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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 10</b>
<b>DATE OF MEETING:</b>	<b>JUNE 14<sup>TH</sup> 2007</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>MARK ALFLAT – DIRECTOR OF COMMUNITY SERVICES</b>	<b>OPEN PARAGRAPH NO:</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KAREN TALBOT – HOUSING OPERATIONS MANAGER (X5797)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>CENTRE FOR SHELTERED HOUSING STUDIES ACCREDITATION</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: HCSO1</b>

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## **1.0 Purpose of Report**

1.1 To advise Members of the latest accreditation to be achieved by our Sheltered Housing Section.

## **2.0 Detail**

2.1 Housing Services is committed to continuous improvement in service delivery and has made significant achievement over the last few years.

2.2 The Sheltered Housing Service lies within the Housing Operations arm of the structure of Housing Services. There are two sections within the service area.

2.3 Firstly Careline is the Council's social alarm response centre answering all calls from our sheltered housing tenants made from their communication units installed into their homes. The team also installs Lifeline (dispersed alarms) into homes within the private sector and provides the same level of monitoring and response to private customers.

2.4 The Careline centre and all communication units within the sheltered housing stock are currently being upgraded to make the system fully 'Telecare ready'. This means that our system will be able to benefit from the latest developments in preventative technologies, such as falls detectors, bed sensors, smoke detectors, etc that activate an alarm at Careline to notify the team of specific events that need a response. These technologies are anticipated to help residents remain in their own homes for longer rather than have to move to care homes while their needs remain relatively low level.

2.5 Careline has already achieved accreditation to the Telecare Services Association standards, part one and two, and the service aims to complete level three later this year.

- 2.6 The service also actively contributes on a County level to ensure that funding and developments within Telecare are available at district levels. Careline is a service provider for Derbyshire Supporting People's Telecare pilot project that commenced in April 2007.
- 2.7 The Community Warden arm of the Sheltered Housing service consists of a dispersed team who visit each sheltered housing tenant in South Derbyshire to conduct needs assessments, agree support plans with residents and continue to carry out welfare visits.
- 2.8 This arm of the service has now also achieved accredited status with the Centre for Sheltered Housing Studies (CSHS)
- 2.9 The CSHS was established in 1990 and is recognised nationally as a training provider for professionals working in sheltered and supported housing to ensure that professionals are equipped to deliver highly effective support services that meet the needs and aspirations of our client groups.
- 2.10 The CSHS Code of Practice was established in 1993 and is continually updated in line with good practice and is a nationally recognised quality standard for service providers. The ten standards within the code identify good practice within the provision and the delivery of sheltered housing, providing a quality benchmark against which providers can measure their service.
- 2.11 The Code of Practice states that we provide a portfolio of evidence demonstrating clear and robust policies and procedures for assessment, relating to the following standards:-
- Service Delivery, Review and Continuous Improvement
  - Policy and Legislation
  - Equality and Diversity
  - Rights and Responsibilities
  - Confidentiality and Privacy
  - Independence and Empowerment
  - Professional Role and Responsibilities
  - Collaboration and Community Development
  - Trained and Supported Staff
  - Physical Environment
- 2.12 As part of this process the Community Warden's procedures were reviewed with a working group of tenants, Community Wardens and the Sheltered Housing Manager to ensure that service provision meets our residents' expectations.
- 2.13 Managers were tasked with collating corporate and service specific policy documents and the Community Wardens submitted evidence that they work to these high standards.
- 2.14 In March 2<sup>nd</sup> a CSHS assessor visited Peartree Court in Etwall, Granville Court and Willoughby House in Swadlincote, to meet with service users to gather their opinions of the service and to meet staff.
- 2.15 The Sheltered Housing Service has duly been accredited to this high standard alongside our successful accreditations with the Telecare Services Association.

### **3.0 Financial Implications**

3.1 Successful accreditation to this standard ensures that our service is passported through the Quality Assessment Framework required by Supporting People, which in turn ensures that funding for the service is maintained.

### **4.0 Conclusions**

4.1 Successful accreditation demonstrates ongoing commitment to provide high quality services that meet customer needs and aspirations.