

# Extra Care Housing

## Resident newsletter

Issue 02

### Hello!

Welcome to the latest Extra Care Housing newsletter. We hope this finds you safe and well. We heard from people through emails, phone and at the first online event that people would like more detail from us in the newsletter and ahead of future meetings. So, lots to talk about this time. Here's a quick summary of what's inside -

- We have an update on the first online co-production session (a few teething problems but we've learnt from the experience).
- Our frequently asked questions now has more content. If you've sent questions in and the issue isn't addressed in this newsletter, it will be in the next one. We're also still receiving lots of questions about what new services could look like and we're taking these into account with the work we're doing.

- We've got the presentation to share with you from the session. We hope these give you some ideas for our future conversations.
- Details on our new online information
- Potential dates for face to face meetings (dependent on COVID guidelines of course)

Getting the newsletter out to everyone (printing and traditional mail) and including more detail can take a while. We thought it would be useful to put some posters up in communal areas at the schemes to give you the headlines of what's going on and what's coming - including when the next newsletter is coming to you. We'll also put information online as soon as its available.

We hope you find this helpful. Please let us know!



**Wiltshire Council**

## Online meeting with Residents and families/friends

Thank you to everyone who attended the online residents' meeting on 29 April.

We heard some very useful insights from residents in the break-out discussions (small chat rooms) as well as questions, concerns and ideas. We also heard what further information you need from us and we're working on it.

However we weren't immune to some of the technical hitches that often go along with online meetings. Apologies to everyone attending for any inconvenience. We've worked hard to put that right for next time. But we hope that those who attended agree that it's helpful to at least begin our wider conversations.

Thank you also to those who couldn't attend but took the time to contact us by telephone or email to share your thoughts and ideas. We are grateful for the time you took to do this, and it all helps contribute to the co-design process.

It's important at this stage for us to remind everyone that no decisions were taken at this meeting. We know some aren't able to attend online meetings. We will make sure that everyone has the chance to have their say through one of the methods available. If we need a new method, let us know.

We have until the end of September to work with you and co-design some final options for the service.

We have included a copy of the presentation we talked through at the meeting with this newsletter. This makes sure that all residents have access to the same information as those at online meetings and have time and opportunity to consider this.

If you have any further questions following the meeting or about the presentation, please get in touch at: [adultscommissioning@wiltshire.gov.uk](mailto:adultscommissioning@wiltshire.gov.uk) or call **0300 456 0100** and ask for 'Adults Commissioning: Extra Care Housing'.

## New webpage

We now have a dedicated webpage for the Extra Care Housing Engagement. You can find it here ([www.wiltshire.gov.uk/housing-extra-care-engagement](http://www.wiltshire.gov.uk/housing-extra-care-engagement))

We'll be updating the page with details of future events, as well as your FAQs (frequently asked questions) and you'll also find copies of our newsletters here.

## Face-to-face meetings

We know that an online meeting doesn't work for everyone and we are committed to meeting face-to-face as soon as government guidance allows. With this in mind (and with fingers crossed that the government's timetable doesn't change), we are proposing to meet with residents at each scheme on the following dates:

- Bell Orchard – 28 June 2021
- Meadow Court – 30 June 2021
- Needham House – 2 July 2021
- Crammer Court – 7 July 2021

These events are for you, your named advocates and any family members of residents. If you are interested in joining us for a meeting, please do let us know by emailing: [adultscommissioning@wiltshire.gov.uk](mailto:adultscommissioning@wiltshire.gov.uk) or calling: **0300 456 0100** and asking for 'Adults Commissioning: Extra Care Housing'. It really helps us plan the meeting in advance if you can let us know who is coming. It will also help us all get the most out of the meeting and co-designing the services together.

Please also let us know if you need any support to attend or get the most out of the meeting.

## **Your voice**

### **Breakout group discussions at the 29 April online meeting**

We have made lots of notes from the breakout groups and are using these to inform our work. We have included here the key themes from suggestions that people raised.

Do you agree?

---

### **Current Arrangements**

1. Many of you don't use the current service much - however you like the reassurance it provides
  2. Many of you see the night service as an "insurance policy". Some didn't see the value until they needed it
  3. The on-site presence provides reassurance especially if someone lives alone
  4. Some were happy with the current model as it is and did not want this to change
- 

### **Ideas for a Future Model**

1. The night-time presence is important to you
  2. Some suggestions that Needham House and Crammer Court could share day-time support, as they are a five-minute walk from each other
  3. Provision and coordination of activities is valued by residents
  4. Each scheme has its own individual needs, so it might be better to look at future options on a scheme-by-scheme basis
  5. Importance of proper co-ordination for any new model to be successful
  6. The new model could be the same as the old model: no need to change it
  7. The council should consider the information it made available and that current residents used this to base their decision to move into extra care
  8. If it doesn't meet its originally intended brief of 'mixed community', then the services can evolve over a longer period of time while the council improves the structure around extra care such as lettings and allocations
- 

### **Initial Option**

1. See the FAQ for more on how this could work
-

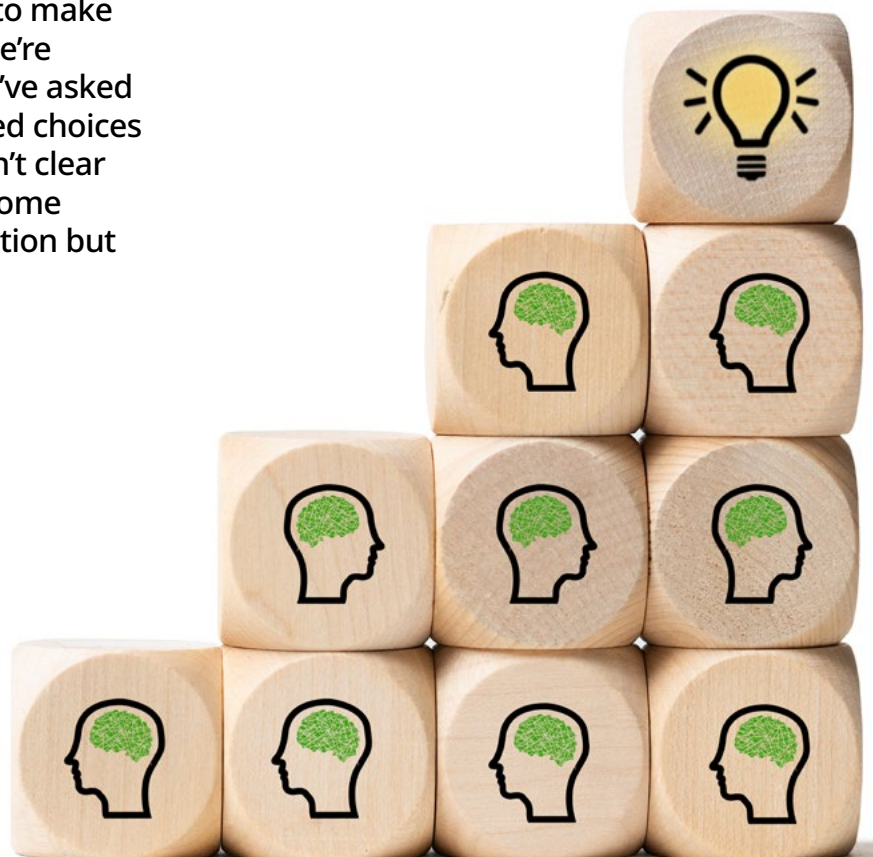
## How we are doing co-design

We also asked for people's thoughts about the co-design approach. Here are the headlines:

- Mixed reactions to the online meeting. Some liked it and others didn't.
- Some people have asked for the council to delay the process. (At this stage we still feel there is enough time for us to work through the process and reach an outcome by the end of September)
- Some support for the idea of residents getting involved in choosing the new provider
- Some suggested that a smaller number of people should represent the wider resident community for a streamlined process. Others felt this wouldn't work for them and would prefer to have their direct voice.
- Some suggested that the consultation should just be in writing without meetings. Others have said they want to meet us face to face. We agree that written consultation has its part to play. We think it might make it more difficult to exchange ideas though and have a conversation.
- The council's written communication could be clearer. – (We are always trying to make things clearer while making sure we're giving people the information they've asked for and to help them make informed choices about the services. If something isn't clear enough, then please let us know. Some people have asked for less information but others have asked for more)

Your FAQs in this newsletter have mostly been dedicated to providing more information about the initial option cabinet agreed.


We look forward to continuing to work with you to co-design some options for your extra care housing service model. As ever, if you have any further ideas or suggestions, please do not feel you have to wait for the next engagement event, you can contact us at any time via email: [adultscommissioning@wiltshire.gov.uk](mailto:adultscommissioning@wiltshire.gov.uk) or calling: **0300 456 0100** and asking for 'Adults Commissioning: Extra Care Housing'.





## Myth buster


Some of the questions and comments we've heard through the online meeting and your emails and phone calls made us feel it would be helpful to clarify a few myths about extra care:

**Myth:** The council will be removing the 24/7 on-site presence 

**False:** Cabinet has asked us to consult with residents and to co-design a new model. However, cabinet instead asked us to consult with residents on that model and to co-produce (co-design) the new model.

This means that we can look at different options as we hear your views. As this newsletter is published, no decisions have been taken about the future of your extra care housing service and we have until the autumn to work with you to design a new service model. The presentation explains a bit more about decision making.


That model does have to be affordable, proportionate and the council will act consistently with its obligations under any lease or tenancy agreements.

**Myth:** As the service contracts are coming to an end, the service has to end. 

**False:** This is not true. Service contracts do have a limited lifespan. But just because the extra care contracts will soon expire does not mean that the service automatically ends.

When we approach the end of a service contract, we review the service and make sure the next contract can meet the needs of residents. Sometimes, if that work can't be finished before the contract finishes, we make arrangements to extend the contract to give us the time to do the work.

As we are designing a new service with you, the new service may do some things differently to now. However, no decisions have yet been taken about the future of your extra care housing service.


**Myth:** It's not true that the council aren't making any decisions yet or cancelled any charges. I've had a letter from the council about my rent and service charges and they're making changes. 

**False:** The council will not make any final decision about the extra care 'service' until the co-design process is finished, and all residents have had their say. It is important to note though that having our say does not mean that everyone will get what they want.

When we say extra care 'service', this means the contracted support that Cera Care and Somerset Care provide to everyone.


Alongside this, residents will also have to pay rent or lease payments, service charges for utilities charged by their landlord. These elements are not directly included in co-design and landlords may make decisions about rent and service charges separately. At Needham House, the council is also the landlord.

People with eligible care needs also have their own individual 'care packages'. Sometimes these may also be with Cera Care or Somerset Care. These packages only change according to an individual resident's need and is agreed with a social worker. Changes to the extra care 'service' do not mean changes to a person's care plan (it may also be called a care and support plan).



Myth: If I can't attend any of the engagement events, I can give you a call or email you to let you have my feedback and share my ideas

True: If you can't join in one of the engagement events, you are welcome to contact us any time via [adultscommissioning@wiltshire.gov.uk](mailto:adultscommissioning@wiltshire.gov.uk) or 0300 456 0100 to share your feedback and ideas for a future service model. We will use our next newsletter and webpage to update residents on the key points from any recent engagement events, so that everyone has access to the same information.



Myth: The new model the council put on the presentation slides is its new preferred model:

False: This is not a preferred model. We have been listening to your previous comments about the first model and about the things you said were important to you.

We thought it would be useful for the meeting and break out groups to have a 'starter for 10' idea to get us started thinking creatively about what the new model could look like.

We were interested to see how residents responded to it before developing further.