

Extra Care Housing

A guide for the people we support.

Address

Unity House
Westwood Park
Wigan
WN3 4HE

Telephone Number

01204 331111

Registered Manager

Andrea Lyons

What is Extra Care?

We believe that age or social need should not be a barrier to living a full, happy and active life. However, we understand that sometimes you may find yourself requiring some additional support to help you maintain the lifestyle and independence you cherish. This is where our Extra Care services can be the perfect solution.

Working with housing associations and Wigan Council we provide care and support in purpose-built accommodation for older people, offering a home-from-home environment, with emergency support on-hand when needed.

As an alternative to the traditional forms of housing available to older people, Extra Care offers a unique and flexible balance of independence, choice, and control. It combines the security and privacy of living in your own home, with the peace of mind of living in a safe and secure communal environment. Support staff are on site to deliver planned eligible care and respond to emergency needs,

You will have access to a range of facilities, services and activities aimed at supporting you to maintain a great quality of life, as well as improving your health and wellbeing. These include:

- Care provided by a team of staff who are based on site, care is delivered through a series of planned interventions designed with you to best suit your needs.
- 24-hour emergency response.
- Housing-related support provided by a landlord.
- Meals – either assisted or prepared for you.
- Access to communal areas where you can participate in group activities.
- Support to build or maintain links with your community.
- Support to maintain relationships with family and friends.

All our Extra Care services are based in communities with easy access to local shops and transport routes.

How to access the service

If you require care or support in your home, you may be visited by a Care Manager who will talk to you about what is important in your life and what support you require.

Once the assessment of your support has been agreed a care plan will be set up and shared with the on-site care team in preparation for your move into your new home. It is also possible to arrange support on-site through a private agreement; this should be discussed with the on-site management.

Allocations are made through a panel process which consists of housing, care, and social work representation. Allocations are made based on a variety of factors such as, date of

enquiry, care hours required and housing needs. If you are allocated a flat in Extra Care you will be made aware of this by the landlord.

You will meet with your housing representative to sign your tenancy agreement. This is the contract between you and your Registered Social Landlord and outlines the responsibilities of you both in maintaining your tenancy.

The amount you will have to pay will depend on your financial circumstances. Wigan Council will contact you to complete a financial assessment to work out the weekly amount you will have to pay for your staff support.

Our pledge to you

We will.

- Ensure that you are able to make choices and be at the centre of all decision making regarding your care and support.
- Treat you as an individual and you will be listened to.
- Support and care for you in a safe environment with experienced, well trained staff who are good at their job.
- Ensure you feel safe in your home.
- Support you to share your experiences with us and give us feedback on the service you receive if you wish to make a complaint or compliment.

We are committed to our Equality and Diversity agenda. This means you will not be treated differently because of your age, gender, ethnicity, religion, sexuality, or disability.

In return we expect that you will.

- Work with us to ensure that you receive the best quality care.
- Respect our staff.
- Do not breach your tenancy agreement.

Planning your person-centred support

Once you move in the on-site support staff will compile a person-centred plan based on your needs and wishes. You may also want the important people in your life to be involved in this.

If at any point your needs or preferences change you can request a meeting with the support team, and they will arrange a meeting to discuss your new requirements. Once an agreement

has been reached a suitable start date will be confirmed. Due to the nature of Extra Care, changes can usually be put in place quickly.

A person-centred plan details your choices and decisions about how you want to live and be supported. You can use it to detail what you would like to achieve for example, being involved in your community, maintaining your independence, reducing your support needs, and making and maintaining relationships.

We support positive risk management when working with you to plan your support. We believe it is important a person's lifestyle or choices are not unnecessarily restricted. If you are unable to contribute to your person-centred care plan, we follow the guidance detailed in the Mental Capacity Act.

Your plan forms the contract by which we deliver services. We will both sign it, and each hold a copy. A copy of the plan will be given to anyone else you authorise.

Medication

Your health is very important to you and if you can independently administer your own medication, we will simply help you to manage and store this. If you need staff support to assist you to take medication, we will do this following our strict Medicines Policy to ensure we do so safely. We will also ensure your GP regularly reviews your medication.

Managing your money

We encourage you to manage your own money. If you do wish for a relative to be your appointee, discuss this with your nominated social worker. If you do not have anyone to act as an appointee on your behalf, your social worker (or the care team) can direct you to a solicitor who will do so for a fee.

Our care staff can assist you to manage your day-to-day expenditure if you are assessed as requiring this support.

If you receive support from our care staff Wigan Council will complete a financial assessment to decide if and how much you need to pay towards the support and care you receive.

Health and Safety in your home

Your home is your own so unless it affects someone else negatively or breaches your tenancy agreement, it is up to you how your home is run.

If you, or any of your visitors see something which you think could hurt you or anyone else make sure you let someone know immediately. Some examples are objects left in the corridors or on the stairs or loose wiring on electrical appliances.

We will support you to make regular health and safety checks in your home to reduce any potential hazards. Any changes that may need to be made will be discussed fully with you.

What to do in an emergency

For emergency situations each flat has a call system, which can be activated either at the call point in the flat, or by a pendant provided, which is designed to be worn around the neck or wrist.

Our staff are on-site every day of the year. If there is a serious emergency overnight, then out of hours support will respond and either a mobile staff member or on-site staff member will visit you if required.