Sheltered housing has changed

Checklist for sheltered and retirement housing providers

- a useful tool for your Best Value and Supporting People reviews

The providers of sheltered and retirement housing have responsibility to their residents and to staff. They can help empower their staff to become effective advocates for their residents and with suitable support and training can deliver an effective service, retain committed staff and maximise the independence and quality of life of residents.

The role of sheltered and retirement housing staff has undergone considerable changes in the last ten years and managers can help them to take their place as professional housing and support workers in community care networks. Scheme Managers are now required under Supporting People to formalise and record their assessments and support.

Checklist for sheltered and retirement housing providers

Sheltered and retirement housing is a huge resource. More older people (two thirds of a million) in the UK currently live in sheltered and retirement housing than in residential and nursing care put together. Sheltered and retirement housing was originally intended for fit, active older people. However, demographic trends and community care have led to an older and frailer population living, or wishing to live, in sheltered and retirement housing. The service has therefore evolved in response to these changing needs and new models of extra care sheltered housing are being developed. Residents can live independent and fulfilled lives in specially designed accommodation that aims to offer a ‘home for life’.

This leaflet, one of a series of four*, has been produced by a consortium of sheltered and retirement housing providers.

Phone 01249 654 249 for:
- more leaflets
- further information on this consortium or obtain information from www.shelteredhousing.org

* Four different leaflets are available for:
- Hospital and primary care staff
- Social services
- Sheltered and retirement housing providers
- General enquirers, older people, their friends and relatives

29 Has the role of sheltered and retirement housing staff, as monitors of individuals’ behaviour and physical condition been understood by GPs, district nurses and other health professionals?
Yes ☐ No ☐ In progress ☐

30 Do staff have a role in facilitating choice in care?
Yes ☐ No ☐ In progress ☐

31 Are they accessed to a range of optical, chiropody and dental services in the community?
Yes ☐ No ☐ In progress ☐

32 Have you considered empowering sheltered and retirement housing staff to make short presentations to team meetings of health professionals?
Yes ☐ No ☐ In progress ☐

Working with health professionals

Health professionals have found that effective liaison by sheltered and retirement housing staff, when encouraged, is invaluable. The National Service Framework for Older People encourages health agencies to work with housing and social services to deliver the eight standards relating to: age discrimination; personal, hospital and intermediate care; strokes; falls; mental health; active old age.

27 Are hospital discharge arrangements satisfactory?
Yes ☐ No ☐ In progress ☐

28 Do sheltered and retirement housing staff participate? If not, do sheltered and retirement housing staff know what action to take?
Yes ☐ No ☐ In progress ☐

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### Checklist for sheltered and retirement housing providers

**Working within your organisation**
The following questions suggest some areas where networks can be built and how the accessing of social and healthcare services by staff, on behalf of residents, can ensure their needs are met swiftly.

**Line managers of sheltered and retirement housing scheme staff**

1. Do the job descriptions of sheltered and retirement housing staff match the tasks they actually perform?  
   - Yes  
   - No  
   - In progress

2. Are staff fully briefed and trained regarding their role under Supporting People, including needs and risk assessment, support planning, preventing abuse and promoting diversity and inclusion?  
   - Yes  
   - No  
   - In progress

3. Have you agreed a policy for allocation priorities for sheltered and retirement housing with social services and health care managers?  
   - Yes  
   - No  
   - In progress

4. Are needs assessment and support plans in place and staff trained to use them effectively?  
   - Yes  
   - No  
   - In progress

5. Do you regularly assess levels of dependency in schemes and the impact on service delivery on each site?  
   - Yes  
   - No  
   - In progress

6. Are sheltered and retirement housing staff involved in the allocation process - if not, could they be?  
   - Yes  
   - No  
   - In progress

7. Do staff have an up to date manual of procedures for assessment of care and support needs, hospital discharge, medication and the help they can give in an emergency?  
   - Yes  
   - No  
   - In progress

8. Does the community care/single assessment form adequately deal with housing need, e.g. whether sheltered and retirement housing would reduce or help to meet a person’s care and support needs?  
   - Yes  
   - No  
   - In progress

9. Have you considered accrediting with the CSHS Code of Practice to passport your services with Supporting People Administering Authorities?  
   - Yes  
   - No  
   - In progress

10. Have you considered the “strategic fit” of your schemes with reference to the Supporting People strategy?  
    - Yes  
    - No  
    - In progress

11. Are you aware of the Supporting People strategy on older people's housing and if so, have you considered the “strategic fit” of your schemes with reference to the Supporting People strategy?  
    - Yes  
    - No  
    - In progress

12. At Supporting People reviews are you engaging with and preparing staff and residents to be fully informed and involved?  
    - Yes  
    - No  
    - In progress

13. Do you arrange for care and support needs to be assessed as part of the allocation process, or at least before the resident moves in?  
    - Yes  
    - No  
    - In progress

14. Do you have a staff training plan for all sheltered and retirement housing staff?  
    - Yes  
    - No  
    - In progress

15. Do you have a staff training plan for all sheltered and retirement housing staff?  
    - Yes  
    - No  
    - In progress

16. Are sheltered and retirement housing staff match the tasks they actually perform?  
    - Yes  
    - No  
    - In progress

17. Are the job descriptions of sheltered and retirement housing facilities with social services, health, the Supporting People team and with residents?  
    - Yes  
    - No  
    - In progress

18. Do senior management recognise that they will need to take responsibility for chasing up the failures of other services if the efforts of sheltered and retirement housing staff have been to no avail?  
    - Yes  
    - No  
    - In progress

19. Do you have discussed community use of sheltered and retirement housing facilities with social services, health, the Supporting People team and with residents?  
    - Yes  
    - No  
    - In progress

20. Are you monitoring procedures to ensure the jobs of sheltered and retirement housing staff?  
    - Yes  
    - No  
    - In progress

21. Are staff fully briefed and trained regarding their new role under Supporting People team and with residents?  
    - Yes  
    - No  
    - In progress

22. Have line managers fully appreciated the impact of community care arrangements on the jobs of sheltered and retirement housing staff?  
    - Yes  
    - No  
    - In progress

23. Have you negotiated with social services a clear procedure and role for your sheltered and retirement housing staff in assessments and reviews?  
    - Yes  
    - No  
    - In progress

24. Have you negotiated with social services a clear procedure and role for your sheltered and retirement housing staff in assessments and reviews?  
    - Yes  
    - No  
    - In progress

25. Have you ever considered joint training in assessing the potential of extra care sheltered housing and intermediate care with social services?  
    - Yes  
    - No  
    - In progress

26. Have you ever ever considered joint training in assessing the potential of extra care sheltered housing and intermediate care with social services?  
    - Yes  
    - No  
    - In progress

**Assessment and procedures**

10. At Supporting People reviews are you engaging with and preparing staff and residents to be fully informed and involved?  
    - Yes  
    - No  
    - In progress

11. Have you considered accrediting with the CSHS Code of Practice to passport your services with Supporting People Administering Authorities?  
    - Yes  
    - No  
    - In progress

12. Do you arrange for care and support needs to be assessed as part of the allocation process, or at least before the resident moves in?  
    - Yes  
    - No  
    - In progress

13. Do application forms record care and support needs as well as housing needs?  
    - Yes  
    - No  
    - In progress

14. Are needs assessment and support plans in place and staff trained to use them effectively?  
    - Yes  
    - No  
    - In progress

15. Do you regularly assess levels of dependency in schemes and the impact on service delivery on each site?  
    - Yes  
    - No  
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16. Are sheltered and retirement housing staff involved in the allocation process - if not, could they be?  
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18. Does the community care/single assessment form adequately deal with housing need, e.g. whether sheltered and retirement housing would reduce or help to meet a person’s care and support needs?  
    - Yes  
    - No  
    - In progress

19. Have you discussed the potential of extra care sheltered housing and intermediate care with social services?  
    - Yes  
    - No  
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21. Are sheltered and retirement housing staff involved in the allocation process?  
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