

Residential project 2015-2020.

Frequently asked questions

Question?	Answer
<p>What is Hampshire County Council's plan in relation to residential care for people who have a learning disability?</p> <p>What is the difference between registered care and supported living?</p>	<p>Hampshire County Council support 800 people who live in residential care. As a percentage of the LD population, this number is very high. Hampshire CC are focusing time and resources on supporting people to move on from residential care where this is most appropriate for them. In addition HCC are reducing the number of new placements into residential care.</p> <p>We are working with providers and individuals to see how we can make the changes together. We are also looking at developing new services which give people their own front door. This was a promise we made in the Learning Disability Plan.</p> <p>The main difference between residential care and supported living is the type of housing arrangements. In residential care, housing and support are combined and come from the same provider. The provider is also responsible for bills, food, activities etc. A registered care home consists of a registered building and registered manager and CQC can inspect the building whenever they choose.</p> <p>In supported living, the individual has their own tenancy. The housing and support are separate. If someone wants to change their support provider then they can do this without having to move house. People have more rights when they have a tenancy. They are also able to access more welfare benefits. In terms of the registration, the care and support activity are registered with CQC through a domiciliary care office.</p> <p>Some people think that supported living means having only a couple of hours support, this is not true. The amount of support is unrelated to the accommodation – some people live in supported living schemes and have 1:1 support at all times including overnight. The level of support provided depends on individual needs</p>
<p>What does de-registering mean?</p>	<p>De-registering means a residential care home changing its registration with CQC. We use the term to describe the process by which the service changes from a residential home to shared supported living. People access housing benefit, they have a tenancy and their housing and support are separate so one can change without the other having to change.</p> <p>The support would still need to be registered, so re-registering would be a more accurate definition for what happens.</p>
<p>What is the difference in benefits between residential and supported living?</p>	<p>In residential care, people are charged by HCC and left with approx. £24 per week (and DLA mobility if they receive this). The remainder of their income is used by HCC to contribute towards the cost of the residential placement.</p> <p>If someone has their own tenancy and a separate support package, then they are entitled to apply for a range of benefits including housing benefit, income support that they are not entitled to when living in residential care. People have more choice over how their money is spent – e.g. how much they spend on food / activities.</p>

<p>If a home de-registers, are CQC still involved?</p>	<p>Yes. The support is registered via a domiciliary office, it is a different type of registration but CQC still have oversight of the support. The only exception is if no personal care tasks are involved – this is very unlikely to be the case.</p>
<p>How will the hours of support change between residential / supported living?</p>	<p>There may be no change to the support hours, there may be more as people need extra support with shopping and household tasks or there may be less if for example there were two night staff for fire regulations and the sleep in member of staff hasn't been woken up in a significant amount of time, then there may be no need for the sleep in. This will be decided through an assessment and discussed with everyone who knows the person first.</p>
<p>My son/daughter doesn't want to move, can s/he stay where they are?</p>	<p>We will review everyone to ensure their needs are being met. If someone's needs are being met appropriately and they have access to rights and opportunities as expected then there is no requirement for people to move. There will be new opportunities to consider if people want to move.</p>
<p>Does everyone have to have a direct payment?</p>	<p>No. A direct payment is one option for people. People can also continue to have a commissioned service if they wish.</p>
<p>What's the difference between a direct payment and Personal Budget?</p>	<p>PB – knowing amount of money, having choice /control over how to spend to meet agreed outcomes. DP – a cash payment to be used on agreed social care needs. One method of taking a PB.</p>
<p>If a home de-registers, will another care provider come in and provide the support?</p>	<p>Initially we are offering the current provider a contract for up to 3 years to provide support to people. If the current provider does not want to continue providing support then this would be tendered via our framework. If the current provider is unable to provide the support, this would be tendered out.</p>
<p>What is Telecare?</p>	<p>Telecare describes a wide range of equipment and technology that can support people live more independent lives. It might be a mobile phone with GPS or other applications or it could be a monitor or mat that can support someone who has epilepsy. If we think that Telecare could support someone in their home or the community, they would have an assessment to see what equipment might work best for them.</p>
<p>What is ECM?</p>	<p>ECM stands for Electronic Care Monitoring. This is a system that allows us to check that support is getting to people at the right time for the right number of hours. Staff providing support use a simple log in and out to tell their employer that they have arrived and when they have left.</p>

<p>What is Just Checking?</p>	<p>Just Checking is a form of assistive technology that can help with assessments. Quite often people have had a similar style of support for a long period of time and it is difficult to know if they need this or are used to having it. Just checking kits consist of sensor devices that record when doors open and shut, when people move around the building etc. So for example we have used it in a home where it was felt there was little need to waking night staff. Before changing the staffing, we installed the technology to be able to 'see' what people are doing at night and whether it would be safe to make any changes.</p>
<p>Why is this all happening now?</p>	<p>The changes to the Care Act make de-registration less complex for HCC. In Hampshire there are 1800 residential beds, HCC only fund about 600 of those (the other 200 people we fund live outside Hampshire). Before the Care Act, if a home de-registered HCC would have to start funding all the residents. There was the potential for HCC to inherit the funding of 1200 people who are currently funded by other Local Authorities and placed in Hampshire (a number of London boroughs place people here). This would mean that our budget had to be spread even further. Alongside the changes to the care act, HCC have to make significant savings, which means changing the way we do things. We currently have extra resources to be able to do this work and make the changes happen.</p>
<p>My son/daughter doesn't have capacity to sign a tenancy. What will happen?</p>	<p>This is not a problem. There is a legal process whereby people can have a tenancy signed in their best interest. They are still entitled to the same rights as others.</p>
<p>What is 'extra care'?</p>	<p>Extra care is a term used to describe a model of support. The model works whereby a number of people live in one area (e.g. a block of flats), there is a support provider on site who delivers support each day. As and when people need more support, they are able to call on the provider for some 'extra care'. This is a flexible way of having shared support, but also ensuring there is consistency. There are already Extra Care services for people over 55 that people with learning disabilities can access and we are going to build some for people who are younger than 55.</p>