

Short Term Flats in Extra Care - Fact sheet

for professionals/patients and clients/families and carers



Kent County Council (KCC) Adult Social Services have commissioned a number of **flats in extra care** settings.

The care service will be provided by the on-site care agencies for people:

- **Aged 55** and over
- Who need a short stay, prior to **returning home**.
- **Carers who need a break**

This service is not suitable for people:

- **With challenging behaviour**
- **Who walk with purpose**
- **Who are not able to return home**

The extra care flats aim to provide a stepping stone – hospital to home, to facilitate early discharge, or prevent the need for admission to hospital or residential care. They can also enable people to try out extra care, if this is something they are considering.

The service is most appropriate for people who want to live independently but need short-term alternative accommodation or short-term help and support to achieve this. The service aims for people to return to their own home with the confidence and level of care required to enable them to cope long term.

Accommodation and support services are available normally for a short period of up to **2-3 weeks**, longer only in exceptional circumstances, and if agreed by the Assistant Director.

The cost of the accommodation/utilities will be paid for by KCC.

Home care, if required, will be charged as normal in line with KCC's Policy for Charging for Non Residential Care.

Each flat has:

- An open plan sitting / bedroom, with a separate kitchen.
- Own bathroom with flush-floor shower.
- Furniture and TV
- Bed linen, towels, crockery etc.
- An emergency alarm system.

There is also:

- A communal area offering social activities.
- Laundry facilities, a restaurant or café

For meals:

- People can use the restaurant/café,
- Choose to provide their own food .

These extra care flats do **NOT** offer residential or long term care, and do not offer 24 hour care

If someone has a need for a night care package, then this must be set up separately.

At night there is no on-site care as such, only an emergency carer who will respond in urgent situations and make contact with the emergency services, if required.

GP cover will either come from the client's own GP, or if they are not local, medical cover will be arranged with the local GP Practice.

Services available in the Respite Flats:

At each setting there is:

- A Housing Scheme Manager who deals with housing matters.
- Carer on site 24/7 but this does not provide hands on care but responds to emergencies.
- On site care agency with dedicated domiciliary/home care workers.
- Emergency response via Lifeline when there is no one present.
- Some have computer suites, hairdressers, laundry rooms, wheelchair stores, and even a gym.

Other community based services such as GP, district nursing can be accessed as normal.

More information for prospective clients and families is available from the Case Manager.

Making a referral:

All referrals must be through a Case Manager or Case Officer who will need to complete a Request Form.

This must be approved by the Extra Care Lead for the particular extra care setting.

Stays in the flat can only take place:

- **Monday to Friday**
- **Between 10.00 am and 3.00 pm (for keys/fobs to be made available)**

Using the Flat:

We hope that people will treat the flat like their own home.

We expect that:

- The flat will returned in a good order.
- Keys will be returned on the last day of stay.
- That there is no smoking or pets allowed in the flat.
- That when damages or breakages occur, that this is reported.

People using the flat will be provided with a set of terms and conditions of usage, which they must sign. This sets out their full responsibilities.

More detailed information is available for Case Managers via the KNET pages, where you will find the Policy Guidance Document and Systems Guide.