

Older People Needs Assessment

Chapter 4

Community Based Services

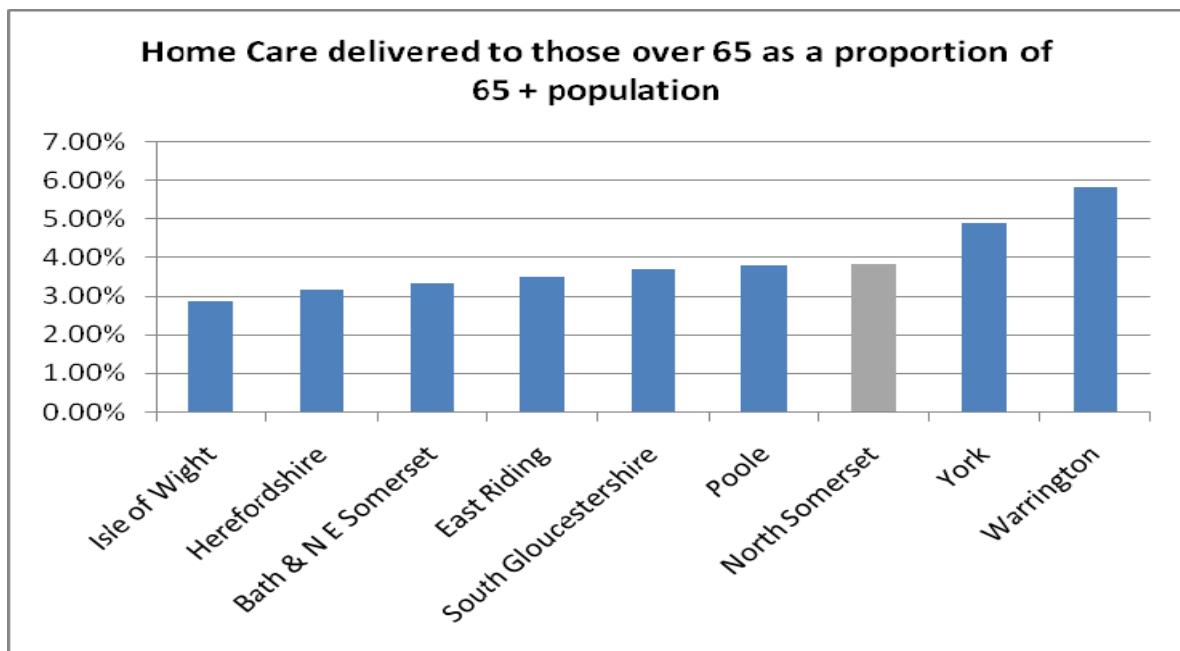
4.1 Home Care

4.1.1 Social Services Comparative Data

Data in this section is taken from the “The information Centre” website which is part of the Government Statistical Service, data is collected from the annual “Referrals, Access and Packages of Care” (RAP) return submitted by Councils with Social Services Responsibilities (CSSRs). The Referrals, Assessments and Packages of Care Project (RAP) aims to provide a coherent set of National Statistics on adult community care.

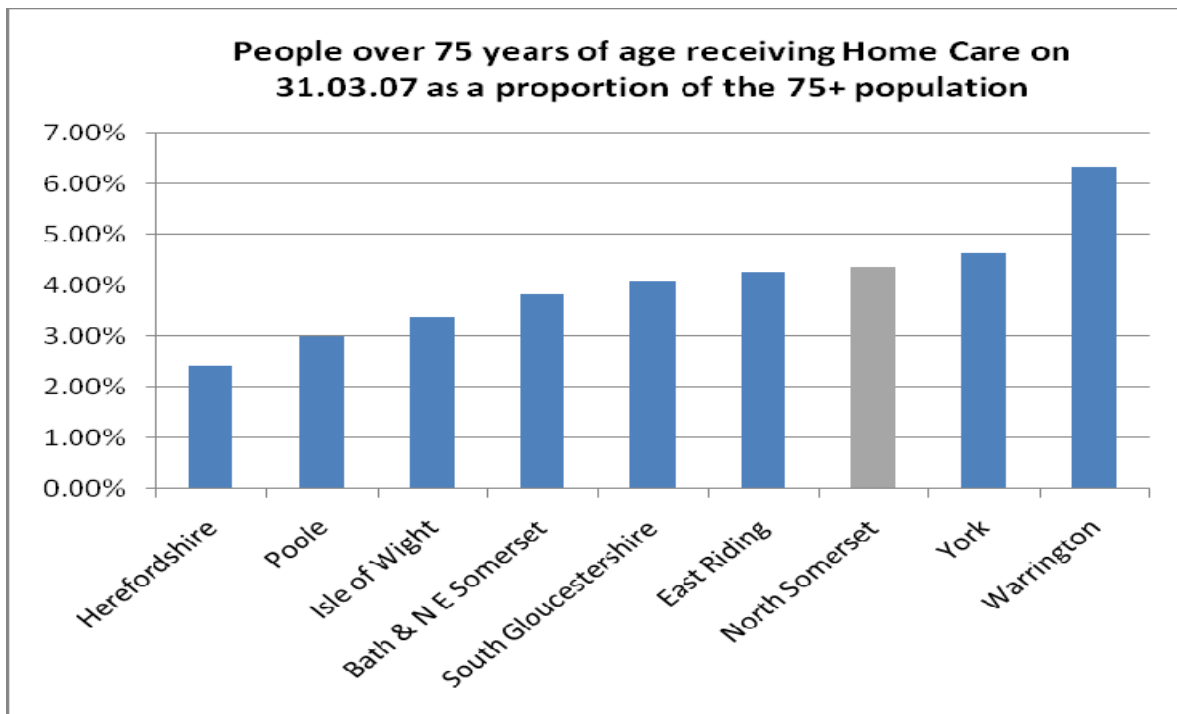
Information relates to people in receipt of services, the cost of which is wholly or partly covered by a particular CSSR. Data is taken from the annual SR1 form for the period 2006-07.

The data included in the following chart relates to individual home care packages delivered to those over 65 years of age categorised with “physical disability, frailty and sensory impairment” between 1st April 2006 and 31st March 2007, shown as a proportion of the over 65 population for each area.



Source: RAP 2006-7 www.ic.nhs.uk

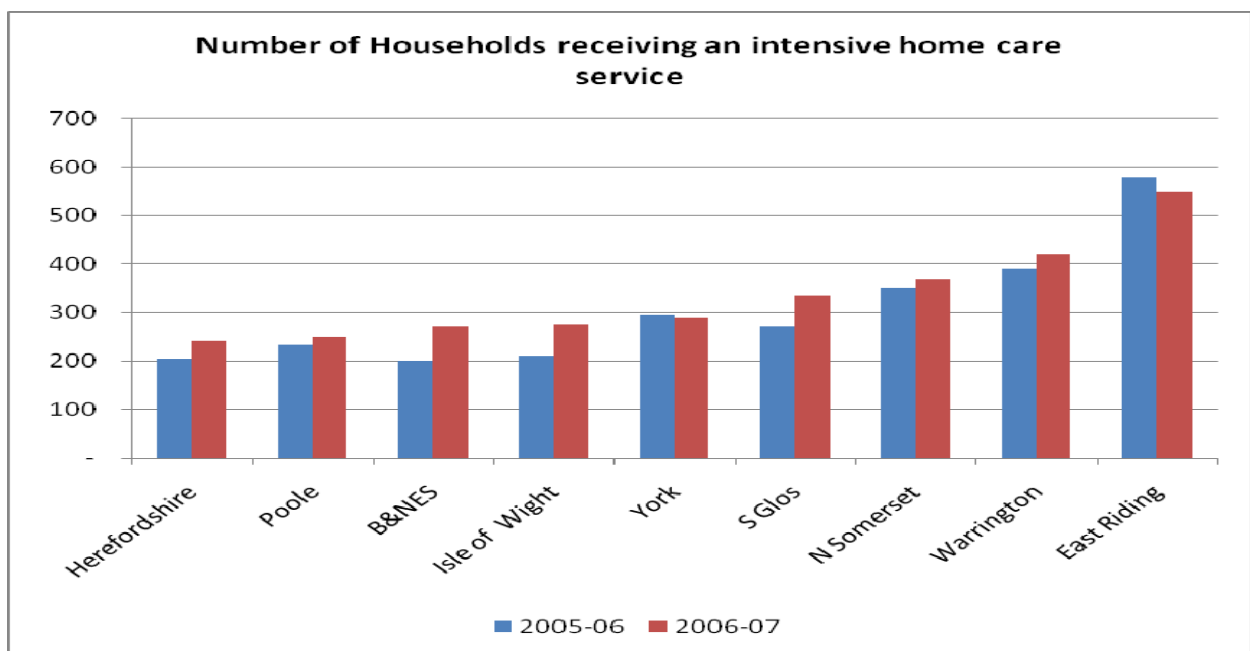
The following chart relates to supported individuals over 75 years of age categorised with “physical disability, frailty and sensory impairment” receiving a service on 31.03.07.



Source: RAP 2006-7 www.ic.nhs.uk

This shows that compared to its comparator authorities, North Somerset is ranked as providing the 3rd highest amount of home care proportional to its older population.

The following Chart shows the comparative position in relation to the numbers of people receiving intensive home care; Intensive home care is defined as a household receiving 10 or more hours and 6 or more visits in a sample week. This is commonly recognised as a service that helps people avoid admission to a care home.



Data used has been collected on the HH1 return. This shows that for 2006-07, 370 households in North Somerset were in receipt of intensive home care. North Somerset as ranked 3rd in its provision of intensive home care; however, when this is compared to the local population over 75 years of age, North Somerset is ranked 2nd after Warrington.

North Somerset Council has recently introduced a short term assessment and re-ablement service for all new people to a home care service. The aim of this service is to maximise each individual's ability to be independent in the first 6 weeks of service with the aim of reducing dependency on home care services. This change may impact on these figures in the future.

4.1.2 Current Service Users

The following table shows the current service users at 12th December 2007 on SWIFT (NSC social care data base), this may include some duplicates where a service users is receiving a service from more than one provider, the numbers are broken down as follows:

Age at Start of Service	Female	Male	Unknown	TOTAL
18-49	51	36	1	86
50-59	41	22		62
60-69	70	36		107
70-79	150	88	1	238
80-89	399	156	2	559
90-99	176	41		218
100+	4	3		7
Unknown	1		1	2
Total 60+	799	324	3	1129
Total 70+	729	288	3	1022
Grand Total	892	382	5	1279

Source: SWIFT Report 12.12.07

- 61% of service users are 80 year old or above; 44% are between the ages of 80-89.
- 71% of those over 60 years of age receiving a home care service are women.

It is estimated that 56% of the wider over 65 population are women. This suggests that men are under represented in this service.

The ethnicity is recorded as follows:

Ethnicity of Current Service Users	
Asian/Asian British Other	1
Black/Black British African	1
Other Chinese/Se Asian	1
White C & S American	1
Any Other Ethnic Group	2

Ethnicity of Current Service Users	
White E European	2
White Other W European	7
White Other	9
White Irish	10
Not Recorded	41
White British	1204
Grand Total	1279

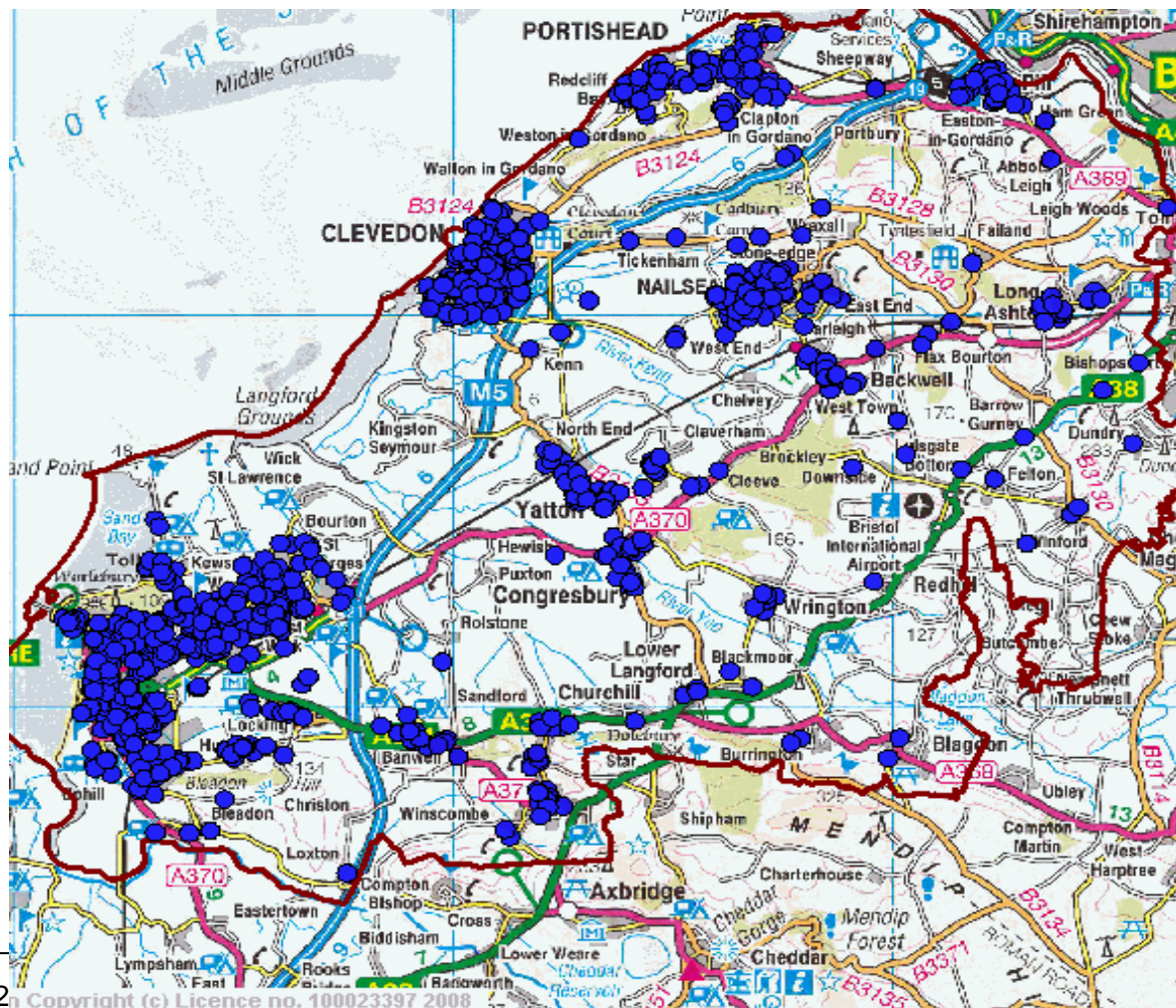
Source: SWIFT Report 12.12.07

94% of service users are recorded as White British and 3.2% have no ethnicity recorded, leaving 2.8% who are non white-British. In 2001, 0.7% of the over 65 population of North Somerset were from minority ethnic groups, however, it is recognised that this proportion has grown in the subsequent 7 years. Until updated ethnicity figures are available it is not possible to assess accessibility of services to minority ethnic groups.

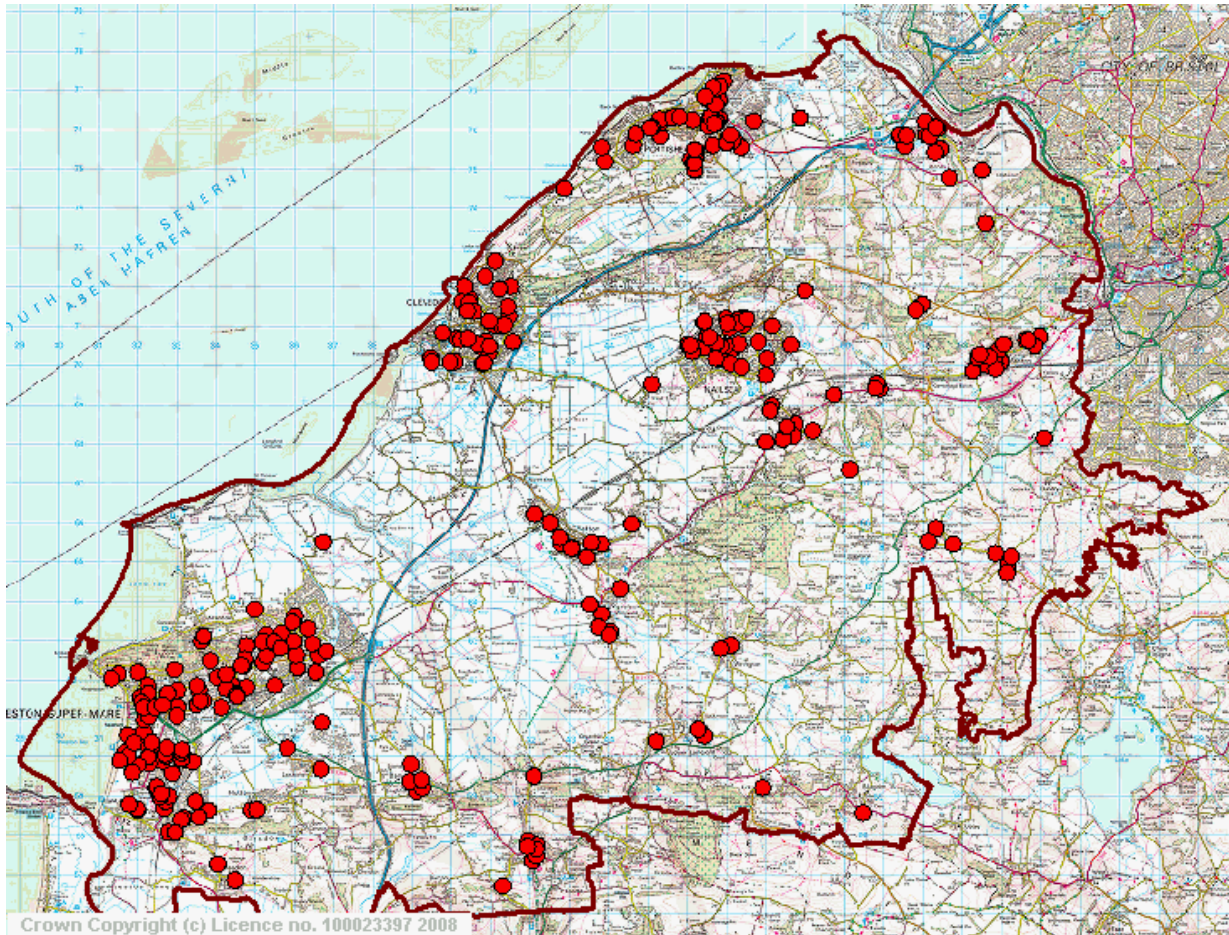
Location of Service Users receiving Home Care Support

78% of service users of home care are being supported by private agencies, the location of service users are shown on the following maps:

Service Users supported by Private Agencies on 14th March 2008



Service Users supported by staff employed by North Somerset Council in March 2008



Perhaps not surprisingly the maps show a concentration of home care being delivered in Weston & Worle, Clevedon, Portishead & Nailsea. The following table shows the combined numbers shown in the above maps.

Area	No. of Home Care Service Users in area	% of Home Care Provided	% of over 75yr olds receiving Home Care
WSM	511	40.56%	7.99%
Worle	50	3.97%	1.99%
Backwell	36		7.59%
Banwell and Winscombe	51		5.59%
Blagdon and Churchill	12		4.63%
Congresbury	26		8.87%

Area	No. of Home Care Service Users in area	% of Home Care Provided	% of over 75yr olds receiving Home Care
Nailsea East & North	108		1.36%
Winford	12		6.70%
Wraxell & Long Ashton	41		6.84%
Wrington	10		3.47%
Yatton	47		6.81%
Nailsea	343	27.22%	6.86%
Clevedon (all Wards)	164		7.01%
Easton in Gordano	18		5.06%
Gordano	7		3.30%
Pill	28		10.45%
Portishead (all wards)	130		8.40%
Clevedon	347	27.54%	7.35%
Not Recorded	6		
Out of County	3		
Total	1260		6.76%

The population figures are taken from the 2001 Census. The 75+ population has since grown; however, more recent accurate ward projections are not available at this time. The table above shows that on average, 6.76% of the over 75 population are in receipt of home care, this is an over statement due to the growth in the over 75 population. The information shown in 4.1.1 above, show that on average 4.36% of those over 75 are receiving home care services.

It appears that the location of Home Care service users in Worle and Weston Super Mare have not been recorded according to ward boundaries. As such the combined figures below may more accurately reflect the position:

Area	No. of Home Care Service Users in area	% of Home Care Provided	% of 75+ population receiving Home Care
Weston & Worle Combined	561	44.52%	4.91%

Pill has the highest proportion of home care delivered compared to its recorded 75 and over population, shown as 10.45%. Portishead and Congresbury are the next highest numbers. Conversely, Nailsea, Wrington and Gordano show the lowest proportion of their 75 population receiving home care services.

The following table relates to the service users receiving a home care service on 14th March 2008, duplicate service users have been removed, leaving 1260 individual service users. Duplicate service users exist where their care needs are being met by more than one agency, this may occur where circumstances change and the existing

agency cannot provide care at the times required. Therefore the number of hours of care provided is under stated. Information has been taken from North Somerset Council Domiciliary Care Team data base (INDEX)

Provider	Service Users	Care Hours
Private Agency	984	7510.25
In-house provider	251	1129.5
In-house (Lakeside ECH)	22	166.25
Out of Area	3	251.2
Total	1260	9061.5

Source: DCPT- INDEX 14.03.08

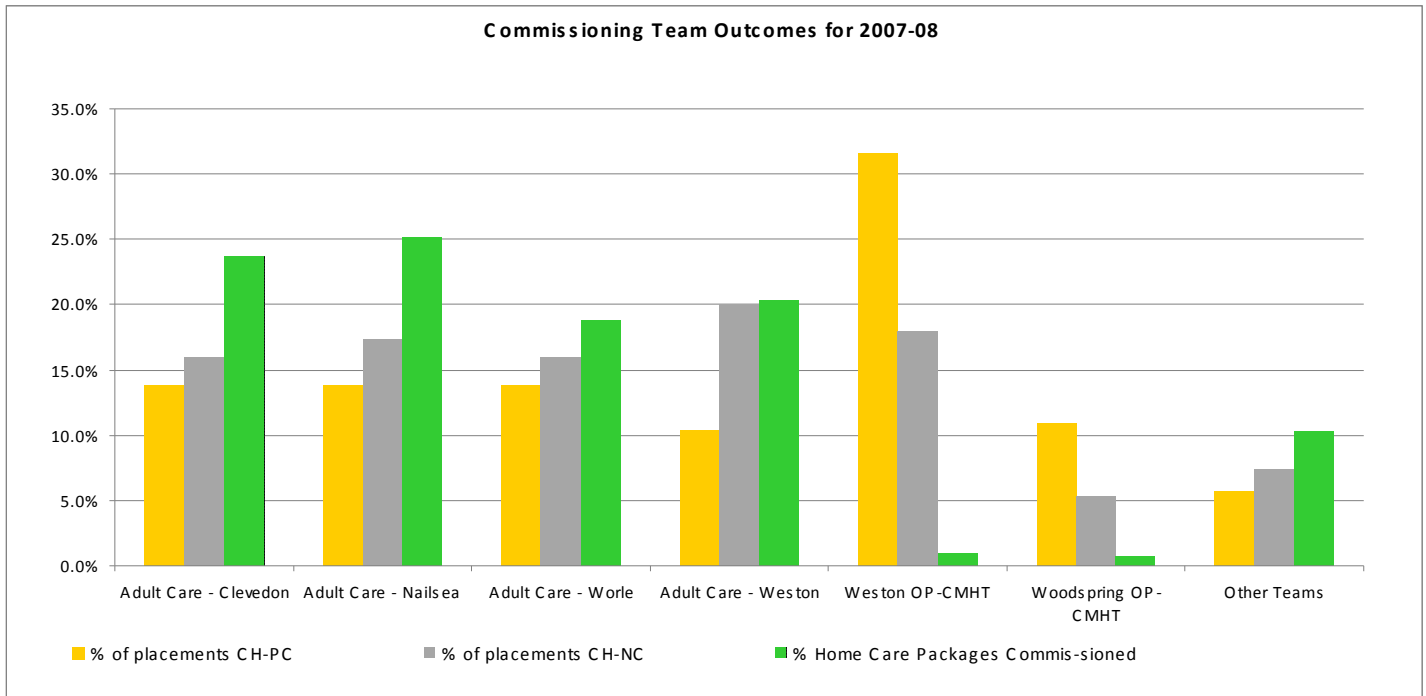
The packages of care have been commissioned by the following teams (again the hours are understated due to removal of duplicates):

Commissioning Team	Service Users	Hours	Avg Hrs/ SU
Adult Care - Clevedon	298	2141	7.19
Adult Care - Nailsea	317	2190	6.91
Adult Care - Weston	257	1937	7.54
Adult Care - Worle	237	1522	6.42
Coins (Assertive Outreach)	1	1.5	1.50
Learning Dis	17	346.8	20.40
Weston CMHT	33	167.3	5.07
Woodspring CMHT	64	195.5	3.05
Weston Older Adults CMHT	12	88	7.33
Woodspring Older Adults CMHT	9	336	37.33
(blank)	15	136.8	9.12
Grand Total	1260	9062	7.19

Source: DCPT- INDEX 14.03.08

The average packages of care per service user is fairly comparable between Adult Care Teams, ranging between Weston's 7.54 hours to Worle's 6.42 hours.

The following Chart shows, of all the placements or packages of care made, the proportion relating to each commissioning team. Figures relate to service users not size / hours of care provided.



CH-PC = Care Home (personal care), CH-NC = Care Home (nursing care),

This shows then that of the adult care teams,

- The Nailsea team are commissioning the greatest proportion of home care packages; Worle is commissioning the least number of home care packages.
- The Weston team are placing proportionally more in care homes providing nursing care than other teams and commissioning less places in homes providing personal care despite having the greatest supply of homes.

4.1.3 New service users each year

Source: SWIFT report 12.12.07

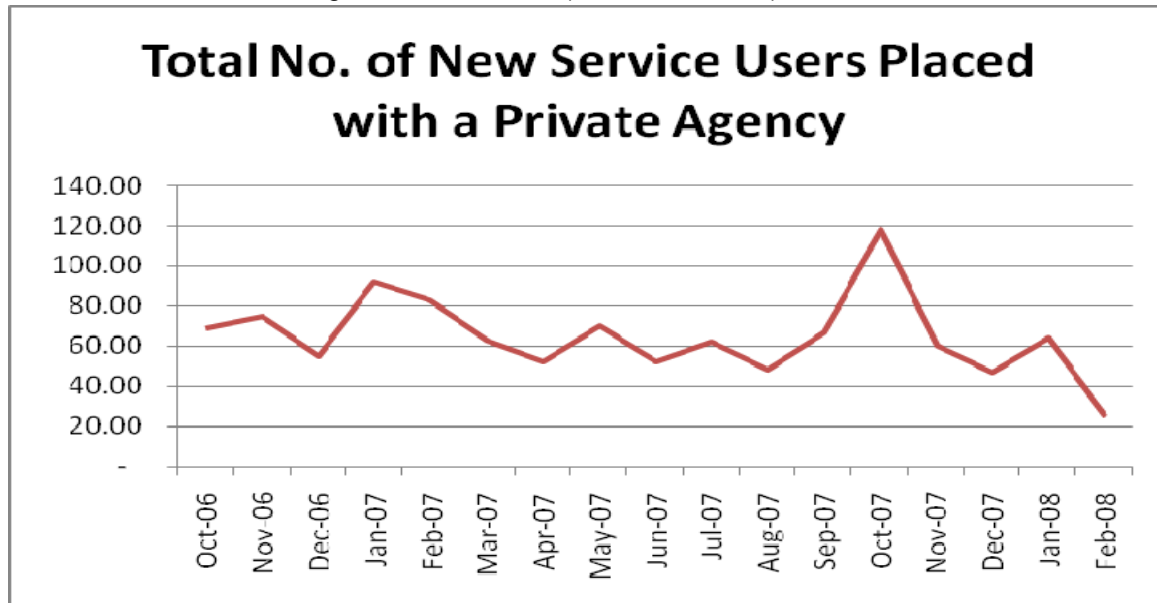
2005-06	ICT	OP	PSI	Blank	Total
65-74	32	2		106	140
75-84	64	3		283	350
85-94	47	1		286	334
95+	1			39	40
Total	144	6		714	864
2006-07					
65-74	18	11		82	111
75-84	56	18	1	266	341
85-94	43	21	2	304	370
95+	2	4	1	27	34
Total	119	54	4	679	856

ICT = Intermediate Care, OP = Older People, PSI = Physical and Sensory Impairment

This shows that there has been a slight reduction in new service users when comparing 05-06 figures to 06-07.

The following charts show the fluctuation in new packages of care each month for the period 2nd October 2006- 2nd March 2008 inclusive. The information does not include requests relating to increases or decreases on existing care packages; nor does it include packages of care delivered by the in-house teams. However, prior to the introduction of the START service new packages of care were generally not being placed with the in house service due to lack of staffing capacity.

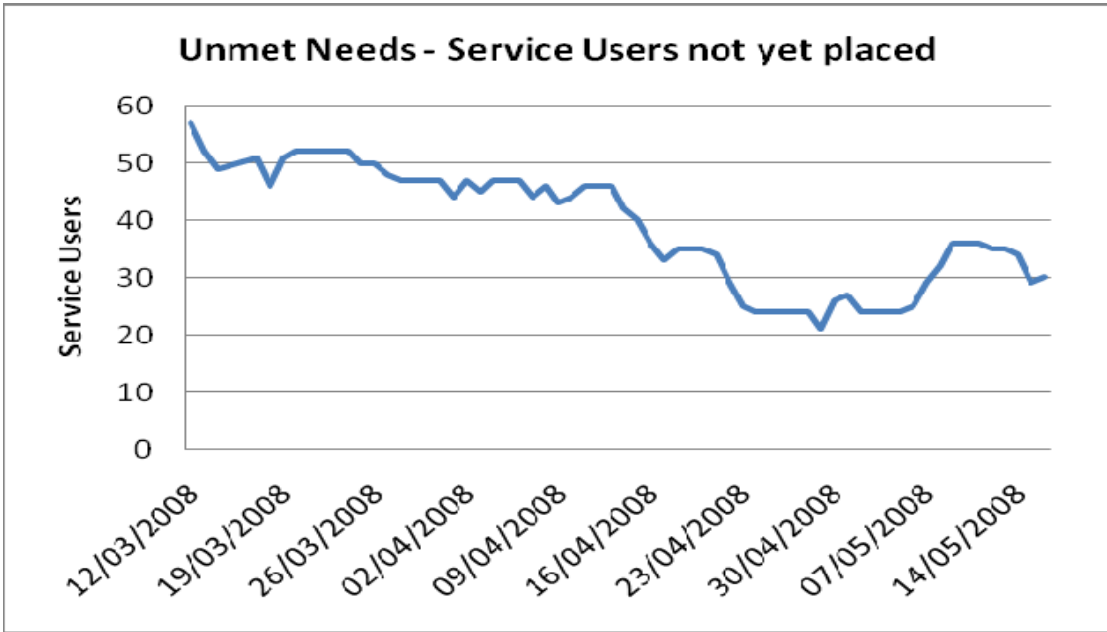
Source: Care Plan Tracking – DCPT 03.03.08 (based on INDEX)



It can be seen that the commissioning of new packages decrease during December 06 & 07 and that there is a clear peak in activity in October 2007.

Since this time commissioning of new packages has reduced and on 13th March 08 there were 57 service users (583.5 hours) that were waiting for a provider to be found to deliver the service assessed as being needed. It is reported that difficulty in finding providers has increased dramatically following the introduction of the new electronic monitoring and scheduling (ESM) system for providers. However, the independent domiciliary care sector grew by an average of 24% in 2007/8. This demand increase is presenting considerable supply side difficulties, resulting in shortages since January 2008.

The chart below shows the numbers of packages of care waiting to be placed with an agency. The position has improved since March, at the end of April, 21 people were waiting for an agency to take on their care, although this began to rise again in Mid May with approximately 35 service users waiting for a home care package to start. It is reported that this in July 08, the number of unmet needs fluctuated around 30 people.



In addition early in 2008 the new START service commenced taking all new service users in house for a period of up to 6 weeks. Early indications show that of the cases that have been through START there has been a reduction by 30% of the hours commissioned.

4.1.4 Projected Future Numbers in need of a service

The POPPI forecasting tool uses 2001 census data to predict increases in population. This figures for intensive home care and those helped to live at home are as follows:

Intensive home care	2008	2010	2015	2020	2025
Number of households receiving intensive home care (10hrs+, 6+ visits per week) for 65+	364	388	451	499	546

In section 4.1.1 it is recorded that during 2006-07, 370 households in North Somerset were in receipt of intensive home care, which is generally in line with the figure predicted for 2008.

4.2 Day Care

Day Care services for older people can be provided in a day centre, providing an opportunity for older people who live in the local community to socialise, have a cooked meal and join in various activities. The centres provide a place for older people who have health and care needs to spend the day supported by professional staff. Alternatively many service users obtain day care from a local care home, such as assisted bathing and may include participation in group activities.

In North Somerset there are a number of people receiving a day care service from a provider who is also registered as a domiciliary care provider. The majority of service users in this category are likely to have a Learning Disability or Mental Health

needs. The services are contracted as a day service contract because the primary need identified is “support” rather than “care” and they do not meet the Supporting People criteria. Such activities will include development of skills to live independently, prompting and supervision, access to community facilities, access to leisure, employment or educational opportunities.

Therefore, there is some overlap between the day care and home care service contracts and some activities could be argued as falling into both services. The service is allocated according to an individual's 'primary' need, (support or personal care/ “doing for” or “doing with”).

There are two day centres in North Somerset which cater for older people and those with certain mental illnesses, both are based in Worle at Ebdon Court. The centres provide some care services and host a range of leisure and social activities including musical bingo, reminiscence games and gentle exercise and run regular outings to local places of interest.

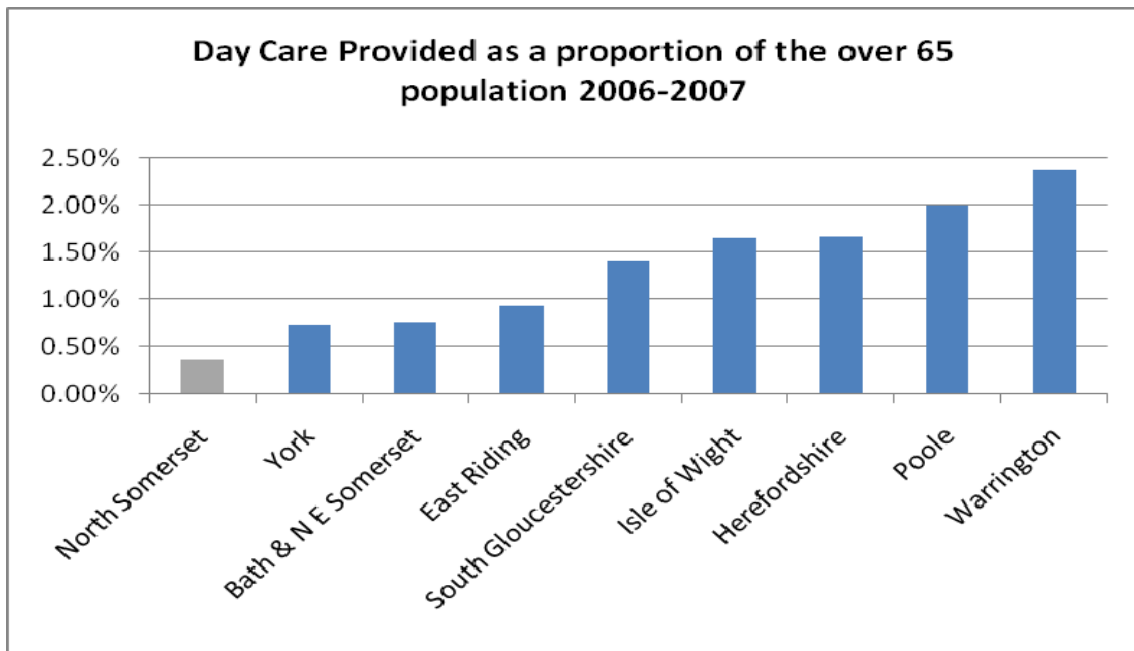
The Severn Day Centre provides 90 places per week for people with dementia; it is open six days a week. The Birnbeck Day Centre provides 63 places per week; it is open five days a week and cares for people over 65 who suffer from a functional mental illness.

Brunelcare is a voluntary sector provider commissioned by the Council to provide:

- 130 hours per week Respite at Home and 2 Luncheon Clubs based at Ebdon Court providing 40 places per week.
- 60 day care places over 5 days per week at Windmill House Resource Centre in Clevedon and 1 emergency placement per day catering specifically for people suffering from dementia.

4.2.1 Social Services Comparative Data

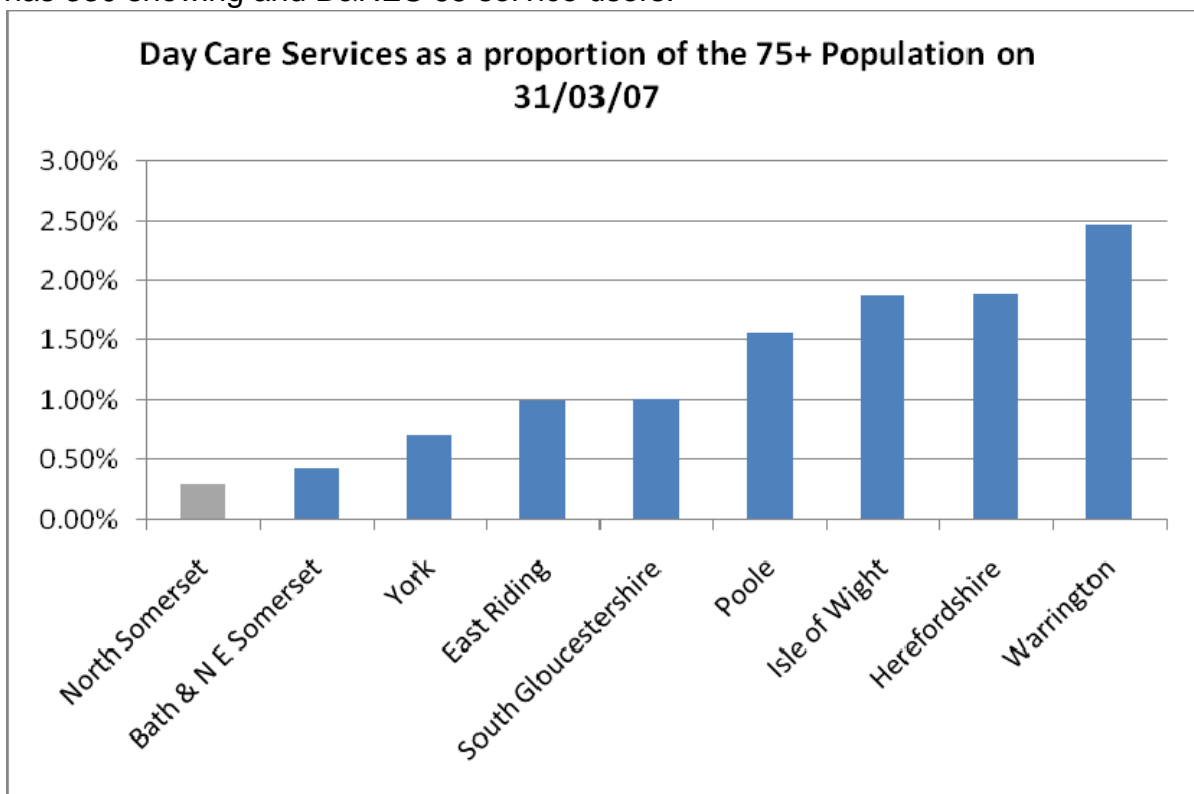
The following chart shows the ranking for North Somerset compared to other similar authorities. For 2006-07, the lowest numbers of service users recorded were in North Somerset, amounting to 140; at the opposite end of the scale Warrington recorded 690 service users. The figures relate to those over 65 years of age for all client groups (Mental Health, Learning Disabilities, Substance misuse, Frailty)



Source: RAP 2006-7 www.ic.nhs.uk

The ranking changes when the same data is compared to the over 75 population, however North Somerset is still showing the least provision.

The chart below shows the position on 31st March 2007, the figures relate to those service users categorised as having a physical disability, frailty and/or sensory impairment and are shown as a proportion of the over 75 population. North Somerset has 60 service users recorded as receiving day care, whereas Warrington has 330 showing and B&NES 65 service users.



Source: RAP 2006-7 www.ic.nhs.uk

The following table compares the snap shot position on 31st March 2006-2008. The figures for 2008 are currently being prepared so should be seen as an indicative position and are only available for North Somerset.

Year	Age Group	Percentage Reduction	Total all client groups	Physical disability, frailty and sensory impairment	Learning Disability	Mental Health	Substance Misuse	Vulnerable People
North Somerset								
Mar-06	75+		80	70	-	-	0	0
	65-74		50	40	10	-	0	0
	Total		130	110	10	0	0	0
Mar-07	75+		65	60	-	5	0	0
	65-74		50	40	-	-	0	0
	Total	12%	115	100	0	5	0	0
Mar-08	75+		60	50	3	6	0	0
	65-74		29	16	10	3	0	0
	Total	23%	89	66	13	9	0	0
Warrington								
2006	75+		460	360	10	90	0	0
	65-74		80	60	10	20	0	0
	Total		540	420	20	110	0	0
2007	75+		395	330	0	65	0	0
	65-74		75	45	10	20	0	0
	Total	13%	470	375	10	85	0	0

4.2.2 Current Service Users

There are 2 sources of information within the local authority in relation to those receiving day care services. The SWIFT social care data base and information kept by the Contracts team. The contracts team data base shows 167 current service users in January 2008 and SWIFT has 65 service users recorded for 12th December 2007.

Age of Service Users	Contracts Team	SWIFT
65-74	45	12
75-84	53	23
85-94	55	25
95+	7	5
(blank)	7	-
Total	167	65

Service Users recorded on SWIFT on 12th December 2007

Category	Number
Day care – Adult Unknown	5
Adult: Day Care-Placement	37
Day Care-Adult Learning Disability	5
Day Care-Older People	11
Total	65

Of the 65 service users recorded on SWIFT, 43 appear on the contracts list and 22 do not, potentially adding another 22 to the total to make 189 service users.

The RAP statutory return for 2007-08 shows 89 service users in receipt of Day Care on 31st March 2008 and 117 service users who have received a service during 2007-08. If these figures remain – this shows an increase in service users on the last day of March, up from 60 in 2006-7 to 89 in 2007-08 but a decrease in the numbers receiving a service.

4.2.3 New Service Users starting a Day Care service in the year

The following tables shows the numbers of new service users each year starting a day care service. The data relates to the period up to the 12th December 2007, as such the full year figures for 2007-08 have been estimated.

Age Band	2005-06		2006-07		2007-08 (12.12.08)	2007-08 (est full year)	
65-74	8	17.8%	4	9.5%	5	7	20.8%
75-84	23	51.1%	19	45.2%	9	13	37.5%
85-94	13	28.9%	17	40.5%	9	13	37.5%
95+	1	2.2%	2	4.8%	1	1	4.2%
Total	45		42		24	34	

According to these figures, it appears that the number of new service users have reduced considerably in year 2007-08.

The following shows the ethnicity of new service users over the period listed:

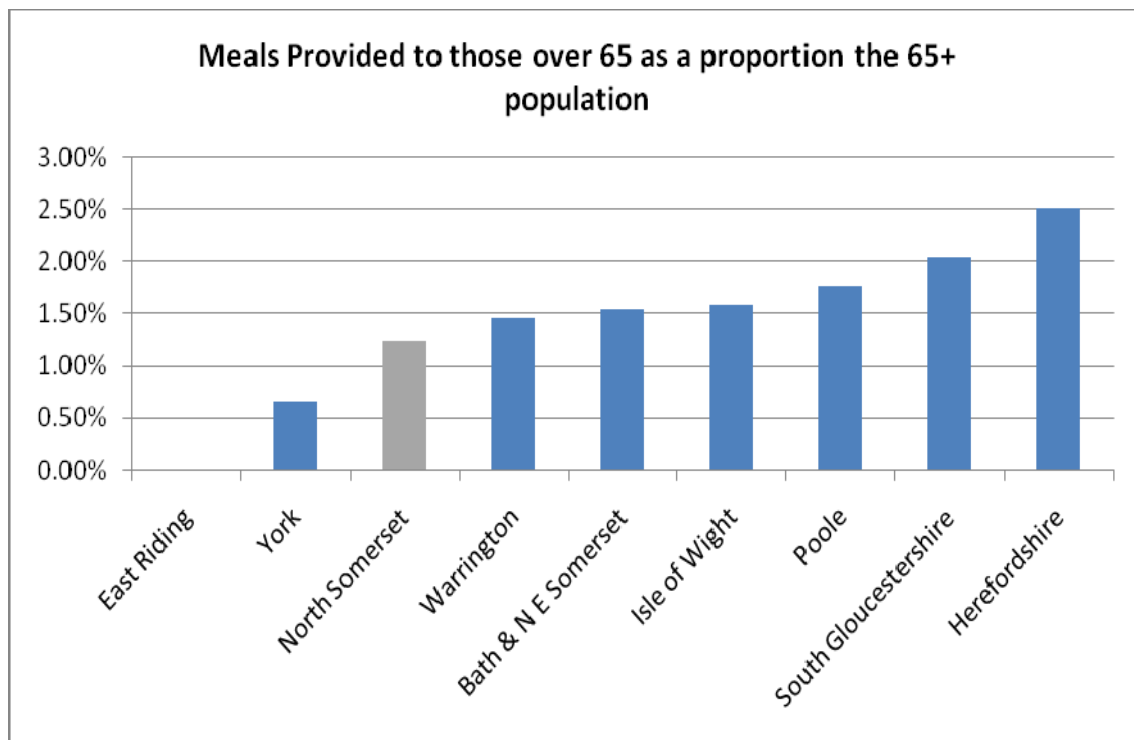
Ethnicity	2005-06		2006-07		2007-08 (part year)	2002-07		
White British	43	95.6%	37	88.1%	24	100.0%	287	92.6%
White Irish	1	2.2%	1	2.4%		0.0%	7	2.3%
White Other- W. European		0.0%	1	2.4%		0.0%	2	0.6%
White Other		0.0%	1	2.4%		0.0%	2	0.6%
Not Known	1	2.2%	2	4.8%		0.0%	12	3.9%
Total	45		42		24		310	

4.3 Meals Service

4.3.1 Social Services Comparative Data

In North Somerset, meals are delivered to the homes of older and disabled people where it is assessed that an individual has difficulty preparing a meal. Staff will also carry out a welfare check at the same time. Hot meals are delivered Monday to Friday and cost £3.30 (April 2008), frozen meals are delivered for the weekend where required.

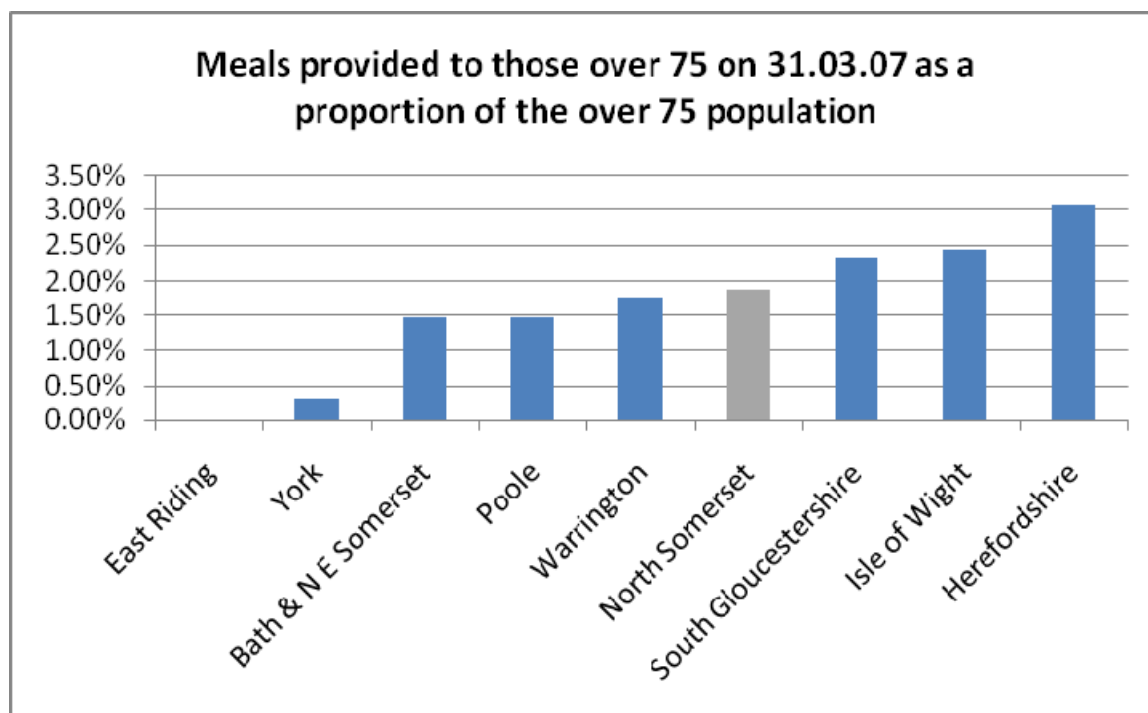
The following charts show the comparative position in relation to provision of meals to people in their own home:



Source: RAP 2006-7 www.ic.nhs.uk

When comparing the numbers provided to the over 65 population as a whole, North Somerset is ranked 7th ahead of York and the East Riding of Yorkshire.

The following Chart shows the comparative position when looking at meals provided to people over 75 years of age as a proportion of the over 75 population in North Somerset. The population figures are based on 2006 mid year estimates produced by the Office for National Statistics. North Somerset is ranked 4th against the comparator group of Authorities.



Source: RAP 2006-7 www.ic.nhs.uk

People in receipt of Meals Service on 31st March	2006			2007			% Change
	65-74	75+	65+	65-74	75+	65+	
England	12,000	89,000	101,000	10,000	77,000	87,000	-13.9%
South West	900	7,800	8,700	800	6,700	7,500	-13.8%
North Somerset	90	390	480	85	370	455	-5.2%
Herefordshire	80	630	710	75	585	660	-7.0%

Source: www.ic.nhs.uk RAP Community Based Services Snapshot - 2006-7& 2005-06

4.3.2 Current Service Users

The community support team show that in March 2008 they are providing meals to 442 service users. During 2007-8 the average number of service users at any one time is 474 but has been as high as 507 (September 2007). The following table shows the source of referrals to the community meals service for the year:

Source of Referral	Number
Hospital Discharge	41
Self Referral	71
Relative/ Friend	185
Social Worker	170

Source of Referral	Number
Rapid Response Team	31
Warden	19
Care Connect	6
Other	16
Total	539

4.3.3 New Service Users

SWIFT records show the following new service users starting a service since 2002:

Year Service Started	Female	Male	Total
2002-03	11	5	16
2003-04	5	2	7
2004-05	5	3	8
2006-07	4	1	5
2007-08	1	1	2
Total	26	12	38

Ethnicity	
White British	37
Not Known	1
Total	38

Age Range	Total
65-74	3
75-84	13
85-94	22
Total	38

4.4 Housing

“As we grow older, we spend more time in our homes, and they become more important to us and more likely to enhance or undermine our health and well-being. Many older people in fact live in the worst housing conditions or lack suitable accommodation, with a third of older people (2.1 million households Nationally) living in non-decent or hazardous housing. These hazards bring many costs which could be significantly reduced, for example, if we could prevent older people from falling and being hospitalised or institutionalised too early”. Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Aging Society: CLG

The Decent Homes Standard now applies to the private sector and social housing; by this standard, 37.7% of all dwellings in North Somerset are classed as non-decent (Stock Condition Survey 2005).

The proportion of older owner-occupiers in North Somerset is significantly higher than the national average and older people are often found to be living in older housing stock. The Housing Renewals team have a programme of loans / grants to bring homes up to “Decent Homes Standard”. They also work very closely with North Somerset Care and Repair (Home Improvement Agency) who provide advice and assistance to vulnerable people.

Supporting People, Sheltered Housing and Extra Care Housing are grouped under the heading of housing services and are aimed at helping older people to live independently in the community.

Supporting People - Support staff within Sheltered and Extra Care housing are funded by Supporting People to help people stay as independent as possible. “Floating Support” services funded through the Supporting People programme help older people living in their own homes to tackle the practical tasks needed to ensure they keep as independent as possible.

“Sheltered Housing” as defined by ERoSH (a national consortium of sheltered housing providers) is *“specially designed accommodation, mainly for older people and generally has the following features:*

- *Self-contained flats*
- *Communal facilities such as:*
 - *laundry*
 - *communal lounge for a variety of social activities*
 - *gardens*
 - *guest room*
- *Security and safety features*
- *A warden/scheme manager (sometimes resident in the scheme)*
- *24-hour emergency alarm.*
- *Staff co-ordinate and give advice on services such as shopping, cleaning, cooking, personal and nursing care. Although they do not directly provide*

such services, they can take on an advocacy and liaison role, to help residents access these services.”¹

“**Extra Care Housing**” is similar to the above, although in general there is a greater emphasis on design standards to meet the needs of wheelchair users and those with limited mobility. In addition a key feature is the presence of a care service on site that is able to accommodate the needs of people that might otherwise need to move to a nursing or residential care home.

Laing & Buisson in “Extra Care Housing – UK Market Report 2008 state that *“there is no universally agree definition of Extra Care Housing.. Extra-care is more easily recognised than defined, and the following characteristics aid that recognition:*

- i) it is primarily for older people, although a similar model when applied to learning disabled people is generally also called extra-care*
- ii) accommodation is (almost always) self-contained*
- iii) personal care can be delivered flexibly, by a care team based on the premises, throughout the day and sometimes overnight*
- iv) support that stops short of personal care is available on the premises 24 hours a day*
- v) practical (domestic) care is available*
- vi) communal facilities and services are available*
- vii) meals are usually available, but are optional and charged for only when taken*
- viii) it aims to be a home for life, and to allow people to age in place*
- ix) it is owner-occupied or offers security of tenure if rented.*

A further test is to ask whether a scheme could provide an alternative for most people who are preparing to enter a care home. If it cannot provide the care and support that most people need as they age, and a large proportion of a scheme’s residents subsequently have to enter a care home, the scheme will fail to meet criterion viii) above. However, no extra-care scheme would expect to totally replace care homes for all residents.”

4.4.1 Comparative Data

Supporting People teams in each authority contract with providers for a maximum number of units (capacity), however, for older people services, providers are only paid for service users that have been assessed as needing financial help. Therefore, the data will be different, depending upon the source data used. In addition, due to changes in funding the contract capacity changes at regular intervals, as such accurate comparisons from year to year or with other authorities is limited.

The Older People Housing Strategy for North Somerset Council published in 2007, references 1791 bed spaces of sheltered housing being funded by the Supporting People budget; provided by a range of registered social landlords and private organisations.

¹ Erosh – “Sheltered Housing has changed – 9 key Questions and Answers” – 24 June 2005

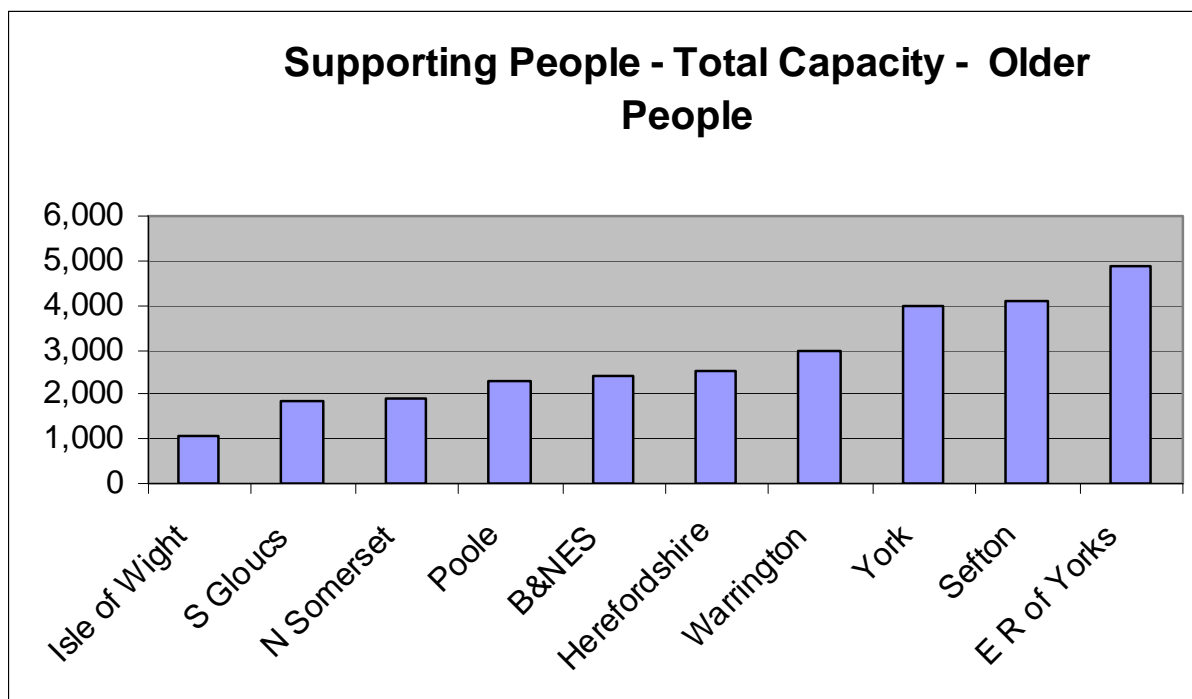
DCLG records for June 2007 show that there is a capacity to support 1881 households in a supporting people service at any one time. These figures do not include those being supported by the home improvement agency, Care and Repair, but do include those receiving floating support services and 33 people receiving a dispersed community alarm service.

The following table shows the comparison position (according to DCLG records) between authorities in the North Somerset comparator group, "household units" refers to number of households (single people, couples or families) supported:

Household Units

Authority	Frail Elderly	Older people - mental health /dementia	Older people with support needs	Total Units
Isle of Wight	7	0	1,034	1,041
S Gloucs	37	0	1,812	1,849
N Somerset	33	6	1,842	1,881
Poole	90	0	2,220	2,310
B&NES	86	0	2,309	2,395
Herefordshire	102	0	2,435	2,537
Warrington	49	0	2,943	2,992
York	29	0	3,955	3,984
Sefton	0	0	4,084	4,084
E R of Yorks	24	0	8,702	8,726

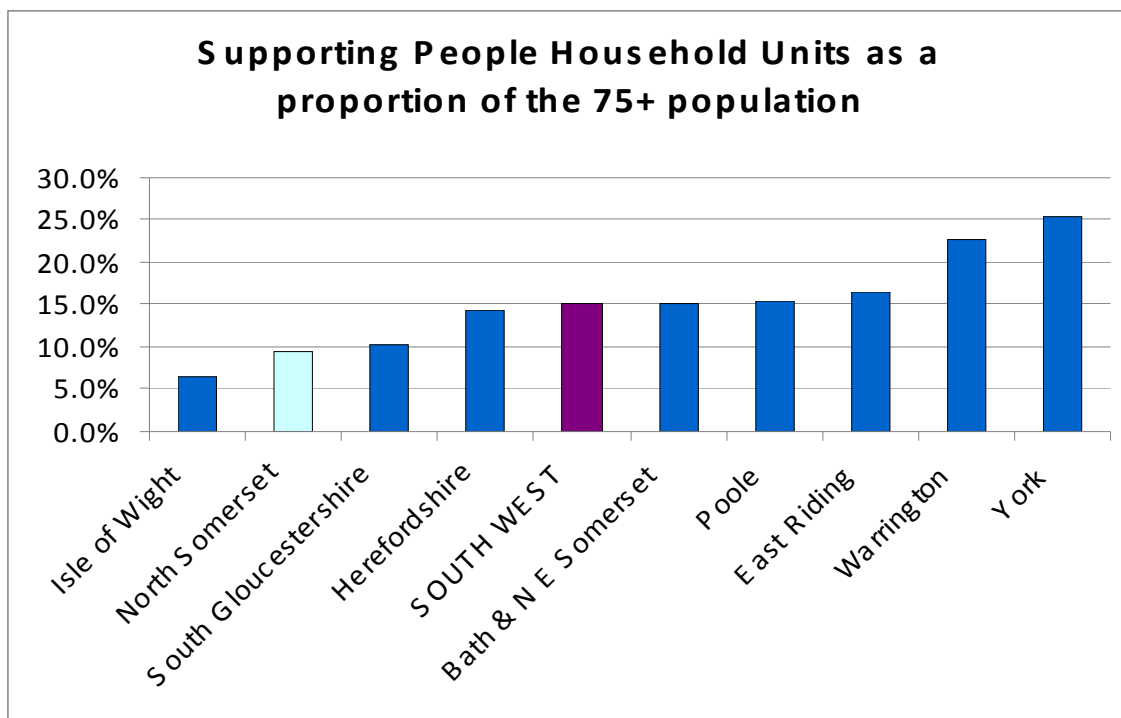
Source: DCLG June 2007 Household Units from www.spkweb.org.uk



Source: DCLG June 2007 Household Units from www.spkweb.org.uk

This shows that supply ranges from 4,886 units in the East Riding of Yorkshire to 1,034 in the Isle of Wight.

The following chart show the total capacity according to DCLG records (Supporting People contracted units) as a proportion of the over 75 population. The population figures are based on the 2006 mid year estimates.



Source: DCLG June 2007 Household Units from www.spkweb.org.uk

This shows that North Somerset has a comparatively low provision of Supporting People units for older people when this is related to the older population. The rate for North Somerset is 9.5%, South Gloucestershire, 10.3%, South West 15.1% and York 25.3%.

The following table shows the comparison position (according to DCLG records) between authorities in the North Somerset comparator grouping in relation to Home Improvement Agency and Community Alarm Services, household unit refers to number of households (single people, couples or families) supported:

Administering Authority Name	Services		Household Units	
	Community or Social Alarm Service	Home Improvement Agency (HIA) Service	Community or Social Alarm Service	Home Improvement Agency (HIA) Service
B&NES	2	1	26	100
E R of Yorks	21	1	187	260
Herefordshire	3	1	453	100
Isle of Wight	0	1	0	80

Administering Authority Name	Services		Household Units	
	Community or Social Alarm Service	Home Improvement Agency (HIA) Service	Community or Social Alarm Service	Home Improvement Agency (HIA) Service
N Somerset	1	1	33	200
Poole	2	5	16	3
Sefton	9	1	742	256
S Gloucs	0	1	0	115
Warrington	3	1	1,815	120
York	2	0	224	0

North Somerset Care & Repair (a non profit making agency) provides independent advice, principally to older and disabled people to remain in their own homes. Care & Repair is funded by the Council through Supporting People and Housing Renewals funding.

Working with housing, social services and health departments, Care & Repair provides a range of services- such as home improvement and adaptations, Home from Hospital, accident prevention advice, Handy Van service and welfare rights advice to its service users in North Somerset. The Home from Hospital service aims to facilitate discharge from hospitals and prevent admission by tackling small and medium sized health and safety issues in people's homes and the service works across all tenures. While the Handy Van service provides repairs and small/odd jobs, which are too small for a contractor to be called out. The Handy Van service is provided at a subsidised rate and is limited to three hours per visit.

Care and Repair also acts as a client's agent to help people have repairs, improvements or adaptations carried out on their homes. Caseworkers also provide benefit entitlement advice, accident prevention and general health & safety advice. During 06/07 over 2000 enquiries were made to Care & Repair, with 233 repairs and adaptations made. The Home from Hospital and Accident Prevention Team assisted 127 households and completed 80 home safety assessments. The Handyman service carried out 1100 minor repairs.

The biggest challenge for Care and Repair is uncertainty about its funding, which does not allow for long term planning. Demand for services are rising but there has not been a significant rise in funding. Also some service users are finding it harder to qualify for grants and Care and Repair try to source charitable funds to help.

4.4.2 Supply of Older People Housing and Housing Support Services

A review of various data sources shows the following Housing schemes for older people, across North Somerset:

Provider & Scheme Type	Housing Association		Non Property Based Services		Private Organisation		Total	
	Schemes	Units	Schemes	Units	Schemes	Units	Schemes	Units
Extra Care Housing*	8	292			1	53	9	345
Floating Support			3	125			3	125
Home Improvement Agency			1	200			1	200
Sheltered Housing/ Leasehold*	74	1435	0	0	22	767	95	2196
Total	78	1678	4	325	23	820	104	2866

* Includes schemes that are not funded by Supporting People.

The following table shows the accommodation based services according to tenure type; "Mixed Tenure" refers to a mix of social rented & shared ownership and relates to developments undertaken by Housing Associations:

Tenure	Household Units
Leasehold	773
Mixed Tenure	220
Private Rented	73
Social Rented	1475
Total	2451

Of the above, the following are not yet in management:

Units in Development	Housing Association	Private Organisation	Total
Extra Care Housing	2 Schemes, 176 units		176
Sheltered Housing		4 Schemes, 160 units	160
Total	176	160	336

The Older people housing strategy references that there are 122 bed spaces of extra care housing for frail older people in North Somerset. A review of various data sources shows the following Extra Care schemes across North Somerset:

Provider Name	Units	Location	Tenure	Comments
Abbeyfield	25	Weston-super-Mare Central	Social Rented	
Abbeyfield	7	Weston-super-Mare Clarence and Uphill	Social Rented	
Abbeyfield	17	Weston-super-Mare West	Social Rented	

Provider Name	Units	Location	Tenure	Comments
Summer Lane	53	Weston-super-Mare South Worle	Leasehold	
St Monica's Trust	108	(Sandford) Banwell & Winscombe	Mixed Tenure	Opening 2009
Hanover Housing Association	68	Portishead East	Mixed Tenure	Opening 2008
Hanover Housing Association	33	Weston-super-Mare South Worle	Social Rented	
Locking Deanery Housing Society Ltd	24*	Weston-super-Mare Clarence and Uphill	Social Rented	
Household Units in Management	137	NB: Locking Deanery are developing a maximum of 24 units of ECH; 2 are in management, leaving 22 to be developed as units become available. There will remain 10 units of sheltered not to ECH specification.		
Household Units in development	198			
Total Units	335			

In addition there are the following potential Extra Care Housing (ECH) developments being considered:

Scheme Name	Units	Location	Tenure	Comments
Ebdon Court	24	Weston-super-Mare South Worle	Mixed Tenure	Dementia Service
Cherry Orchard	24-30	Clevedon Yeo		Conversion of a care home
Pegasus Court	44	Nailsea North & West		

The Royal British Legion has a Welfare Break Centre in Somerset, situated on the seafront in Weston-super-Mare. It offers "welfare breaks" for up to 75 people at one time, for one or two week stays for people who are recovering from an illness, hospitalisation or bereavement and need a break.

4.4.3 New Service Users

Housing

Housing Associations are required to report on each new letting, the following data covers all new housing association lets for North Somerset in 2006-07. It includes lettings into sheltered housing (referred to as supported housing) and general needs housing where the tenant is over 65 years of age.

Age Range	General Needs	Supported Housing	Total
50-59	28	12	40
60-64	20	37	57
65-74	27	63	90
75-84	11	51	62
85-94	10	28	38
95+		1	1
Total	96	192	288

Source: LACORE 2006-07

35% of new tenants are over 75 years of age, 30% are between 65-74 years of age and 13% are 85+

Age Range	Female	Male	Total
50-59	15	25	40
60-64	21	36	57
65-74	42	48	90
75-84	36	26	62
85-94	30	8	38
95+	1		1
Total	145	143	288

50% of all new service users are women, the percentage increases with age
The following table shows the ethnicity and Nationality of new services users in 2006-07

Ethnic Origin	UK National resident in UK	Other Country	Other EEC	UK National returning from overseas	Total
Black Caribbean				1	1
Mixed Other	1				1
White British	270			3	282
White Irish	2				2
White Other		1	1		2
Total	273	1	1	4	288

This shows that 98% of service users are White British.

The data in the following table shows the organisations who have made lettings during 2006-07. For this purpose, sheltered housing is classified as supported housing.

Owning Organisation	General Needs	Supported Housing	Total
Anchor Trust		17	17
Elim	1		1
Hanover		11	11
Knightstone	34		34
Methodist Homes		2	2
N S Housing	53	156	209
Orbit	2		2
Raglan	3		3
Redland	3	6	9
Total	96	192	288

The following organisations did not make lettings into Sheltered Housing during 2006-07:

Organisation	Household units in Management
George Muller Foundation	8
Housing 21	23
Knightstone Housing Association	129
Locking Deanery Housing Society Limited	31

The following table shows the area that the new service user lived in prior to moving into their new tenancy:

Region	General Needs	Supported Housing	Total
North Somerset	89	162	251
London	1	1	2
North		1	1
North West		2	2
Overseas		1	1
South East		3	3
South West	5	18	23
Wales		1	1
West Midlands		3	3
Yorks & Humberside	1		1
Grand Total	96	192	288

Therefore, 87% of people taking up a new tenancy lived in North Somerset prior to moving in, 8% moved from authorities in the South West and 5% from other areas. Details are shown below of the reasons for those over 65 years of age moving into a Housing Association Tenancy during 2006-07:

Reason for move	General Needs	Supported Housing	Total
Neighbour Problems	1	2	3
Domestic Abuse	1	3	4
Move on to more independent housing	1	3	4
Overcrowding	3	1	4
Affordability / Eviction	6	4	10
Move from prison or long stay hospital		5	5
Property in Poor condition	9	16	25
Asked to leave by family /friends	4	15	19
End of a shorthold tenancy	8	6	14
To move near family / networks	7	13	20
Other	20	20	40
Need for Supported Accommodation	3	45	48
Ill Health (property related)	33	51	84
(blank)		9	9
Total	96	192	288

Of these, it appears 53 people (27%) moving into sheltered were identified as needing (or potentially needing) the sheltered housing support service, suggesting that 73% did not need this support. A further 51 moved into sheltered due to problems with their existing property and ill health.

Supporting People

During 2006-07 there were 134 new service users into an older people service or were over 65 years of age. Brunelcare and Careplus provide floating support to older people in their own homes, North Somerset Housing provide a generic floating support service, working with people of all ages. These are all in addition to those listed above, under housing. Sheltered housing providers are not required to complete Supporting People (Client Record) returns. The ages of new service users are shown below:

Provider	57-59	60-64	65-74	75-84	85-94	95+	Total
Brunelcare	2	11	22	36	21	1	93
Careplus			2	5	7		14
Freedom Project			1				1
Panayiotou (Learning Disabilities)			1				1
N S H (Floating Support)			2	5	2		20
Second Step (Mental Health)			2				5
Total	2	11	30	46	30	1	134

Source: Client Record Office 2006-007

The ethnicity details are as follows, 97% of new service users during 2006-07 were classified as "white british":

Ethnic Origin	Total
White: British	135
White: Irish	2
White: Other	2
Total	139

The following table shows where service users moved to receive a service and the accommodation that they were living in:

Previous Accommodation	Moved to Receive Service		Total
	No	Yes	
General Needs Social Housing - Rented	22	19	41
Owner occupier	17	21	38
Supported housing	9	19	28
Private Rented	9	6	15
Temporary Accommodation/B&B/Mobile Home	5	2	7
Living with family	1	3	4
Sheltered Housing or retirement housing	4		4
Hospital	1	1	2
Total	68	71	139

Summary

Home Care

1. On 14th March 2008, there were 1260 individual service users receiving a home care package funded or partially funded by North Somerset Council.
2. North Somerset is ranked in its comparator group as providing the 3rd highest amount of home care & 2nd highest for intensive home care proportional to its older population.
3. The average size of a home care package per service user is 7.19 hours per week.
4. 4.36% of people over the age of 75 living in North Somerset are receiving a home care service with financial support from the Council.
5. On 13th March 2008, there were 57 service users (583.5 hours) that were waiting for a provider to be found to support them. This number has since reduced, in mid May there were around 35 people waiting for a service to begin.
6. 61% of service users are 80 year old or above; 44% are between the ages of 80-89.
7. 71% of those over 60 years of age receiving a home care service are women, it is estimated that 56% of the wider over 65 population are women. This suggests that men are under represented in this service.
8. 94% of service users are recorded as White British, 3.2% have no ethnicity recorded, leaving 2.8% who are non white-British. In 2001, 0.7% of the population of North Somerset were from minority ethnic groups, however, it is recognised that this proportion has grown in the subsequent 7 years.
9. Pill has the highest proportion of home care delivered compared to its recorded 75 and over population.
10. Nailsea, Wrington and Gordano show the lowest proportion of their 75 population receiving home care services.
11. The Nailsea team are commissioning the greatest proportion of new home care packages. Worle is commissioning the least number of home care packages.

Day Care

12. North Somerset is ranked the lowest in its comparator group for provision of day care; further analysis is needed to ensure that all packages of day care are being appropriately recorded on SWIFT
13. According to the annual returns the number in receipt of day care are reducing, however figures show that North Somerset is reducing less than the best performing authority in the comparator group.
14. Traditional models of day care are seen as encouraging an institutional approach to care and as such are viewed less favourably than other community based services. Further investment in these models is not encouraged.
15. The vast majority of service users (around 80%) are over 75 years of age,

Meals

16. North Somerset is ranked 7th in its comparator group for provision of meals. This is based on an annual return as a % of the over 65 population.

17. When compared to North Somerset's over 75 population the ranking changes to 4th.
18. Provision is reducing but at a lower rate than England or South West averages.

Retirement Housing / Supporting People

19. North Somerset has a low provision of housing related support services for Older People; ranked 2nd lowest when compared to the older population. This excludes comparison between leasehold retirement housing.
20. There are 2498 household units of specifically identified housing for older people, of this 59% are social rented
21. When this is compared to the 65 plus population, this represents 68 units per thousand of people.
22. There are 120 household units of Extra Care Housing in management with a further 176 in development. This represents 13 units per 1,000 people over the age of 75
23. 13% of new service users to social retirement housing are over 85, 35% are over 75 years of age. New service users are generally younger than those receiving care services
24. 98% of new service users are White British, which is a similar ethnicity breakdown to those receiving care services.
25. 87% of new service users are from within North Somerset, 8% from other South West Authorities and 5% from other areas within the UK
26. 27% moved to sheltered housing for support, which means that 73% moved for other reasons.
27. A further 20% moved for more accessible accommodation
28. 27% of Supporting People service users over 65 (38 people) were owner occupiers
29. 4 new service users in Sheltered accommodation also received an additional supporting people service, suggesting that the sheltered support service was not adequate to support the needs of the new tenants.

Housing Needs

30. 1609 over 50's households who apply to North Somerset for housing are seeking non-family accommodation; of which 712 require sheltered housing.
31. The 2001 District-wide Housing Needs Survey suggested a requirement for 2344 bed spaces of housing for older people to 2011; 1149 in the private sector, 1195 in the affordable housing sector. (DCA HNS 2001)
32. 15,800 households contain someone with a disability while 57% of wheelchair users do not live in adapted properties (DCA HNS 2001)
33. The average age of someone applying for sheltered housing in North Somerset is 74. (source North Somerset Sheltered Housing Demand Study 2007)
34. Current data reveals that 91.5% of applicants are listed as requiring one bedroom bed spaces with just 8% requiring two bedroom bed spaces and less than 0.5% requiring 3 Bedrooms.

Recommendations – Community Based Services

Domiciliary Care

1. There are some patterns of commissioning for domiciliary care from Adult Social Care teams that should be analysed further to fully understand the differences.
2. Whilst the Nailsea team are commissioning the greatest proportion of new home care packages, Nailsea, Wrington (and Gordano) show the lowest proportion of their 75 population receiving home care services. Provision of home care services in rural areas has always proved a challenge, however, more work may be needed to ensure provision in these areas.

Day Care

3. Alternative community based services are being developed to replace traditional models of day care, work being done within POPP identifying un met needs will give direction to these developments. In order that progress can be measured in this area care will need to be taken to ensure accurate collection and recording of those benefitting from services.

Retirement Housing

4. In order to adequately plan for the future housing needs of a growing older population monitoring of developments is needed. Obtaining information on new and existing developments across the whole sector has been problematic. It is recommended that a mechanism is identified to maintain a register of accommodation and monitor accurately all changes (including planning applications, changes to existing provision, RSL developments and within the private sector).
5. Extra Care Housing (ECH) has been recognised nationally and locally as beneficial in helping to keep people independent as long as possible. Nailsea and the rural areas surrounding Nailsea have least access to ECH, it is recommended, that plans are progressed to increase access in these areas.