

Carers Week 2018 – Accommodation Event
 Wednesday 13 June 2018
 Notes from the workshops



1	Carers recommended that:
1.1	<p>Planning for the future should be a regular part of their relative’s annual Assessment/Review, from transition planning onwards and could also be discussed as part of the annual Carer’s Assessment/Review.</p> <p>This would avoid people having to move suddenly into new accommodation because there is a crisis, carer-breakdown or the death of a parent or spouse. It would allow a person-centred timely approach to an appropriate move, when relatives are still able to offer on-going support or, in the case of people with dementia, the person is still well enough to manage a move without considerable distress and disruption.</p>
1.2	<p>This should happen for all client groups and include the 0 – 25 service, the Adults with Disability Service, the Community Mental Health Service and CGL Spectrum as appropriate.</p>
2	Carers wanted to know:
	<ul style="list-style-type: none"> • What supported housing is available for their relative • How their relative can access that housing – do they have to register on the local Council’s housing list or do they approach housing providers direct • What is ‘affordable’ housing • What eligibility criteria applies • What is the role of their relative’s social worker/ care co-ordinator in helping them to move in supported or flexi-care accommodation • What financial support there is for paying rent and Council tax

	<ul style="list-style-type: none"> • How the social care support is provided and what it can consist of • What are the costs of the social care support likely to be and, in the case of a large support package, do costs include food/drink/travel + washing costs for support staff • Whether the strategy includes support for people to remain living with family – on the style of a ‘Granny Annexe’ - or for families to come up with solutions, i.e. how flexible is the system.
3	Carers recommended that:
3.1	There should be a clear accommodation pathway – possibly supported by a central online gateway providing direct links to information about housing options.
3.2	People who want to move into supported housing/flexi-care housing/or other accommodation options should be allocated a named worker to co-ordinate the process and to support them and their carers through it.
3.3	The named worker could be the person’s Case Manager or Care Co-ordinator but does not necessarily have to be a qualified health or social care worker. They do need to be well informed about housing options and the accommodation pathway and to work in a person-centred manner.
3.4	In line with a person-centred approach, people should be offered local accommodation options so that their new home is in a familiar area, near to existing friends, family, social networks, day services, volunteering or paid employment. This will help to reduce isolation and to encourage recovery for mental health and drug/alcohol service users.
4	Carers were concerned about:
4.1	A shortage of sheltered and supported housing in South East Hertfordshire.
4.2	Difficulty in finding and recruiting Support Workers

	and Care Workers to work with people in supported accommodation or in their family homes and a consequent lack of continuity and consistency in the support teams. Carers considered that the shortage of Support/Care staff is aggravated by the cost of housing and the cost of living in Hertfordshire as this are relatively low paid jobs. This requires a system-wide response.
4.3	Transport issues where people are housed in rural areas.
4.4	Their relative not receiving sufficient support if they leave the family home and move into supported housing or that support being removed subsequently.
5	Other issues raised by carers
5.1	In <i>exceptional circumstances</i> a person in receipt of Direct Payments can use the funding to pay a family member, who lives in the same house, to provide them with care and support. What is the process for agreeing that circumstances are exceptional?
5.2	What can be included in Disability Related Expenditure when financially assessing someone in respect of social care charges? Guidance is required.
5.3	Under the Care Act 2014 an annual review of a care plan should take place 'no later than every 12 months', i.e. at least annually. What percentage of care plans within ADS and the Older People's Service have had an annual review over the past two years? Should carers have a review of their Carers assessment within the time timescales?
5.4	People should have a named social care professional or care manager.