 

**Reablement flats at Henderson Court**

**Contents**

1. Introduction
2. Criteria
3. Admission pathway
4. Role of reablement provider
5. Role of Sheltered Housing Manager
6. Contact sheet

**Introduction to reablement flats at Henderson Court**

**Purpose of the reablement flats**

* Reablement supports people to improve, develop and regain their independence. It helps reduce the need for care and also helps people to remain independent in the community.
* Henderson Court reablement flats combine the advantages of high quality self-contained accommodation with the benefits of on-site reablement support; rehabilitation support is also available if required.
* It is expected that people are in the reablement flats only when the reablement support cannot be delivered within their own home.
* Each person will have a person-centred reablement plan specifically designed to promote independence. The reabling care package can be adjusted (increased or decreased) in response to their individual needs.
* An approved reablement provider will deliver the reabling care and support, working closely with people receiving reablement, therapists aligned to the scheme and the leading ASC practitioner to achieve agreed outcomes.
* There are 13 adapted reablement flats available at Henderson Court.

**Social care practitioner, provider and health care professional responsibilities**

* During their stay at Henderson Court it is expected that the person will be allocated to a community practitioner from the neighbourhood where their primary home is located.
* The community practitioner is responsible for ensuring that reablement is delivered to its core principles and that there is constant attention to the person’s reablement gains and outcomes. The practitioner will ensure that reablement support maximises the person’s independence and that care is of a consistent high quality. This involves regular weekly reviews along the reablement pathway.
* The reablement offer at Henderson Court provides an accessible environment where a person’s reablement can be reached within the optimum time period. Reablement should be intensive and goals centred from the onset and once the persons reablement baseline is achieved then reablement care should cease.
* The current expectation is for a stay at Henderson Court of **up to 4 weeks**. By applying the principles of reablement as above a return home, may occur before the end of this 4-week timeline.
* If a person does return to their own home prior to the end of the reablement support, they are able to continue their reablement support within their own home within the 4 week target if this continues to promote their independence.
* In exceptional circumstances reablement at Henderson Court can be extended to 6 weeks with Service Manager authorisation. Approval for extensions need to be timely and requests should be made at least 1 week before the extension is required.
* If the person’s requires ongoing commissioned care after the end of the reablement period then this should be provided in the persons own home. It is therefore essential that forward planning is in place to move the person home when the reablement period has ended.
* The flats have a dedicated Reablement Project Officer (RPO), Occupational Therapist (OT), Physiotherapist (PT) and GP, and all service users will have an allocated Social Care Practitioner (SCP).
* There will be a weekly MDT meetings to be attended by the RPO, OT, GP, Reablement provider, SHM and SCP where required.
* Reablement provider have an office on site and will have a dedicated team, who will be on site between the hours of 7.00 – 22.00 hours.

**Practical information**

* Flats are licenced to the resident person on a temporary basis. People must sign and adhere to a licence agreement that covers their rights and responsibilities’.
* The person must have capacity to sign the licence agreement or must have someone with Power of Attorney who is willing to sign the licence agreement.
* The cut off for actual admission is 4pm Monday to Friday (no admission will take place on weekends).
* People will usually arrive having been discharged from hospital with only the possessions that they had with them in hospital, they can bring personal items from home, but not large items.
* All flats have been adapted; are furnished, and have OT equipment
* Bedding, towels and kitchen equipment are also provided.

**Referral Criteria for reablement flats**

**Camden Council has 13 reablement flats available to Camden customers. The flats offer accommodation-based reablement care and support for up to 4 weeks (which can, on exceptions, be extended to 6 weeks if formally authorised) based on an individual’s needs and identified goals.**

The reablement scheme will consider step down from St Pancras if the individual is not yet able/ready to return home and they meet the criteria below.

**Eligibility criteria for reablement flats**

* Must be a Camden resident over 55 years of age and unable to receive reablement care in their home environment.
* Has capacity to sign a licence agreement or they have a representative who can sign on their behalf (lasting power of attorney to enter into the agreement or permission from the Court of Protection).
* Clear reablement goals with the potential to improve on their current ability to function.
* Must be ready and willing to participate.
* Does not display behaviours that can endanger themselves or other residents.
* Is safe to be left alone in-between care visits.

**All referrals will need to be clear about the following points:**

* Why the person can’t receive reablement in their own home – what is it that makes a reablement flat the better option?
* Does the person have a permanent residence of their own? Is the plan that they will go home after the reablement service?
* Does the person have ‘Ordinary residence’ rights within Camden. This needs to be fully explored and substantiated at referral.
* Does the person have a permanent residence of their own? Is the plan that they will go home after the reablement service?
* Why the person can’t receive reablement in their own home – what is it that makes a reablement flat the better option?
* If the person has Ordinary residence status within Camden, but is:
  + homeless,
  + awaiting a housing transfer
  + or has an uncertain onward destination

what are the housing solutions in place for onward destination as soon as the reablement period ends.

Referrals to HC will not be considered if there is no coherent ongoing housing plan

If night care is needed this can be discussed at referral stage.

**Admission Pathway for reablement flats**

|  |  |
| --- | --- |
| Referrals | * Hospitals D2A- to be completed by any professional and send to referral form to [camdenreferrals.cnwl@nhs.net](mailto:camdenreferrals.cnwl@nhs.net) – Single Point of Access * Community referrals - to be completed by any social care or health based community practitioner using the same form and send to [henderson.court@nhs.net](mailto:henderson.court@nhs.net) |
| Heath and Social Care Screening/Triage | * Therapy to triage all referrals - decision is made within 4 hours * Screening outcome to be discussed with Reablement Project Officer, ASC practitioner and Reablement provider   • Flat to be identified by Camden / Reablement Project Officer (RPO) |
| Before Admission | * Therapy to liaise with hospital discharge team to ensure a safe and sustainable discharge * Transport to arrive at HC not later than 4 p.m. * ASC practitioner to write up initial support plan and send to Reablement provider before admission * Therapists to arrange any equipment required and inform Reablement provider about delivery |
| Admission | * 4 pm cut off time * Reablement provider , SHM and therapy to complete arrival process |

**Roles and Responsibilities reablement provider Carer Workers**

Reablement provider have an office on site and will have a dedicated team, who will be on site between the hours of 7.00 – 22.00 hours.

Reablement provider will keep a spare key to all reablement flat in their office, only to be used if there is a no reply.

Reablement provider will be informed by phone to advice of new admissions; this will be followed up by email with a care plan and estimated time of arrival.

**Care provider role**

**Admission of person:**

***Prior to admission***

* In the 24 hours prior to admission to Henderson Court ensure the flat and all appliances, crockery and furniture/equipment are clean and the flat is ready for occupation.
* Complete ‘Inventory checklist’ and put in logbook.

***At the time of admission***

* Welcome the person when they arrive and settle them in.
* Complete Hospital Discharge Risk Assessment Form.
* Accompany person around the flat and show them how shower, cooker etc. work.
* Complete the initial assessment, risk assessment and initial care plan.
* Leave logbook and welcome pack in flat (within 3 hours of arrival).
* Ensure person has food/drink.
* When the service user is settled, complete any shopping as required (services users are expected to pay for their own food and cleaning supplies).

***N.B. signing of the license, handing out keys, fobs and Careline pendant is responsibility of the SHM-see page 8***

**Throughout reablement period:**

* Support the person to understand reablement and why they are in a reablement flat.
* Provide all reablement as required in the reablement plan and any assigned therapy exercises.
* Support and encourage person to work on and achieve goals to regain or promote their independence. This includes reassuring person if they are anxious.
* Complete formal written reviews weekly (as a minimum) and after any change in circumstances.
* Work in partnership with reablement therapists and/or social care practitioner and clinicians to keep them updated on the person’s progression/functional variance and modify care delivery on feedback from these staff.
* Keep daily logs detailing achievements and ensure there are handovers between staff to facilitate continuity and consistent progress towards the achievement of the agreed goals.
* Highlight any physical or mental health/safeguarding issues/concerns to partners and management.
* Support families and friends to continue taking an active role in providing care and support for the person wherever appropriate.
* Contribute to risk assessment and gradual withdrawal of support to enable proactive discharge planning from the scheme from admission.

**When the service user moves out:**

***Service User related activities***

* If required, assist person to pack and get ready for moving on (family/friends may be involved in this activity instead).
* Ensure the person packs all their possessions and do not inadvertently pack any articles belonging to the flat as indicated on the ‘Inventory Checklist’.
* Collect all keys, fob and pendant alarm from the person and return to SHM.
* If required assist person to transport.
* If required travel and resettle person in their own home (this will be at the social worker’s request only).

***Flat related activities***

* Complete ‘Inventory Checklist’ and returned to RPO.
* Wash up any dirty cookery and utensils.
* Clear fridge of any unwanted food, bag it up with all rubbish and take to rubbish area.
* Bag up all dirty linens and towels ready for the laundry.
* If any cleaning supplies are left in the flat remove and store in the office, these can be used for new service users.
* Carrying out a visual inspection and health and safety check and feedback any issues or repairs needed to RPO.

**Roles and Responsibilities of the Sheltered Housing Manager**

* To meet service user on day of admission explain and arrange for them to sign the license (referrer to notify and liaise with the duty Sheltered Housing Manager on 0207 435 6813 by 14:00 to arrange and confirm access. Admissions must arrive at the scheme by 16:00 latest (Monday – Friday), please note there will be no admissions after 16:00 and on weekends)
* On the day of admission, Sheltered Housing will provide service user with a set of keys, a fob and Careline pendant. Discharges from the scheme should be managed in conjunction with staff on site, Reablement officer to ensure keys and fobs are returned.
* To keep a record of incidents that occur during working hours when it impacts the service and other tenants and to handover to Reablement Team at the earliest opportunity.
* To provide information and records to Careline - the Sheltered Housing Manager will inform Careline of new admissions and confirm emergency escalation for Reablement service users as part of the induction process.
  + Reablement Team must provide information to the sheltered housing manager on planned move ins (to include GP, allocated worker responsible for the service user, care agency involved, N.O.K, any relevant health issues and risk assessments and other relevant information that could impact on residents of the scheme.
* Sheltered Housing to appropriately hand over and receive control of the emergency call system during office hours with the co-operation of Careline out of hours. To test the emergency community alarms system in line with the Sheltered Housing procedure.
* Sheltered Housing will be responsible for maintaining a good standard of housing management on the scheme. To monitor the condition of the block and advise Estate officers and/or caretaker.

Sheltered Housing staff will be responsible for the following during the Reablement period:

* Prior to service user moving in:
  + - Preparing licences for sign-up which will be kept in the office at HC
    - Sending an email to the Estate Management Team informing them about sign up.
* When the service user is moving in:
* If available, being present during the move in to give access to the flat and hand over the keys and access fob for the property. If not available, Reablement therapist or RDO to undertake
* Assist with sign up of the Reablement licence agreement, which will be kept in the office at HC. If not available at time of move in, this should take place at the earliest opportunity
  + Providing instructions for the use of the flat. As above
  + Providing a photocopy of the licence agreement to the licensee.
* **While the service user is staying in HC Sheltered Housing staff will undertake the following:**
  + Assisting with emergencies
  + Following up on maintenance or safety issues in the flats
  + Putting the Personal Emergency Evacuation Plan (PEEP) in firebox when service user moves in (to be provided by therapist)
  + Overseeing/advising service user on general security issues related to the whole Scheme neighbours etc.
  + Managing relationships with neighbours. This can include:
    - Advice and assistance on issues as they arise
    - Mediating in neighbour disputes
    - Escalating any matter to the Estate Management Team.
* **When a service user is moving on:**
  + Reablement Team to inform SHELTERED HOUSING MANAGER when clients are leaving or admitted to hospital
  + Collecting the flat keys and fob
  + Carrying out a visual inspection and H&S check feedback to RDO any issues and Estate Management Team for any repairs (Adult Social Care will arrange for a homecare or cleaning provider to undertake when the residents leaves a one off domestic clean, the agency will bag up any laundry leaving this in the flat for collection).
* **General**
  + Ensuring annual PAT testing of items in Reablement office and Reablement flats. To be covered when General PAT testing takes place.

**The Reablement Development Officer will be responsible for the following:**

* **Prior to a service user moving in:**
  + Confirm to the Sheltered Housing Estate Officer, Sheltered Estate Management Officer, Sheltered Tenancy Manager and Sheltered Housing Managers
  + Providing information to the sheltered housing manager on planned move ins (to include GP, allocated worker responsible for the tenant, care agency involved, N.O.K, any relevant health issues as well as any presenting problems that will assist the Mangers to carry out their work)
  + Providing Risk Assessment to Sheltered Housing Manager and Careline
  + Ensuring that allocated workers undertake all responsibilities prior to service user moving in
  + Ensuring that all bedding and furniture in the flats are safe and replaced when lost, stolen or broken.
* **While the service user is staying in HC:**
  + Providing information about planned move ons
  + Overseeing allocation and care management for customers in Reablement flats
  + Planning regular meetings with SHELTERED HOUSING MANAGER
  + Liaison with therapists linked to the flats
  + Chairing a weekly MDT meeting and updating the sheltered housing manager of any relevant updates
  + PEEP/ Notes to Fire Brigade in case of Fire:
* RDO to provide PEEP for patients
* SHM to put a copy in the red Box
* SHM to put a note in the Red Box: the reablement flats and their degree of vulnerability as they are mostly discharged from Hospital

Managing Infestations:

Referrals to HC with known/suspected infestations:-

* + - * Limit the transfer of any soft materials including clothing from infested property to Reablement unit, in deciding the severity of the hazard each case should be assessed accordingly to minimise risk of cross infestation.
      * Follow H&S hygiene guidelines to refrain from using communal facilities i.e. laundry/common rooms. Carry out inspection of the property following decants, where required ensure adequate proofing, pest control treatment and post treatment precautions are followed up.
      * Service users must not feed pigeons/birds in the communal areas.
  + Being the contact for Careline should any issues arise (in lieu of the RDO not being available, ASC Access and Response to follow up).
* **When a service user is moving on:**
  + Arranging for a deep clean of flat
  + Arranging for linens to be laundered
  + Highlight any issues of repair to sheltered housing managers
  + Preparing flat for the next tenant.

**Contact**

RFH Social Work Team – 020 7794 0500 ext. 38113

UCH Social Work Team—020 2456 7890

St Pancras Social Work Team – 020 3317 3500

Access and Response (ASC duty) – 020 7974 1702

Henderson Court Reablement Office- 020 794 9038

Henderson Court Sheltered Housing Managers- 020 7435 6813

D2A Single Point of Access (SPA) – 020 3317 3400 / 07714 597309