



SUPPORT PLAN - A GOOD PRACTICE GUIDE

FROM ERoSH

THE NATIONAL CONSORTIUM FOR SHELTERED HOUSING



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INTRODUCTION

This model Support Plan is a tool for working with a service user in a sheltered housing context. The additional forms such as monitoring sheets can inform the supervision session of a frontline worker with their manager or supervisor.

The model also offers temporary staff, those covering leave or other absences, an easily accessed tool to become aware of the aspirations and expectations of service users and can enable a temporary staff member to understand their workload and maintain a consistency of service.

This guide contains sample documentation that could be used in conjunction with the plan. It also offers a model for integration where a support provider already has its own package of forms and records.

The model suggests a number of areas that address issues that might become measurements for quality monitoring and can help to define a mechanism for effective management. This document could form the evidence for a national key performance indicator required by the Supporting People programme.

Support plans are an effective mechanism for the front line worker and the service user to work together in a relationship to plan, construct and review the way in which both parties and others will interact. It can also help to clarify expectations of all parties in a supported housing setting.

The Support Plan, if used as a tool of empowerment can be the most effective evidence of user participation in a supported housing setting.

Within the sheltered housing sector it has become clear for service providers and service users, who have been working with such tools, that this is a mechanism for tenant involvement at a micro-level; that is, working together to influence all the issues that can produce desired outcomes and enable the service user to enjoy a quality living experience, maximised independence, and assured security and building a quality support service.

The Support Plan can also provide housing management with very useful key performance indicators about quality and type of work and quality of reviews and developmental work that a service user and a front line worker are able to achieve.

Managers who have used this tool have reported that it builds the skills of frontline staff and offers the management a mechanism for understanding the dynamics on a scheme, the aspirations of a specific group of people and their needs. It can assist management understand how it might impact on workloads, training and development needs.

The Support Plan has been seen as a mechanism to prepare for the demands of Supporting People reviews, of Best Value exercises and of contract maintenance. It is also a micro consultative device to compliment macro consultative strategies. This is evidential of one to one consultation about the role and service of sheltered housing staff and the expressed choices and declared goals of the service user. The review process offers an opportunity to revisit the plan, to review the achievability or otherwise of goals, to chart progress or to refocus effort in practical directions to meet changing needs.

If the tenant is not fully eligible for a Social Services care package or extra support, the warden or scheme manager should ensure that the tenant is receiving all the benefits they are entitled to - minimum income guarantee attendance allowance etc. or refer to others. They could also be put in touch with local private care agencies that may be able to do such things as cleaning, shopping, cooking and other household tasks.

Support plans give external funding agencies a source from which to evidence good practice, user management of the support provided, goal setting and personal achievements, recording as well as offering a framework for ongoing monitoring.

For those providers seeking accreditation to the Centre for Sheltered Housing (CSHS) Codes of Practice, the Support Plan can meet many indicators.

The model is offered as a comprehensive document for engaging the service users in a structured manner.

Some fundamental rights for the tenant might also be clearly identified within the conversation to construct and maintain a Support Plan. The following statement might prove useful:

Support and care services should be provided in a manner consistent with the following principles:

PRIVACY

The right of an individual to be left alone or undisturbed and free from intrusion or public attention into their affairs.

CONFIDENTIALITY

The assurance that personal information is kept private.

DIGNITY

Recognition of the intrinsic value of people regardless of circumstance by respecting their uniqueness and their personal needs, and treating them with respect.

CHOICE

Opportunity to select independently from a range of options.

RIGHTS

The maintenance of all entitlements associated with citizenship provided they do not impinge on the rights of others.

FULFILMENT

The realisation of personal aspirations and abilities in aspects of daily life.

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The following case study is extracted from the use of Support Plan by Epic Trust.

Case study 1

Mr C had become housebound following a fall. A lack of confidence and the loss of a friend that he regularly visited led to a decision not to venture outside his flat. Paying to have someone deliver everyday items to his home significantly reduced his available income. Mr C. had previously been unsure about the services offered by his warden and a series of temporary staff had resulted in his decision not to engage much with the new warden, now called a sheltered scheme co-ordinator (SSC).

The new SSC who had received some complaints about “the miserable and smelly recluse in number 19” had asked if Mr C could spare an hour so that she could introduce herself and the concept of a Support Plan. Mr C was intrigued.

Over a cup of tea and a chat, the new SSC completed a Support Plan form and explained her role. They both agreed a number of goals that included a possible visit from a befriending service that could also escort him on a shopping trip. It was also agreed that Mr C would attend some new social events being planned in the lounge and that he would be interested in a visit from a housing officer with a view to maximising his income. The following summary was agreed.

LIVING IN THE SCHEME	Enjoys the feeling of being secure but independent
AROUND THE SCHEME: UNDERSTANDING THE PROCEDURES	Would like to be involved in upkeep of the garden. Consider use of a pendant alarm call.
SOCIAL INVOLVEMENT	To join the new event planning group.
DAILY LIVING SKILLS	Interested in gardening, discuss with the garden contract the setting up of a small plot.
NETWORKS	Connect to a local befriending service to enable him to get out and about with an escort.
TAKING CARE OF YOUR HEALTH	To attend an ageing well event.
YOUR MOBILITY	Consider purchase of a walking stick.
YOUR RENT AND FINANCE	Visit of the housing officer to seek to maximise income.
SUPPORT TO REDUCE DANGERS TO YOUR SAFETY	OT Assessment with a view to a shower?
MISCELLANEOUS	

When it came to a review six months later Mr C was now the shopping organiser for social events and was shopping for some of his neighbours on a regular basis. His income had been increased to the new minimum income guarantee level and he had a better disposable income as a result of budgeting help. A shower had replaced a bath in his flat and he was much

more comfortable around the scheme. He was overseeing a vegetable patch in the garden and was planning a 75th birthday party.

He ended his review with a chuckle when he repeated a description of him he overheard as “a dashing gent, with a silver tongue, always on the go with a snazzy stick!”

An additional case study explores the introduction of Support Plans to the members of the ERoSH group in the London Borough of Waltham Forest in 2002. It looks at the mechanisms on how to introduce the concept as well as the processes used to train both frontline staff and management. It concludes by considering the benefits for all organisations and individuals concerned.

Case study 2

Initial resistance from management indicated that a series of presentations and a training course would be helpful. It was agreed that training would be conducted separately for both frontline staff and managers of front line staff. Fears about the workload needed addressing, but the impending Supporting People programme had convinced most that changes were coming and more evidential work was required.

The training sessions were very practical and the action learning set approach included an exercise in filling in a plan. This was initially very challenging but became funny when some took the role-play as an opportunity to turn into Victor Meldrew!

Staff grew to see the Support Plan as an opportunity to evidence their good practice and their professionalism. It empowered both frontline and management to engage with each other about practical problems solving and future priorities.

Tenants have appreciated the time and thoroughness of the staff who were capturing their views and helping them to agree some goals. They expressed appreciation of the client-centred approach that helped them spend time thinking about what they could realistically expect and help them understand which services could be available to them in due course. Some initial resistance from people who did not want to be bothered would need time and patience. The trainer was able to report that where one service has been using this system for about two years, there had been a marked quarterly reduction in the need to write unilateral plans and that tenants showed greater understanding of the role of the frontline staff.

The ERoSH good practice group would be pleased to receive any additions to the model, we commend this tool to other support providers.

ACKNOWLEDGEMENTS

This package is the result of work by the Waltham Forest ERoSH group and particularly the co-operative working of the London Borough of Waltham Forest, Waltham Forest Housing Association and Epic Trust.

The original plan was conceived by a sheltered housing project manager Xenia Demetriou and a warden, Laura Pennington. It was developed by a trainer Jackie Ackroyd and delivered into a local joint working content by Linda Milton the Chief executive of WFHA.

The package was further developed by the ERoSH good practice working group of:

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- **Martin Brookes** - Housing Policy and Performance Manager, Housing 21
- **Stephen Boyo** - Policy Officer, Age Concern
- **Trevor Humphries** - Education Officer , Chartered Institute of Housing
- **Melanie Rees** - Head of Professional Practice, Chartered Institute for Housing
- **Kiron Mahal** - of ASRA
- Committee Member of National Wardens Association
- **Professor Peter Lloyd** - emeritus professor Gerontology, University of Sussex & co-founder of the Sussex Gerontology Network.
- **Lynn Thompson** - Director of the Centre for Sheltered Housing Studies.
- **Ruth Connelly** - Development officer of AIMS
- **Derek Wells** - sheltered housing tenant , board member and ERoSH service users Trustee

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SHELTERED HOUSING SUPPORT PLAN

Name _____

Address _____

Date of plan _____

Dates of reviews _____

Staff member _____

Has the tenant agreed to the Support Plan? Yes No

THIS IS A CONFIDENTIAL DOCUMENT

This means that the only people who have access to this information are YOU and staff on a 'need to know' basis. **If you would like to see any information that is kept on files about you, please contact your manager.** Other service providers, for example Social Services, will only be contacted if you agree to us doing so. We will only share information with others where you agree that we can.

WHY DO YOU NEED A SUPPORT PLAN?

It will help you to identify things you need assistance with. It will also help us to provide you with the most appropriate assistance to help you to stay independent and look after your health. The scheme manager can assist in co-ordinating these services and linking in with new ones.

The Supporting People team requires us to record and monitor the services we provide to you to demonstrate that they are appropriate to your individual needs and wishes. This document will form part of that evidence.

WHAT IF YOUR CIRCUMSTANCES CHANGE?

We will review your Support Plan every six months. If you want to discuss it sooner, then please ask. If you have any major changes in your circumstances we will also seek to review it sooner. Any reviews will be at a time and place that is convenient to you.



LIVING IN THE SCHEME

What do you like most about living here?

What do you not like about living here?

Is there anything we could do to change the things you don't like?

Do you have any problems about living here that are not being dealt with?

AROUND THE SCHEME

Are you happy with/do you understand all the procedures that are in place around the scheme? For example, can you use the door entry system and the emergency call system? Do you use a “do not disturb” system? Do you need help with any of these?

As at date of Support Plan

Door entry system
Call Bell System (warden call)
Do Not Disturb system
Reporting Repairs

As at review (date)

Door entry system
Call Bell System
Do Not Disturb system
Reporting Repairs

SOCIAL INVOLVEMENT

Are you aware when events take place at your scheme?

Do you belong to any outside clubs or organisations?

Do you get on well with your neighbours?

Can you think of any way that socialising could be made easier for you?

Are there any activities that you would like to see run in this scheme?

Are there any activities that you would like to be involved in organising for this scheme?

As at date of Support Plan

Action Required
Outcome

As at review (date)

DAILY LIVING SKILLS

Do you do your own cooking/cleaning/shopping/laundry?

Is the cooker/washing machine easy for you to use?

Do you use any aids or equipment to help you? (eg. jar openers, high seats, trolleys, kettle tippers)

Can you think of anything that could be done to make these tasks easier for you?

As at date of Support Plan

Action Required
Outcome

As at review (date)

NETWORKS

Do you see a lot of your friends and family?

Do they visit you regularly?

Do you get to visit them often?

Are you happy with the amount of contact you have with other people?

Is there anything you can think of that would help to improve the contact you have with others? (eg maybe joining a club, assistance with correspondence)

As at date of Support Plan

Action Required
Outcome

As at review (date)

YOUR MOBILITY

Can you move around your flat easily?

Can you move around the scheme/use the stairs?

Can you go out by yourself?

Do you use the lift?

Do you use walking stick(s)/zimmer frame/wheelchair?

Can you think of anything that would help you to be more mobile? (eg adaptations in your flat, physiotherapy)

Have you got a bus pass/dial-a-ride membership/cab card?

As at date of Support Plan

Action Required
Outcome

As at review (date)

YOUR FINANCE

Do you understand what you are paying for in your rent and service charges?

Are you able to get out to pay your rent?

Would you like further advice (eg claiming benefits or allowances, making a will etc.)

Do you feel that your savings if any are in a safe place?

As at date of Support Plan

Action Required
Outcome

As at review (date)

--

STAYING INDEPENDENT

In order for any of us to do the things we want to do, we often have to take risks, but we also try to make sure that we keep ourselves as safe as possible from any dangers.

What kind of things do you do that involves you in taking risks? For example, when you are cooking or remembering to take your medication. What dangers might there be to your safety in some of the things you do?

Can you think of any ways in which you might be helped to reduce some of those dangers to your safety?

As at date of Support Plan

Action Required
Outcome

As at review date

CARE SUPPORT

Can you wash/bathe/dress yourself?

Do you receive care support with these tasks?

Who provides that for you? (eg. family, social services, privately arranged)

Can you think of anything that would help you to manage this better?

Do you already use any aids to help you? (eg grab rails, walk in showers, bath/shower seats)

As at date of Support Plan

Action Required
Outcome

As at review (date)

LOOKING AFTER YOUR HEALTH

Do you have any concerns about your health?

Are you currently receiving any medical treatment? (list any medication) Have you recently had a hearing and sight test?

Do you regularly see a chiropodist and dentist?

Is there anything that would help you to stay healthy? (eg advice about your diet, continence advice, making and attending appointments)

Would you tell us if you had any health concerns? Yes/No

If yes, have you any concerns that you want to discuss now?

As at date of Support Plan

Action Required
Outcome

As at review (date)

--

WHAT DO YOU WANT

How Can We Help You?

Is there anything else that you feel you need help with that has not been mentioned?

Is there anything that you would like to be able to do, but can't because you need extra support or information or equipment or adaptations?

Is there anything else you would like to include in your Support Plan?

As at date of Support Plan

Action Required
Outcome

As at review (date)

--

SUMMARY OF SUPPORT PLAN AGREEMENT

Date:

Living in the Scheme
Around the Scheme: Understanding the procedures
Social Involvement
Daily Living Skills
Networks
Taking Care of Your Health
Your Mobility
Your Rent and Finance
Support to Reduce Dangers to Your Safety
Miscellaneous

Action Points and Outcomes:

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Date of Next Review:

YOUR SUPPORT PLAN AGREEMENT

The Support Plan details what I consider to be my main support needs at the present time. I am signing this to say that I agree with its content. I also agree that (name of organisation) staff can exchange confidential information about me, on a need to know basis, ie. doctors or hospital staff.

Signature (tenant)

Any other comments from the co-ordinator. Include any needs that cannot be addressed at this time and the reasons why.

Signature (scheme manager)

Signature (manager)

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AT A GLANCE TENANT INFORMATION

Control Centre Scheme No:

Tenant's details

Name	Address	National Insurance No.
Tenancy commencement	Tenancy number	Housing benefit ref no.
Date of Birth	Telephone Number	Other

Next of kin/close contact

Name	Address	Telephone number/ relation
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GP

Name	Address	Telephone number
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Medical emergencies

Known medical conditions/ allergies	Medication	Religion
Pendant Wearer?	Housebound?	Disabilities



SUMMARY OF OTHER AGENCIES INVOLVED IN PROVIDING SUPPORT

Nature of support	Organisation	Contact number	Contact name

Any other relevant information/History:

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TENANT CARE PACKAGE RECORD SHEET

Name of tenant		Address						
Date care plan/package recorded		By whom						
Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
Morning	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	
Lunch time	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	
Afternoon	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	
Evening	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	Support/time/ named worker/agency	

You can also record on this sheet regular visits from other professionals, eg. OT, CPN, DN

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TENANT ASSESSMENT RECORD

Tenant's name

Tenant's address

Each assessment should be dated.

AROUND THE SCHEME: UNDERSTANDING THE PROCEDURES

	Date	Date	Date
Door entry system			
1. Understands and uses safely			
2. Needs occasional prompting			
3. Is unable to use the system/ does not understand security issues			
Call bell system			
1. Understands and uses appropriately			
2. Needs occasional prompting			
3. Does not understand the purpose of the call bell			
Green card			
1. Understands and uses appropriately			
2. Needs occasional prompting			
3. Is unable/unwilling to use			
Reporting repairs			
1. Is able to do this without help			
2. Is able to do this if helped to find/ dial the telephone number			
3. Is unable to report own repairs			
Use of 999 services			
1. Understands and uses appropriately			
2. Needs assistance with the telephone			
3. Is unable to understand appropriate use of 999			

Comments and issues (please date and sign)



SOCIAL INVOLVEMENT AND NETWORKS

	Date	Date	Date
Contact with other tenants			
1. Able to do independently			
2. Needs encouragement to join a group/ prefers one to one contacts			
3. Unable to communicate verbally/understand			
Outside contacts including family			
1. Able to do independently			
2. Needs assistance to maintain contacts			
3. No social network outside of the scheme			
Attending clubs/appointments			
1. Able to do independently			
2. Able to do if reminded and/or transport arranged			
3. Unable to do without an escort			
Cultural needs			
1. Able to meet own cultural needs			
2. Able to meet cultural needs with support of family/community			
3. Cultural needs not met			

Comments and issues (please date and sign)

DAILY LIVING SKILLS AND PERSONAL CARE

	Date	Date	Date
Cooking			
1. Is self sufficient			
2. Can make light food, has MoW or frozen meals			
3. Unable to use equipment/prepare any food			
Shopping			
1. Able to do independently			
2. Able to shop for small items/is assisted by family and friends			
3. Needs a shopping service			
Housework			
1. Able to do independently			
2. Able to do light tasks/is assisted by family and friends			
3. Needs assistance with all tasks			
Laundry			
1. Able to do independently			
2. Able to do hand washing/ needs assistance with use of machines			
3. Needs assistance with all laundry tasks			
Personal care			
1. Able to do independently			
2. Needs assistance with bathing and/ or reminding about personal hygiene			
3. Needs assistance with all aspects of personal care			

Comments and issues (please date and sign)

HEALTH CARE AND MOBILITY

	Date	Date	Date
Hearing			
1. No concerns			
2. Hears well with aid/lip reads effectively			
3. Profoundly deaf/has difficulty with use of aids and lip reading			
Sight			
1. No concerns			
2. Corrected with spectacles			
3. Poor sight/registered blind			
Sleeping patterns			
1. No concerns			
2. Sleeps well with medication			
3. Regularly disturbed nights			
Memory/orientation			
1. No concerns			
2. Occasionally forgetful			
3. Poor short term memory			
4. Disorientated in time and place			
Self esteem/fear of the environment			
1. No concerns			
2. Seeks occasional reassurance			
3. Seeks frequent reassurance			
4. Frequently depressed, afraid to leave the flat			
Medication			
1. Able to self medicate			
2. Able to manage a week's supply of medication			
3. Able to manage a day's supply			
4. Unable to manage any medication			
Continence management			
1. No concerns			
2. Has occasional accidents			
3. Has frequent accidents			
Mobility			
1. Fully mobile			
2. Mobile with the use of aids/equipment			
3. Unable to leave the scheme			
4. Unable to leave the flat			

Comments and issues (please date and sign)

FINANCE AND COMMUNICATIONS

	Date	Date	Date
Rent and service charge			
1. Understands rent and service charge and can pay at the PO			
2. Needs reminding about payment			
3. Does not understand rent and service charge system and/or is unable to make payment at the PO			
Collecting benefits			
1. Able to do independently			
2. Assistance required with paperwork/forms – can give instructions			
3. Unable to give instructions/do task			
Use of telephone			
1. Able to do independently			
2. Able to answer calls, some assistance needed with telephone numbers/dialling			
3. Unable to make own calls			
Correspondence			
1. Able to do independently			
2. Assistance required to read /write correspondence, can give instructions			
3. Unable to give instructions/do task			
Use of English language			
1. Can read and write English			
2. Cannot read and write English but able to understand spoken English and communicate needs			
3. Unable to understand English and communicate needs			

Comments and issues (please sign and date)

FACTORS THAT SUPPORT OR HINDER INDEPENDENCE

Below record concerns of the tenant or the scheme coordinator/manager about any of the factors that may further support or hinder the tenant's ability to be independent. For example, the design of the flat may support the tenant's mobility because the kitchen has been adapted to accommodate a wheelchair. A tenant may be unable to leave the flat because of their health, but a good informal support network of family and/or friends may help the tenant to continue their tenancy. A tenant's independence may be hindered by the fact that the care support provider is unreliable and the package is inadequate. Information from this chart might be used to address those factors that hinder independence.

Factors	Factor supports independence	Factor hinders independence
Design/adaptations of the flat		
Design/adaptations of the scheme		
Safety of the external environment		
Accessibility of community facilities and transport		
Ability of the scheme to meet tenant's cultural needs		
Opportunities for tenant advocacy		
Tenant informal network of support		
Adequacy/reliability of the care package		
Other (describe)		

Comments and issues and any actions taken. (please sign and date)

GOOD PRACTICE GUIDELINES FOR SUPPORTING PEOPLE WITH CHANGING AND COMPLEX SUPPORT NEEDS.

1. Listen to the tenant
 - What they are saying
 - Does their behaviour/body language match their words?
 - Are there any 'hidden' messages?
 - Is this conversation indicative of developing health problems or bizarre behaviour?
2. Let the tenant know how you can support them
 - Referral: explain what might happen? How? When?
 - Practical support, eg. equipment, organisation of flat
 - Telephone or letter communication
 - Other agencies eg. voluntary network
 - Advocacy role
 - Liaison role
3. Work with the family in a sensitive way but maintain tenant confidence that you have heard them.
4. Keep tenant and family informed of progress.
5. Communicate with external agencies
 - Be clear of your expectations
 - Be realistic
 - Be confident of your own role and responsibilities
 - Agree ways of working together
 - Record and date all communication
6. Support the tenant in the assessment/referral meeting if required by them
 - Advocate for the tenant's independence
 - Assist external agencies with the monitoring of the care package: Home Care /DN etc
 - Relay any changes/concerns to home care manager/health care manager
 - Ensure the 'voice' of the tenant is heard
7. Update the tenant's Support Plan with details of changes. Review the Support Plan at this stage and amend if necessary.
8. Ensure line management is kept informed of issues, your role and action being taken. Where possible, ensure line management assist in connecting to key services to back up the work of front line staff and to ensure a range of support mechanisms to the staff member are in place.
9. Whilst keeping confidentiality, if issues are affecting neighbours or the whole building, re-assure all concerned that matters are being dealt with. Listen to the range of concerns and experiences that other have of a person (it may help in understanding behaviour and the impact it has on the scheme).
10. Continue to maintain your professional profile with social services and health services by
 - contacts through assessment, monitoring and review of care packages
 - taking opportunities to be part of multi-disciplinary work groups
 - taking opportunities to be part of new staff induction programmes in statutory services
 - agree ways of working together making sure social workers/commissioners/ home care managers etc are clear of the role of sheltered housing and sheltered scheme staff in tenant support

NOTES



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