

# FirstStop Training Prospectus

2012/2013



Specialist courses on  
**Housing and Care  
Options**



# Welcome

**The FirstStop training prospectus is for everyone involved in advising older people about their housing and care options.**

Whether you are looking for a suitable course for yourself, a colleague, a new member of staff or a whole team we can offer a range of open and in house courses to suit.

Open courses are held at our venue in London and are open to individuals to book places. Course dates are fixed.

In-House courses are where we come to your premises to deliver a course to your team on a mutually agreeable date.

Browse our prospectus and then when you're ready, use the booking form to secure your place/course. If you don't see what you need, talk to us about developing a bespoke course for your organisation.

For further information and to discuss any of the courses in more detail contact:  
Shirley Blight, Training Manager (left) at:  
**[shirley.blight@firststopadvice.org](mailto:shirley.blight@firststopadvice.org)**  
or 0203 519 6042 (mobile 07531 930611)

Care  
Advice

Housing  
Advice

Finance  
Advice

Rights  
Advice

# Specialist Courses on **Housing and care options** 2012/13

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# Housing Options for Older People

**Offered as:** In-House Course Y  Open Course N

## Course Summary

An introduction to the housing options that are available for older people and overview of the advice and support that FirstStop can offer.

## Who is the course for?

For all those working with older people, including advisers, advocates, housing staff, care staff, health professionals, social workers and occupational therapists who regularly come across care and housing issues and wish to be better equipped to deal with them.

## Course Content

- **Facts and figures** about older people and their housing, including local information
- **Scope of a housing options service** for older people and important principles
- **Staying Put or Moving On** – issues for consideration – includes the HOOP self assessment tool for older people
- **Staying Put Options** – the whole range of support and help, including local scenarios and with a detailed focus on a) adaptations and b) care
- **Moving On options** – the whole range of moving on options including local scenarios and with a detailed focus on a) sheltered and retirement housing, b) Choice based lettings and the moving process
- **Money matters** – including welfare benefits, charitable resources, equity release, care fees planning
- **Introduction to FirstStop** - range of advice and resources provided by FirstStop and its partners
- **Case studies**
- **Course evaluation and feedback**

## Learning outcomes

At the end of this course you will have a sound understanding of the housing options available to older people and you will know where to go to access core information.

**Note:** This course can also be offered as a 2 day more in depth course - price on request.

# Establishing a Housing Options Service for older people

**Offered as:** In-House Course Y  Open Course N

## Course Summary

An introduction to making a business case for a housing options service, developing the service and the policies and procedures involved.

## Who is the course for?

For Managers of services for older people and/or Commissioners of services

## Course Content

- **Definition of a housing options** service for older people.
- **Making the case** – (legislative/policy background; local demographics; local evidence of need/demand)
- **Funding sources** and making applications
- **Principles of housing options/choices services**
- **Scope of service and its boundaries** – advice, support and practical help –the process
- **Housing Options job description** and person specification
- **Policies and quality standards**
- **Accreditation**
- **Partnership working**
- **Marketing the service/evaluating the service**
- **Course evaluation and feedback**

## Learning outcomes

At the end of this course you will have a full appreciation of all aspects required to develop a business case for a housing options service, as well as understand what will be required to operate the service.

**Note:** This course can also be offered as a 2 day more in depth course - price on request.

FirstStop is developing a comprehensive Housing Options for older people toolkit and delegates on this course will receive a discount on purchasing the toolkit.

# Care Options for Older People - help to remain at Home

**Offered as:** In-House Course Y  Open Course N

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## Course Summary

An introduction to the care options available for older people with care needs who wish to remain in their own home.

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## Who is the course for?

For all those supporting these older people including advisers, advocates, housing staff, care staff, social workers, occupational therapists and health professionals.

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## Course Content

- **Facts about older people** and care, including local information
- **Personalisation**
- **Assessing care** and support needs
- **Devising a Care Plan**
- **Financing the plan** – options available including direct payments and individual budgets
- **Finding a Care Provider** – essential standards of care
- **Equipment for daily living** and adaptations, including telecare
- **Support for carers**
- **Care for people** using mental health services

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## Learning outcomes

At the end of this course you will have a sound understanding of the care options open to older people and you will know where to go to access core information

# Considering Residential Care for older people

**Offered as:** In-House Course Y  Open Course N

## Course Summary

An introduction to all the factors to be aware of when advising older people about moving into residential care.

## Who is the course for?

For all those working with older people who may be considering moving into a care home, including advisers, advocates, health professionals, care staff, social workers and occupational therapists.

## Course Content

- **Needs assessments** for residential and nursing care
- **Needs assessments** for NHS funded care (continuing health care)
- **Temporary stays and respite**
- **Choosing a care home** – what to look for
- **Paying for a care home** – entitlement to local authority/health funding
- **Self funding**
- **Standards and contracts**
- **What to do if things go wrong**
- **Case studies**
- **Course evaluation and feedback**

## Learning outcomes

At the end of this course you will feel confident in covering all key factors older people need to consider when thinking of moving into a residential home.

# Housing and Support for Older People with Dementia

**Offered as:** In-House Course Y  Open Course N

## Course Summary

An introduction to the policy and demographic background in relation to dementia, the options that are available for older people with dementia and safeguarding issues.

## Who is the course for?

For all those working with older people who have dementia and wish to have a greater understanding of the issues involved, including advisers, advocates, housing staff, care staff, health professionals, social workers and occupational therapists.

## Course Content

- **Dementia demographics** (including local where appropriate)
- **Policy/legislative background** including the national Dementia Strategy
- **Helping others to make decisions** – the legal basis for helping people who may not be able to make all their own decisions
- **Supporting people** to stay in their own home
- **Sheltered and retirement housing** with care and support on site
- **Care homes** offering dementia care
- **Specialist community services**
- **Deprivation of liberty safeguards** and Mental Health Act
- **Case studies**
- **Course evaluation and feedback**

## Learning outcomes

At the end of this course you will be better equipped to support older people with dementia and help safeguard their interests.

# Money Matters for Older People

**Offered as:** In-House Course Y  Open Course N

## Course Summary

An introduction to the state benefits, financial resources and advice that are available to older people and how they may access them.

## Who is the course for?

For all those working with older people, including advisers, advocates, housing staff, care staff, health professionals, social workers and occupational therapists, who need more information about money issues.

This course can also be tailored to be delivered directly to older people themselves.

## Course Content

- **Financial help and benefits for older people** – an overview
- **Benefits** to meet housing related costs
- **Fuel costs**
- **Money and debt advice** – sources and help offered
- **Charitable funds**
- **Equity release**
- **Paying for care** – entitlements to state funding and care fees planning for self funders
- **Advice and services** from FirstStop and its partners
- **Case studies**
- **Course evaluation and feedback**

## Learning outcomes

At the end of this course you will have an overall appreciation of the various sources of funding open to older people in relation to paying for their housing and care needs.

# Downsizing options

**Offered as:** In-House Course Y  Open Course N

## Course Summary

An introduction to accommodation options for older people who may be interested in downsizing and the practical support that may be required to achieve a move.

## Who is the course for?

For all those working with older people, including advisers, advocates, housing staff, health professionals, social workers and occupational therapists, and managers thinking of setting up a downsizing service.

## Course Content

- **Overview of options** for owner occupiers, tenants of social landlords and private tenants including:
  - o Selling
  - o Sheltered and retirement housing
  - o Choice based lettings – the process; the accessible housing register
  - o Renting privately
  - o Moving in with family
  - o Moving to a care home
- **Supporting the client** with a move will include:
  - o Emotional Support
  - o Liaison with estate agents, solicitors, landlords
  - o Arranging and accompanying to viewings
  - o Assisting in sorting belongings/packing/unpacking; accessing help where necessary for hoarders
  - o Organising removals and seeking funding if necessary
  - o Liaising with utility companies and other organisations
  - o Supporting client in settling in process and ensuring relevant services in place in new home
- **Services and information** available through FirstStop and its partners
- **Case studies**
- **Course evaluation and feedback**

## Learning outcomes

At the end of this course you will be aware of the downsizing options available to older people according to their current tenure and situation. You'll also have a good appreciation for the practicalities involved in moving older people.

# Rights and Entitlements – the law, standards and how to access entitlements

**Offered as:** In-House Course Y  Open Course N

## Course Summary

An introduction to dealing with conflicts that may arise in relation to getting help or care for an older person and how to get entitlements.

## Who is the course for?

All those working with older people, including advisers, advocates, housing staff, health professionals, social workers and occupational therapists, whom need more information about rights and entitlements.

## Course Content

### ● Care

- o Entitlement to assessment of needs for care
- o Entitlement to carer's assessments
- o Degree of choice in selecting care home
- o National standards of care in a care home
- o Human rights

### ● Housing

- o Retirement housing : leases and ARHM Code of Practice
- o Rented retirement housing
- o Right to exchanges
- o Rights to help when homeless
- o Tenancy rights: social landlords
- o Tenancy rights in the private sector
- o Rent deposit scheme

### ● Finance

- o Right to financial assessment if assessed as needing care
- o Right to direct payments as opposed to provision of services

### ● Complaints

- o Right to use Council's own complaints procedure
- o Local Government Ombudsman
- o Financial Ombudsman Service

### ● Course evaluation and feedback

## Learning outcomes

At the end of this course you will feel more confident in informing older people of their rights and entitlements in relation to getting help or care

# Pre –Retirement: A fresh approach to planning for your retirement

**Offered as:** In-House Course Y  Open Course N

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## Course Summary

An introduction to some of the issues to be thinking about, and planning for, prior to retirement,

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## Who is the course for?

People who will be retiring in the near future and for any professionals that may advise people approaching retirement.

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## Course Content

- **A positive approach to a time of change** – making choices and decisions that will help you achieve your aspirations for your retirement
- **Time for new opportunities**
- **Making the most** of your home in retirement:
  - 1) Staying Put successfully
  - 2) Moving home successfully
- **Thinking about future care needs**
- **Finance matters**
  - 1) Pensions and benefits
  - 2) Financial planning
  - 3) Equity release
- **Legal matters** including wills and powers of attorney
- **Course evaluation and feedback**

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## Learning outcomes

At the end of this course you will have more knowledge on areas that you may not previously have considered planning for in your retirement.

## Why book a FirstStop Training Course?

**W**ith our wealth of experience in offering advice and information for older people, their families and carers about housing and care options in later life we are ideally placed to provide specialist training courses in these subjects.

Funded by DCLG, we have a mission to build the capacity of professionals and volunteers who work with older people to provide information about the full range of housing, support and care options open to them.

We've developed these courses to cover most of the important areas that we know from experience regularly feature when advising older people on housing and care issues.

Our trainers have been fully qualified advisors in their own right and have extensive experience in delivering training to professionals and volunteers.

FirstStop Advice is an independent, free telephone service offering advice and information to older people, their families and carers about housing and care options for later life. The service is provided by EAC in partnership with a number of other national and local organisations, and brings together a wealth of expertise to help older people and their carers explore the options and choices open to them. It can provide specialist help on any aspect of care, support or housing for elderly people, including financial issues as well as statutory rights and entitlements. A growing network of affiliated FirstStop Local services bring additional local knowledge, and in many cases can offer face-to-face advice including home visits.

## Dates and prices:

Mindful of the current economic climate, we are subsidising the full cost of these courses because, we aim to facilitate the provision of housing and care options advice and information for older people universally.

## In-house courses:

**Venue:** We come to you and can offer a choice of dates to suit. As the host organisation you are welcome to invite other organisations to share the course with you.

### Pricing for up to 15 delegates

- Private Sector: £750 (£75 per additional delegate)
- Public Sector and Voluntary sector: £500 (£50 per additional delegate)

Add VAT & Trainers travel/subsistence,.

Additional delegates are welcome to a maximum course capacity of 20 delegates in total.

**Refreshments:** Provided by host organisation

**Lunches:** Provided by host organisation or delegates make their own arrangements

## Open courses - Spring 2012:

Course title:	Course Date	Booking deadline	Cost per delegate <i>Min 8, Max 15</i>
<b>Housing Options for older people</b>	15th Feb 2012	17th Jan 2012	£85 + vat
<b>Downsizing options</b>	29th Feb 2012	1st Feb 2012	£85 + vat
<b>Housing and Support for older people with Dementia</b>	14th Mar 2012	15th Feb 2012	£85 + vat
<b>Care Options – help to remain at home</b>	5th March 2012	6th Feb 2012	£85 + vat

**Venue:** 89 Albert Embankment, London, SE1 7TP

**Lunches:** Delegates make their own arrangements

## TERMS AND CONDITIONS

### Booking a training course

In House: FirstStop will endeavour to meet your preferred dates for an In House course, however, if that is not possible then we will liaise with you to agree a suitable alternative.

Open courses: Provided the minimum number of delegates has been reached, the course will proceed. We will let all booked delegates know as soon as possible if the course is not to proceed, and if possible, will offer alternative dates.

*(see booking deadline)*

You will receive an acknowledgement of your booking and confirmation of your place.

### Payment in advance

Please ensure that your payment for the course arrives before the day of the training course. This will help us to keep course prices as low as possible.

### Your invoice

If you have received the invoice and are not the right person, please pass it on to the appropriate department so that they can arrange payment for your course in good time.

Your organisation can pay for your course by cheque or by BACS payment.

### What if I want to cancel?

All cancellations should be made by email, rather than phone

For cancellations four weeks or more before the training day, we will send a full refund. For cancellations less than four weeks but more than seven days before the course, we will refund half the fee. For cancellations within seven days of the course, the full fee will be due.

Please note that non-payment and/or non-attendance do not constitute a cancellation.

### What if the course is cancelled by FirstStop?

We reserve the right to cancel any course at any time without liability but if we have to do this we will offer you an alternative date, a credit note or a full refund.

**Dec 2011**