**REFERRALS TO EXTRA CARE HOUSING SERVICE**

**To include Pre-Placement Checks**

**August 2024**

**SERVICE PROCEDURE STATEMENT**

The Extra Care Housing service provides the offer of independent living with direct access to on site care and support staff. All residents within the extra care housing schemes will hold their own Tenancy of an unfurnished flat which is managed by the housing and tenancy team, separate to the care team.

It is expected that any individual who is referred to the extra care service meets the basic criteria of being 55years or above and have care and support needs which are supported by an agreed care plan with formally commissioned care visits.

***NB: the minimum age criteria can be flexible, with agreement from the housing team and with special dispensation granted where necessary.***

**AIM**

The aim of this service procedure is to ensure that the correct referral process is followed and that all pre-placement actions are taken to support a smooth transition for the referred individual.

It is important that referrals are appropriate and that the service is not misused as a means of housing support alone.

The extra care housing team are committed to work alongside referring colleagues from adult social care and Mental Health teams in order to assess the risks associated with any new referrals and to ensure that the care and support needs of all Tenants can be safely met.

**Referring Social Workers/Coordinators must ensure that all Pre-placement checks are completed prior to referral, as per the checklist at the end of this procedure.**

**EXTRA CARE REFERRAL PROCEDURE:**

* Extra Care is identified as an appropriate destination for the vulnerable adult, as per the service criteria.
* Adult is 55 years or above *(OR has agreement from housing and granted dispensation if below 55 years)*
* Adult has care and support needs reflected in an agreed care plan
* Adult has mental capacity to sign their own Tenancy agreement
* The identified individual has undergone a recent Good Conversations Assessment / Risk Assessment. **\*GCR/RA’s must be current and dated within the past 12 months\***
* The identified individual has consented to a referral to extra care housing and has identified a preferred location/scheme
* All pre-placement checks have been completed as per checklist at the end of this procedure
* The allocated Social Worker/Coordinator makes a referral to the service via workflow on LAS or by emailing the service business support – currently Debbie Bentley Ross ([Debbie.Bentley-Ross@croydon.gov.uk](mailto:Debbie.Bentley-Ross@croydon.gov.uk))

***NB: Referrals should NOT be made directly to the scheme manager***

The referral should include a copy of the recent Good Conversation Assessment (current & dated within the past 12 months), identification of the preferred location and a copy of the completed checklist.

* The referred Adult will be placed on the appropriate waiting list/s. Referrals will be treated on a first come first serve basis.

*Please note that we are unable to place a timescale on how long it will take for a flat to become available.*

* When a flat becomes available, the service business support will contact the manager of the identified scheme/s and request for an onsite assessment visit to be arranged.
* The manager of the identified scheme will contact the referred individual and offer available dates and times for the on-site assessment to take place. In the event that contact with the referred individual proves problematic, the scheme manager will lean on the referring social worker/coordinator for support.
* The referred individual attends the pre-booked on-site assessment and is given the opportunity to view the scheme and an example flat.

**NB: The flat viewed by the referred individual may not be the flat eventually nominated to.**

* The scheme manager will review the information collected during the on-site assessment visit and will conclude the referred individual’s suitability for placement and whether their needs can be safely met.
* **If found unsuitable, the scheme manager will meet with the service manager and business development manager to discuss their reasoning for finding the individual unsuitable and to ensure good governance. The referring social worker/coordinator will receive a written response with full reasoning as to the decision made.**
* The scheme manager will make a recommendation to nominate a specific flat to the referred individual and may also recommend the care and support visits required.
* Upon timely receipt of the completed pre-placement checklist (at the end of this document) and the housing reference form, a formal nomination will be sent to the housing team, via the service business support, for processing
* The housing team will process the nomination
* The lettings team will be alerted by the housing team and will issue an offer letter which will lead to an appointment offer to sign the Tenancy agreement
* The social worker/coordinator must process the agreed care and support plan via LAS and Brokerage. Brokerage will send this through to the scheme manager ahead of the move in date
* The social worker/coordinator must inform the scheme manager of the planned move in date, giving at least 48 hours’ notice.
* The social worker/coordinator must support the referred individual with the move in process, ensuring that all necessary furniture and homeware is in place prior to move in.

**NB: The social worker/coordinator must ensure that the referred individual is supported to set up all utility accounts.**

* The social worker/coordinator maintains involvement until at least, the 6-week review is completed

**PROCESS WHEN THERE ARE NO FLATS AVAILABLE**

*In the event that there are no flats available and ready to let, in the preferred scheme, the referring social worker/coordinator will be informed of alternative locations with flats, if any.*

**On-site assessment Visits / FV’s**

* An onsite assessment visit will be offered only when there is a flat that is empty, albeit not ready to let. A nomination will be made pending completion of the voids process (timescales may not be readily available)
* In the event that there are no empty flats, the referred individual will be placed on a waiting list and an on-site assessment visit / FV will be offered when a flat does become empty, albeit not ready to let.

**PRE-PLACEMENT CHECKLIST**

This document MUST be completed in full and provided at the point of initial referral. Failure to provide all the information requested will result in a delay to making nomination to the extra care service.

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| **TASK** | **COMPLETION DATE** | **ADDITIONAL INFORMATION** | **SIGNED BY SW/COORDINATOR** |
| Good Conversations Assessment / Risk Assessment  **\*Must be current & within the past 12 months\*** |  |  |  |
| Generic Risk Assessment  **\*Must be current & within the past 12 months\*** |  |  |  |
| Special dispensation granted if below recommended age of 55yrs |  |  |  |
| Confirmation of eligibility to housing |  |  |  |
| Confirmation of capacity to sign Tenancy agreement |  |  |  |
| Housing Application  \*Not required if homeless\* |  | *Reference Number* |  |
| Financial Assessment |  |  |  |
| Housing Benefit Application |  |  |  |
| Confirmation of other Benefits, to include Pension |  |  |  |
| Care and support plan agreed at Challenge Panel |  |  |  |
| Commitment from the referred individual that they will comply with the agreed care plan |  |  |  |
| Initial checks that the individual has the means to furnish and equip their new flat |  |  |  |
| Confirmation of the action plan to move/deliver furniture & goods (How/Who) |  |  |  |
| Confirmation of the action plan to set up utility accounts. |  |  |  |