

# Care and Dementia Digest

*The latest news on the issues that matter*

## “Is it that time already?”



Professor Mike Richards,  
Chair of End of Life Care  
Strategy

### **Housing 21 adds Claimar Care Group to its care and health services**

*Housing 21 has announced that it has acquired all the shares in Claimar Care Group plc. This is a major acquisition and is thought to be the first take-over of a listed company by a not-for-profit organisation.*

*The addition of these services to Housing 21's existing operations will mean we can offer much greater choice and more integrated services to older people across England. As well as obvious synergies between the service offering there are also geographic synergies between the two organisations. Claimar services are largely concentrated in regions where Housing 21 has a presence but does not currently have a large care offering.*

*The move will position Housing 21 as one of the UK's foremost providers in the community care sector, delivering more than 80,000 home care hours per week. It will also expand our involvement in the delivery of complex social care and health services and enable us to offer integrated housing, health and social care to more older people. Increasing the spread and breadth of services will help us achieve greater efficiencies and reduced operating costs in an environment of challenging public expenditure.*

Following the publication of “Is it that time already?” last year, Housing 21 is still leading the way in the development of services to improve end of life care in extra care environments.

“Is it that time already?” is a report on the evaluation of a pilot project promoting dignity and choice at the end of life in extra care housing. In July this year, in partnership with the National End of Life Care Programme and the Department of Health Housing Learning and Improvement Network (Housing LIN), Housing 21 held the first national conference aimed at highlighting the role that extra care can have in supporting people as they approach the last months and years of their lives.

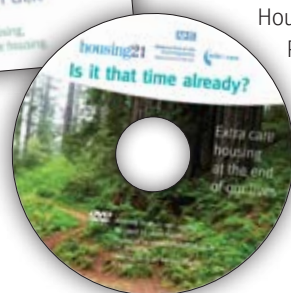
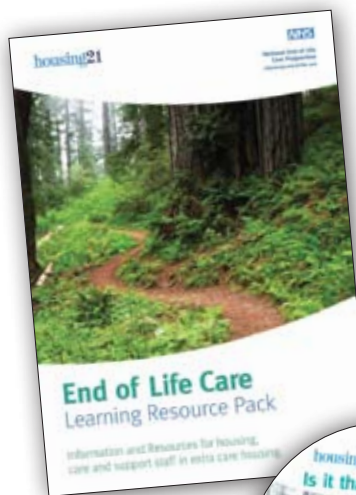
Over 130 delegates – service commissioners, practitioners, policy makers, academics and service users – came together to hear from key speakers including Professor Mike Richards CBE, Chair of the National End of Life Care Strategy who talked about how the strategy is being implemented and the importance of engaging with housing and social care providers. The conference highlighted good practice examples, research findings and latest policy developments. Delegates were able to choose from a range of workshops including interactive case study based discussions, an overview of the Mental Capacity Act and a session on Housing 21's groundbreaking Dementia Voice Nurse project.

Housing 21 and the National End of Life Care Programme launched two key resources at the conference. Firstly, as part of his presentation, Professor Richards introduced a learning resource pack for front-line staff working in extra care housing. Providing high quality care for someone as they approach the end of their life is a highly skilled and difficult role. Without support and information, staff can feel overwhelmed. The pack, which was part funded by Skills for Care, has been developed with input from extra care staff and tenants. It takes account of the specific skills and knowledge

## “Is it that time already?” (continued from front page)

related challenges identified by Housing 21's service improvement project in 2008. The pack has been enormously well received and the National End of Life Care Programme are hoping to adapt it for use in other settings including hospitals and residential care homes. The learning resource pack is available to download from [www.housing21.co.uk](http://www.housing21.co.uk)

Skills for Care have also supported the production of a film which shows the role that extra care housing can have in delivering high quality care and recognising people's choices as they approach the end of their lives. A preview clip was shown at the conference. The filming took place in extra care schemes in Suffolk and Gateshead where the service improvement project was conducted and captures the learning from Housing 21's work so far. It includes footage of staff, residents and their relatives talking about issues concerning death and dying. It is a complex and



sensitive topic, and of course not everyone wants to talk about it, but the film deals with the subject matter sensitively. It shows how Housing 21 are responding to the challenges, including the introduction of a simple 'advance care plan' which gives residents the opportunity to record their wishes in the event that they become seriously ill. The final version of the film will be available on DVD from Housing 21 at the 2009 ADASS conference to be held in Harrogate in October.

All in all, the conference was a successful event and feedback has been very positive. The Housing LIN, National End of Life Care Programme and Housing 21 are now planning a series of regional events on end of life care which will start in late 2009.

## PERSONALISATION

### The impact of personalisation on older people's housing

Personalisation now forms the basis of English social care policy.

In June 2009, Housing 21 published the final report from its Tenant Services Authority (TSA) funded project exploring the opportunities and challenges that personalisation presents for older people's housing.

The report, entitled 'Building Choices part 2: "Getting Personal"', brings together the findings, learning and outstanding issues from different components of the project. These included workshops and seminars with practitioners and policy makers, commissioned research in two former individual budget pilot sites (Oldham and West Sussex) and discussion groups with older people living in extra care and sheltered housing.

Many older people who took part in the discussions are clear that extra care housing is a positive choice for them. Extra care contributes to the broad policy goals of personalisation providing flexible care and support built around residents' choices and needs. It also brings 'added value' by contributing to wellbeing and a sense of community for older people who might otherwise be lonely or isolated.

Some concerns have been expressed that personalisation via personal budgets for care may undermine extra care housing, particularly the 24 hour on-site care and support, usually provided via a 'block contract' which is a central element of the model. The report argues that round the clock care provision should be built into commissioning agreements for new extra care schemes. Evidence from the discussions with older people indicates that most people would opt for on-site care provision as it is likely to be better value for money. Nonetheless, specialist housing providers cannot be complacent and must

ensure that they listen to residents, respond to their wishes and provide services they want and need. Above all, good quality information and advice are critical to enabling older people to make informed choices about their care, support and housing.

The report concludes that older people value choice but not always in the way that professionals imagine. Many saw choice as having a different range of activities rather than different care or support providers or managing services for themselves. It is therefore important for specialist housing providers to get actively involved in the implementation of personalisation in the localities where they operate, through raising older people's housing and care issues directly with commissioners. Implementation of personalisation is still in its early stages. It is therefore vital that housing and service providers seek to engage and influence commissioners, both to ensure that the voices of older people are heard and to stress the role that extra care housing has in meeting the broader policy goals of personalisation. In recognition of this, Housing 21 will soon publish a factsheet which explores how personalisation impacts on the commissioning of extra care housing.

'Building Choices part 2: "Getting Personal"' is available to download from Housing 21's website. See link below. If you have any queries or require further information about this project contact Sarah Vallylly, Research Manager: [sarah.vallylly@housing21.co.uk](mailto:sarah.vallylly@housing21.co.uk) or tel: 0370 192 4511.

[www.housing21.co.uk/corporate-information/publications/research-reports/](http://www.housing21.co.uk/corporate-information/publications/research-reports/)



Welcome to the fifth edition of Care and Dementia Digest.

In this issue we are delighted to announce the news of our acquisition of Claimar Care Group. You can also read about the steps that Housing 21 is taking towards improving end of life care in extra care housing. In partnership with the NHS End of Life Care Programme, we have recently launched a learning resource pack showing the role that extra care housing can have as people approach the end of their life. A DVD on this important subject is also available.

There is an update on the programme of events which Housing 21 organised earlier this year with the Fabian Society and Counsel and Care which focused on fairness in an ageing society.

We also look at the impact of personalisation on older people's services. Staying with the subject of personalisation, we describe how we are developing and delivering care services based on spot contract purchases, direct payments and individual budgets.

I do hope you find this issue of Care and Dementia Digest informative as well as interesting.

**Les Clarke** – Director of Older People's Services

## Fair Ageing: the challenge of a lifetime

For the first time in history there are more pensioners than children. Demographic and societal change requires change in the way our society functions. That is why Housing 21 with Counsel and Care developed a programme of events this year that focused on fairness in an ageing society.

These powerful events have challenged us all and promoted a new debate about the impact of our ageing society.

The series included themes on changing attitudes to ageing and ageism, developing our infrastructure to support us all whatever our age and enabling older people to be heard and acknowledged as contributors to society. As Housing 21's Chief Executive, Melinda Phillips, said at our closing event, we need to support 'our forgotten generation'; the quiet voices, the over 85s - many of whom still live in poverty or in poor health needing good quality care.

We have just published a report that considers the issues addressed by the events and the changes needed. It will promote a strong agenda for the future with some key challenges that our leaders will need to address in the years ahead. As Alan Walker Professor of Social Policy and Social Gerontology, Sheffield University stated at the launch of the series 'it is not acceptable to just muddle through'.

Summaries of each event can be accessed on the Fabian website:

### Launch event

[www.fabians.org.uk/events/event-reports/donald-hirsch-launch](http://www.fabians.org.uk/events/event-reports/donald-hirsch-launch)  
[www.fabians.org.uk/events/speeches/alan-walker-speech-09](http://www.fabians.org.uk/events/speeches/alan-walker-speech-09)



### Seminars

[www.fabians.org.uk/events/event-reports/fabian-fairness-in-an-ageing-society-forum](http://www.fabians.org.uk/events/event-reports/fabian-fairness-in-an-ageing-society-forum)

[www.fabians.org.uk/events/event-reports/fabian-fairness-in-an-ageing-society-forum-2](http://www.fabians.org.uk/events/event-reports/fabian-fairness-in-an-ageing-society-forum-2)

[www.fabians.org.uk/events/event-reports/fabian-fairness-in-an-ageing-society-forum-3](http://www.fabians.org.uk/events/event-reports/fabian-fairness-in-an-ageing-society-forum-3)

### Closing event

[www.fabians.org.uk/events/event-reports/building-coalitions-to-counter-ageism](http://www.fabians.org.uk/events/event-reports/building-coalitions-to-counter-ageism)

With the publication of the Government's long awaited 'revitalised' ageing strategy – Building a Society for All Ages – the desire to make our country a better place to grow old needs to be an aspiration for us all. We need to get the most from and for all the generations as we move towards a general election and a new Parliament.

The report, called Fair Ageing: the challenge of our lifetime, is available at [www.housing21.co.uk](http://www.housing21.co.uk)

## NEW APPROACHES TO DEMENTIA SERVICES

### Putting food back on the menu

In the last issue of Care and Dementia Digest we reported on how a simple initiative of using picture menu cards had led to significant improvements in nutrition at Wilshaw House in Ashton under Lyne. Here we expand on the initiative.

Wilshaw House is a specialist day centre providing support for people with dementia seven days a week. When Housing 21 took over the care contract in 2007 care staff noted that service users were uninterested in food or eating. They would leave the table without finishing their lunch and would spend much of the afternoon sleeping. Getting them to engage in stimulating activities after lunch was an uphill struggle.

The day's menu choices had always been written up on a board, with staff also asking service users at the beginning of the day what they would like for lunch. The drawback to this was that people with dementia often lose the ability to think for themselves, so will simply agree with the person sitting next to them.

It is often said that we 'eat with our eyes' so it is the picture that sells the dish. The words 'beef stew' may mean little to a person with dementia unless they can see what beef stew looks like.

The menu cards were produced quite simply by sticking pictures of food onto card. Old cookery books, magazines, websites and digital photographs are an excellent and easy source of images which can be built upon as the menu choices change.

Integral to the success of this project was to maintain this interest in food by taking matters a step further and involving service users in other aspects of eating, such as shopping, preparation and cooking.

The care team at Wilshaw House knew how to devise activity programmes designed to encourage social interaction and mental stimulation. By taking small groups out at a time on a daily trip to the supermarket it could be seen that the simple act of selecting fruit and vegetables was both enjoyable as well as helping to rekindle their interest in food. Likewise, experiencing different places to eat, such as the local pub, curry house or fish and chip shop are also popular with service users and are now regular activities.

A second but well equipped kitchen at Wilshaw House is now used by service users to prepare and cook the food that they've bought. This could be as simple as making a cup of tea or a slice of toast through to cooking breakfast or baking a cake.

Fundamental to this project are the objectives of giving people choice, control and independence. This is achieved by encouraging service users to help themselves to vegetables instead of doing it for them, whilst guiding them to select a balanced diet. Service users get to choose the portion size and meal times are less institutionalised.

Likewise, simple tasks such as peeling a banana or taking the lid off a yoghurt pot can be forgotten by people with dementia. Staff now join service users at the table rather than eating separately, so that their actions can be observed and copied.

The provision of a slow-eaters table encourages those needing



a bit more time to finish their meal at their own pace, rather than taking their cue from the people around them and leaving the table too soon.

These simple initiatives have led to a significant improvement in nutrition at Wilshaw House. One of the most noticeable benefits is the improvement in attention span following lunch. Service users have more energy and want to take part in activities. Afternoon naps are a thing of the past.

The amount of wasted food has reduced dramatically. It used to be that around 2.5 litres of uneaten or leftover food could be discarded each day. This is now around half a litre, indicating increased consumption of food.

Along with this, fluid intake has increased. In addition to a drink on arrival service users are encouraged to drink again mid morning, at lunch and at afternoon tea. Jugs of juice and water are always available and activities include making tea or coffee, sometimes for one another.

The success of the project is closely monitored. Regular meetings are held with the service users to obtain their feedback on the mealtime menu. Small groups of service users help to plan the menus for the following week, coming up with new ideas such as dishes from other countries, which is particularly important when working with an ethnically diverse group of service users.

The feedback shows that food and eating is something that is generally thought about much more. For service users at Wilshaw House food is very much back on the menu.



## NEW APPROACHES TO DEMENTIA SERVICES

### Development of a new outcome focused care, life assessment, and support planning tool

Housing 21 Dementia Voice has developed a new Care, Life Assessment and Support Plan (CLASP) tool to assist care staff in the production and monitoring of the effectiveness of person-centred, outcome focused care plans. The content of the tool has been drawn from findings from robust research and consultation relating to the provision of care and support for older people in domestic, extra care and day care settings.

The CLASP tool provides a comprehensive overview of strengths, capabilities, difficulties, risks and views of service users. It covers important areas for older people, including those with dementia, regarding care and environment. This includes cognition, behaviour, mental health, communication and social activity.

The tool also introduces a section to assess and monitor change in well being which is rated by service users themselves (wherever possible). It allows individuals to set goals which they believe would help improve their sense of well being. For people with advanced cognitive impairment, family members would be asked to give their views.

Very positive feedback has been received from staff and local authority colleagues following a month-long piloting exercise in two extra care courts and one day centre. It is now being rolled out to Housing 21 dementia specialist services where its usability and efficacy will be evaluated over a longer period of time.

### Housing and Dementia Research Consortium (HDRC) update

A scoping review of literature on extra care housing and people with dementia was recently undertaken by the Housing and Dementia Research Consortium, with funding from the Joseph Rowntree Foundation.

The importance of creating a much larger and more robust evidence base, applicable to people with dementia in extra care housing, is all too apparent. Evidence from studies that have already taken place is providing valuable information that is helping to determine the benefits, limitations and future potential for current policy and practice.

A summary of findings and full report can now be downloaded from the Housing 21 website at: [www.housing21.co.uk/corporate-information/research-and-policy/](http://www.housing21.co.uk/corporate-information/research-and-policy/)



## PERSONALISATION

### Life after the death of the block contract

Like many large providers of domiciliary care services, Housing 21 has predominantly provided care and support through block contract arrangements with local authorities. With the possible demise of larger block contract commissioning, Housing 21 is forging ahead with the development and delivery of care services based on spot contract purchases, direct payments and individual budgets and is looking to attract an ever-growing number of people who pay for their care and support needs privately.

In the South West, we decided not to retender for a block contract, but as we were a quality provider we were asked to continue delivering care retaining existing service users on a direct payment basis. Almost all the service users wanted to stay with Housing 21 and this service is developing very successfully. In addition to those service users on direct payments, we also work with spot purchases commissioned by the local authority and private customers. Our service manager, Mandy Whitby, said that working without a block contract means the service is customer-led and has meant a change in thinking and practice. Everyone has had to become much more customer-focused. Communication has improved

and care and support plans are truly person-centred, reflecting each individual's requirements, choices and preferences as to how their needs are met.

In Derbyshire, due to the delayed start of the opening of an extra care scheme, the newly appointed staff team filled in the waiting time by providing care and support to services users in the community on a spot purchase basis. After the scheme opened this part of the service was retained and is expanding.

In Oldham, where we launched the largest sheltered housing PFI in 2006, a domiciliary care service was set up last year

and is steadily growing with spot purchases, direct payments, individual budget holders and private customers.

These are just a few examples of an increasing number of services we are developing without the safety net and guarantees of a block contract and demonstrate Housing 21's positive approach to the opportunities and challenges that the changing world of commissioning and care provision is bringing.

**“Communication has improved and person-centred care and support plans are truly person-centred”**

## NEWS IN BRIEF

### Dates for the Diary

#### **National Children and Adult Social Services (ADASS) conference 21-23 October, Harrogate**

Housing 21 will be exhibiting at this conference and the DVD on end of life care mentioned in this digest will be available.

We are also running a policy session with the National Council for Palliative Care and Counsel and Care called 'Hopeful horizons: Supporting people with long term conditions at the end of their life', which will feature our dementia nurse project (Thursday 22 October at 2.15pm). This will be chaired by Niall Dickson, Chief Executive of the Kings Fund which provides support for the project. The session is also supported by the National End of Life Care Programme.

Copies of our report from the Fabian series will be available. For further information on the conference visit [www.ncasc.co.uk](http://www.ncasc.co.uk)

#### **National Dementia Congress**

Housing 21 is again supporting the 4th National Dementia Congress, which is being held at the Harrogate International Centre from 3rd to 5th November. This is the UK's largest dementia-focused event and brings together expert speakers, commissioners and front line staff.

Further information on the National Dementia Congress can be found at [www.careinfo.org/congress](http://www.careinfo.org/congress)

### Dementia Voice Nurse service brings real improvements

Because dementia is not thought of as a terminal illness the choice to die at home is unlikely to be an option. In addition, as the right sort of support is rarely available, most people with dementia will die in hospital or in a nursing home.

Last year we launched a unique service, the Dementia Voice Nurse, as part of a two year pilot funded by the Kings Fund to tackle the lack of support available for people with dementia who are reaching the end of their life.

The new service aims to improve both the quality of life and the quality of dying for clients with dementia and their carers. People will have a better chance of choosing to die at home, thereby reducing avoidable hospital or nursing home admissions.

An evaluation of the first nine months of operation of the Dementia Voice Nurse shows that it has already had a big impact on the quality of care and circumstances for people with dementia and their families; with evidence of significant improvements in wellbeing and quality of care.

A report on the evaluation of the first nine months will be published in November 2009, see [www.housing21.co.uk](http://www.housing21.co.uk)

## NEW CARE CONTRACTS

### Pioneering dementia care launched in London

Housing 21 has been awarded a contract with the London Borough of Hammersmith and Fulham to provide social inclusion and activities services for people with dementia and Korsakoff's syndrome – a brain disorder caused by a lack of thiamine and usually associated with prolonged heavy alcohol consumption.

The ground-breaking service will support individuals with low-moderate dementia or Korsakoff's so they can be meaningfully occupied in activities of their choice. These activities could include leisure, education, volunteering and physical exercise, some of which may take place in their own home.

Individuals will also be supported to access services which are targeted at older people generally, such as luncheon clubs and to access therapeutic interventions, such as group cognitive stimulation therapy or creative therapies.

The daily service, which began in August, operates from Olive House in Fulham and provides support from 9am until 9pm, to allow participation in evening activities.

Lee Sims, National Dementia Operations Manager for Housing 21 said: "The philosophy of the service is one of relationship-centred care. We are creating the links that will help service users maintain their involvement with the social and individual networks that are important to them."

#### **Willow Court, Calderdale**

Willow Court is a new build Pennine Housing extra care scheme for people over 55. Housing 21 will be providing a year-round daytime service and a waking night service in a three year contract, which is scheduled to commence in October 2009.

#### **The Leylands, Derby**

This is another new build extra care scheme for people over 60 provided by the Retail Trust, a benevolent retail sector charity. The three year contract will see Housing 21 providing a daytime service and a sleeping and waking night service.

#### **Roman Ridge, Sheffield**

Housing 21 has been awarded the care contract for the Roman Ridge extra care scheme in Sheffield. Roman Ridge will provide 80 units of accommodation and a care service exceeding 600 hours per week. The three year contract will commence in November 2009.

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[www.housing21.co.uk](http://www.housing21.co.uk)