

Imagine, Act & Succeed



Imagine Act & Succeed - Our housing journey

How Housing & Assistive Technology can transform support.....

Introduction

Imagine Act & Succeed (IAS) has done a lot of work over the years to support people to live in the way they want to, in the right environment & with the right people. In previous years there was a focus on people moving from group homes into their own tenancies, but in recent times, the aim has been to provide people with the right home for them whilst meeting the financial needs of the current climate.

Using a person centred approach, understanding & working in partnership with local authorities, & landlords means we can creatively find the right solution.

This booklet will show the journey from people supported by IAS in their own single tenancy, to those entering the world of home ownership, to today's living arrangements with natural support, supportive communities & technology all playing a part, along with developing independence & reducing reliance on over support.



Just Enough Support

In recent years IAS have invested a lot of time & energy in finding the right levels of support for people, still offering individual support, but also finding alternatives to paid support.



Using a process we have developed called **Just Enough Support** helps us work with people to see where they need support, where they can be part of their community, moving forward in life & independence, & building long term sustainable relationships.

Just Enough Support looks at many elements, including peoples relationships, their communities, helpful technology, the right home, peoples gifts and contributions, what people do or would like to do and positive risk assessment. This makes us question where we are over supporting people, where is support actually a barrier to independence or forming new relationships and being part of their community.

Read on to see how people's support and living situation have changed.....

Next steps.....creative case studies

After spending years living in shared homes which they both found difficult, S & J eventually moved to their own flats. The flats were in the same block with S on the ground floor & J on the first floor. Initially both had a sleep in but it was always felt that S had the ability to be live more independently. The support team began to work with S to look at how her sleep in could be gradually reduced. This meant that with the aid of some assistive technology S could contact J's sleep in staff in the case of an emergency. The Social Worker, S's family & her support team were all involved in the planning & the risk assessment on this issue.

The outcome enabled both S's & J's situation to remain financially sustainable & helped the local authority make a saving of one sleep in, with the even greater benefit that S was able to live more independently.

N & his family own a flat.

N & J got on well from their very first meeting & J now rents a room from N.

This works really well & the two friends enjoy each other's company.

This arrangement makes things sustainable for both parties and they live how they wish to.

Next steps.....creative case studies

A really successful living arrangement came from a three way partnership between a housing association, the local authority & ourselves.

Each party contributed to the reconfiguration costs of a property, & what was a three bedroomed house was converted into two apartments. This still meant one sleep in, but the cost of supporting two people was reduced & both tenants got their own self-contained apartments. This has proved a very happy arrangement for all involved which is really working very well. It also shows that when the cost is spread between all parties the cost can be manageable & the benefits great.

M moved from a group home where there were compatibility issues with other tenants & M found it difficult to get any time to himself. After consultation with Trafford Housing Trust we were told about a flat available in a very friendly sheltered scheme. M went for a look & was impressed by the welcome he got both from the scheme manager & other tenants. He settled really well in to his new, safe environment & most importantly has his own space. M has made many friends at the scheme & socialises with them in the communal areas – coffee mornings & suppers. He has friends that call on him. He is close to his church which was also important. M has shown that even in his 70's he has been able to access a mainstream service which meets his needs with a bit of extra support. This is less however than he was allocated in a group home setting.

Shared ownership

Shared ownership is something that we have the potential to do more of. IAS support a number of people who have an ownership share of their home ranging from 25% to 75% . There can be real advantages to people owning a share in the house they live in.

K & P are a great example. They have now spent 11 years as a married couple in their property in which they have a 60% share. In that time the value of their property has increased by around 30% to 40%. There is no reason to suggest that others will not benefit in the same way as K & P in the long term.

Another couple that found their family home are D & K. When D & K wanted to get married, they lived in a group home but really wanted a place of their own as a couple. We supported them with the help of the LA to find the right place for them to live. They were able to take their support elements with them to form their own assignment of hours. D & K continue to live happily together.

Technology can be a really useful element in supporting people to be independent in their home. IAS have found two pieces of technology particularly useful.

Just Checking

The Just Checking system has played a big part in ensuring we have evidence to base our decisions on & in some cases it has also confirmed that support is needed. It can also be reassuring to families of the best way to use valuable resources & it can also help teams when they have safety concerns about what vulnerable people



do when staff are not present. The Just Checking system was first used in one house to understand the night time activity. It did show that night time support was seldom called on but it also highlighted a health issue which staff were able to act on. Again the ultimate result was the overnight support being no longer needed.

Care on call

The Care on Call system is a very effective way of using assistive technology to aid the people we support. It's also very good value & has shown to be reliable. Many different devices can be linked to this system which we have made full use of.

Technology case studies

S & S no longer have overnight support & really enjoy the time to themselves.

Before removing S & S's overnight support, there was a long assessment period. During this time we looked at what the risks were by using Person Centred risk assessments as well as plenty of coaching & tuition and many discussions with S & S about various scenarios re: people at the door / fire alarms / what would they do if they were ill. Their responses were monitored & worked on for a period of 12 months.

S & S's Care on call is activated if the front or back door opens after a certain time of night. They have also become familiar with what to do if they need help in the night and are able to operate the care on call button.

For S, A & G Care on call also reinforces not opening the door after a certain time. The use of a message recorded in a familiar voice as a verbal reminder not to open door has also proved invaluable. In this case the familiar voice was the voice of the Team leader. This device is activated by a sensor beam placed before the door. Once the beam is broken the recorded message automatically plays.

Another useful device is a pressure mat which G has fitted under his mattress. If he hadn't returned to bed after a certain time care on call is triggered.

Technology case studies

T has always found living with others very difficult. This would often mean that he would challenge his support staff. The feeling was why try to match T with other people to live with when it seemed obvious that he would prefer not to share both his staff & living space. Once T had moved to his own tenancy the transformation was remarkable. With the help of some assistive technology he quickly settled down & was accepted by his neighbours. This really was important because for the first time T was seen by other people in a positive way.

As things were going well we looked at removing the sleep. The On Call system was fitted & after a difficult initial period (calls at 4am asking for a cigarette) it's gone really well. T was very unsure about people leaving him at night in the first couple of weeks. Now he will often ask them to leave early if he wants to go to bed.

S is someone that we have supported for many years. Most of that time had been spent living with other people in group settings. After the person that S lived with passed away it was felt that rather than S living with other people again the time had come to see if he could live more independently. S moved to his own flat & quickly settled in. Sleep ins were then gradually reduced. S was very willing for this to happen & now no longer has sleep in cover at night. This is something S himself is really proud of. Again the on call system is in place should S need assistance in the night.

Creative solutions and partnerships

More recently IAS has been involved in much more partnership work with Housing providers to find innovative living situations that reduce the need for formal support & promote independence.

R Road

We are very proud of R Road. We feel that this is a really innovative housing apartment complex where there is a combination of both people supported & general let tenants. All supported tenants have come from living with overnight support, but now at R Road one overnight support now covers all 6 people. Not only does this mean that the person supported has their apartment to themselves but this has enabled the local authority to make large savings on support cost. Since the scheme has been up & running reductions have also been made in daytime support hours as people have grown more confident to spend time on their own. The use of a private developer & the involvement of a housing association to oversee the supported tenancy means that the whole scheme has been a nil cost to the Local Authority. General tenants are defined as “good neighbours” & have signed up to be just that. This has really created a great atmosphere in the scheme where people genuinely look out for each other & friendships have been created. People can knock on the door if they need help. All the general tenants are aware of the supported tenants & that there may be times when they might need some assistance. Each flat has an intercom link to the staff apartment. This means the supported tenants can always speak to staff during the night if they were to have a problem.

Creative solutions and partnerships

Each apartment has assistive technology which is connected to the Care On Call system. This includes door sensors, bed sensors & smoke & heat detectors. This means that should any of these devices be activated the staff at the On Call centre would speak to the tenant & then inform our duty manager or send someone to call if that's required.

The one thing that the property lacked was some communal space, & so IAS funded a conservatory which now means people can meet up & sit & chat.

J moved from a shared 3 bedroom house to his flat at R Rd. " I really like it here. It's close to the town centre and the shops. It's also close to the office where I work and the day service I attend. I love the flat. It's just the right size for me and everything is all new. My staff help me with my evening meal and help me sort out my bills and all things to do with my flat, just like at my old things for myself".

"Living here is like being part of a family. Everyone looks out for each other. That makes it a safe & secure place to live which is important to me. I couldn't have a better neighbour in D. He's so nice. In fact all the people who live here get along well. It works well for all the tenants". - **M, General let tenant & good neighbour.**

house. I've recently started

Creative solutions and partnerships

IAS was approached by the local authority as they had access to a large building that was in a good location. This ex nursing home could be used to create 5 single / double / triple self-contained apartments.

We identified 8 people, some of whom lived in single 24 hour supported tenancies who would benefit from living here. A substantial saving on night time support has been made with two staff on duty at night as opposed to 5 or 6 staff when people were in their previous settings making these services sustainable in the long term. The move also makes good use of the building again at a low cost to LA.

The premises opened its doors to its new tenants in Autumn 2014 with the majority of people moving in over the following couple of weeks. The standard of the apartments is excellent with all involved working hard to make sure that people look forward to enjoying their new homes.



Creative solutions and partnerships

Oldham

New Foundations Housing Association approached us after working with us on the R Road project



& asked if we had any use for a property in Oldham that they had. We were supporting R & M in Oldham in a property that was not meeting their needs & so having looked at the proposed property the feeling was that with some work it had potential.

Having involved the local authority in discussion it was decided with R & M that they could move from their current home in to this fully refurbished house. This has

worked out well with R using the fully adapted ground floor as she requires more support than M, & M having the independence she with whole of the first floor to herself. Support is in place for R, but M can call on it if she needs to.

Creative solutions and partnerships

Fiona Gardens

Fiona Gardens is a new area of work for IAS and is a large apartment complex. Again it is a result of working in partnership with a housing provider, in this case Trafford Housing Trust.



IAS are the onsite provider for all the background support at Fiona Gardens. Some of this support is paid for by tenants who pay a “wellbeing charge” and it partly covers the cost of the emergency alarm system and the support that is provided. It

also contributes to the cost of onsite facilities and events that contribute to peoples well being. IAS believe that this innovative wellbeing charge and the service provided is key to people having the right mix of independence and support. As an experienced support provider IAS are also able to offer personalised individual support if people wish to purchase it.



Creative solutions and partnerships

Fiona Gardens is in the heart of the Sale community and is built and finished to the highest standard. It has facilities that can be used by wider community – e.g. café / hair salon. We will actively encourage this community involvement.



This is the first project working in partnership with Trafford Housing Trust. There are other projects that we are currently looking at with THT. There is particular interest in similar schemes to the R Road Good Neighbour Scheme

Further information

IAS is a registered charity that supports people in Greater Manchester to live an ordinary life; in the community, at home or with family. We explore what we can do together to achieve better outcomes for people and that they are supported to be in control of their services and funding.



Registered Charity Number: 1141823

For more information

please telephone

0161 748 2685

or

visit our website

www.imagineactandsucceed.co.uk