be talking with you about the different ways a new model could be developed. But in the meantime if you want to share thoughts and ideas please contact us at by e-mail at: adultscommissioning@wiltshire.gov.uk or calling: **0300 456 0100** and asking for Adults Commissioning.

Frequently Asked Questions (FAQs)

Thank you to those of you who have got in touch following our recent letters. Our most recent letter said we would have a section of our newsletter dedicated to FAQs, so that all residents have access to the same information. If you have further queries between our newsletters, we will always aim to answer as many of them as possible, either in the main newsletter or in this FAQ section.

Q: What does a non-statutory service mean?

A: This means that there is no legal requirement to provide the service. There are certain services that are statutory and non-statutory for councils to provide to their residents. An example of a statutory service in Wiltshire is organising for residents' household waste to be collected. The ECH service is an example of a non-statutory service, meaning that the council does not have a duty to provide it. However, people living in ECH schemes often also access other types of care and support in addition to the ECH service itself. This can include formal care services for people with eligible care needs.

Q: In your letters you have talked about 'consultation' and 'co-production'. What is the difference? And which one are we doing?

A: Consultation is a form of engaging and involving people in the delivery of services e.g. asking for opinions on how things are working at the moment and

thinking about options for the future. We began consulting with residents when we asked for your thoughts on ECH in late 2020 and in our letters before and after Cabinet in February. Co-production is a term we use to describe how we can work with you to design those options together and find shared solutions. The Care Act describes this as: 'when you as an individual influence the support and services you receive, or when groups of people get together to influence the way that services are designed, commissioned and delivered'.

As a starting point, the February Cabinet paper proposed three options for an ECH service model, with an initial preferred model. We want to work with residents to design a new way of providing ECH and make sure everyone has their say. This means that the final option may look different to the initial model that Cabinet considered in February. Of course, we know that in any group of people using a service there will be a lot of different views, and we will work with you to pull ideas together to create a solution that is a best-fit. Cabinet has given us until the end of September to work with residents and explore options for ECH, so we will be carrying out further engagement events.

