

# Your home, your health, your care.



News from the new models of care team at Home Group

Issue 1 | June 2019



Watch interviews  
with our operational  
manager and the  
commissioner.

## Manchester based service delivers improved patient flow and cost savings.

Home Groups Beech Range service has recently received an extremely positive independent evaluation from Greater Manchester Mental Health Foundation Trust (GMMH).

The results include brilliant feedback from customers and on the impact the scheme has had on improved patient flow for the Trust with resulting cost savings.

Beech Range is a Mental Health Step Down service delivered by Home Group in partnership with GMMH. The service was introduced in July 2018 to provide a community based short stay of up to 12-weeks giving an alternative and less restrictive environment for customers who are medically optimised but not yet able to go home. The CQC registered service forms a critical part of the acute care pathway whilst increasing capacity and flow within Manchester's acute wards and reducing the need for an out of area placements.

As part of the initial 12 month pilot it was agreed that an evaluation of the impact of Beech Range would be completed by GMMH. The authors included psychology leads in the rehabilitation division plus senior operational staff at the trust and concentrated on four key areas, highlights of the results are identified below.

### What are the experiences of key stakeholders (service users, carers, staff, referrers, care coordinators) of the service provided by Beech Range?

Customer feedback included:

- An increased sense of independence and confidence, as well as the support from staff who were seen as helpful and available.
- Customers welcomed the quiet and less restrictive environment of hospital with access to the kitchen at all times and the open door policy from colleagues.

Generally care co-ordinators and other GMMH staff reported positive experiences of Beech Range and the support and good practical assistance provided to help move people on.

### Has Beech Range helped reduce pressure on acute beds and reduced Out of Area Patient (OAP) numbers?

GMMH data suggested that the flow created by the addition of the step down beds provided an opportunity to reduce the numbers of service users in OAPs as well as preventing others being placed in an OAP

by creating capacity within the trust acute inpatient units. Beech Range also provided a less restrictive option to support bed management and in turn improved customer experience and outcomes as a result.

### Has Beech Range been cost effective?

The average nightly cost of a bed at Beech Range provides a 69% reduction to the trust compared to GMMH acute beds and a 79% reduction compared to independent sector acute beds. Taking into account occupancy levels during the evaluation period, actual savings to GMMH compared to independent sector beds is 49%.

### How valuable an addition to the current range of mental health services is Beech Range?

The service attained a 75% positive move on for customers during the evaluation period. The evaluation shows that both GMMH and Home Group colleagues expressed positive views of the service and feel it is seen as a welcome addition to the patient offer in Manchester offering extra capacity to a currently pressured pathway.

The results of the evaluation report reflect the collaboration and partnership working between GMMH and Home Group. Well done to everyone involved in both organisations!

## A message from our Executive Director

Welcome to our first stakeholder newsletter for all our partners we work with across health, housing and care.

With support from colleagues and customers we've pulled together a great range of articles and information about the progress we are making in delivering and developing new models of care.

Home Group is a national provider of truly integrated housing, health and care. We want to play our part in supporting the NHS and local government to move from hospital to community based services. We are supporting them to provide high quality care for individuals who require a bespoke housing, health and care solution to make the transition from hospital to their own home possible.

You'll see on page one, the success of our mental health step down service we are delivering with GMMHT. It's just one of our innovations that has delivered savings and improved customer outcomes. We are at Confed 2019. You can't miss us at the Mental Health Zone - come and see us.

Thank you for your continuing support

**Rachael Byrne**  
Executive Director -  
new models of care

## Out and about

The new models of care team attend a number of key events across the year to explain our services and ways of working to NHS and local government colleagues. In this section, we take a look at three recent events.



## Living with Dementia

Home Group were represented at the Dementia 2020 Conference hosted by GovConnect at The Royal Society of Medicine in April our team delivered a short presentation followed by an interactive workshop.

Now the most established annual Dementia conference in England - the GovConnect 2020 series is in its 4th year and has provided the platform for discussion to shape a better policy to deliver the commitments of the Dementia 2020 Implementation Plan. The aim of the Dementia 2020 implementation plan is to ensure that England becomes the world-leader in dementia care, research and awareness by 2020. The conference was completely sold out and included speakers from NHS England, Care Quality Commission, Public Health England, Alzheimer's Society as well as other Care providers.

Our workshop began with an introduction to Home Group, our strategy and how we work. The presentation then moved on to our community wellbeing offer, support practice and our assistive technology and design principles. A major difference between our workshop and other speakers during the day was the interactivity with the delegates. The attendees broke into two groups and were asked to discuss the impact of design on areas such as social engagement, risk, wellbeing and also to share their experiences and views. The approach resulted in positive discussions and sharing of knowledge from the delegates. Feedback from delegates indicated they liked our open plan approach to design for the communal areas that were open to the public with break off sections and snugs. In addition, a workshop participant pointed out that we were the only presenters that day that were referring to people 'Living with Dementia' rather than just people with or suffering from dementia.



# Leeds leads on community wellbeing schemes

In January 2019, Home Group and its development partner, Morgan Ashley, were awarded four contracts for the development and ongoing management of extra care housing in Leeds, equivalent to around 249 units of additional housing.



The development of these schemes is highly important, as the council is forecasting a significant shortfall in the provision of specialist housing for older adults in the coming years. The schemes will be offered at an affordable rent primarily and hope subject to viability be able to offer some shared ownership units.

Strategically, the Council wished to commission alternative forms of housing, where the support is less intensive than that offered in a care or residential home for instance, but where care and support could be flexed to meet a variety of needs and dependency levels.

Home Group will apply its reablement-focused 'community wellbeing' (CWB) model in each scheme. The CWB model will go beyond the typical extra care housing model, with extensive communal facilities, a multi-disciplinary care and support team and a range of health and wellbeing activities provided for residents.

The schemes will be developed on four council owned sites, which Home Group will buy from them to be developed by Morgan Ashley and then handed over to Home Group for operation. The sites are located at:

- Former West Ardsley Day Centre, Westerton Walk, West Ardsley
- Former Seacroft Library, Seacroft Crescent, Seacroft
- Windlesford Green, Holmsley Lane, Woodlesford
- Farrar Lane, Holt Park

Once the construction of the schemes is complete, Home Group will be responsible for the provision of housing management services, a core wellbeing service and all personal care and will duly register its care services with the Care Quality Commission.



## New community wellbeing scheme in Scarborough

Webb Ellis Court It will be an attractive, safe and secure place for older people usually 55+ with varying levels of care and support needs to live independently in a home environment. The accommodation available will be spacious self-contained one and two bed apartments.

It will provide a range of services and facilities within the scheme to support the people living there and the wider community. E.g. restaurant, café, hair & beauty salon, communal lounges, hobby areas, assisted spa, guest suite and landscaped gardens.

Staff on site will provide a high quality, holistic, preventative, flexible and responsive care and support service 24 hours a day, seven days a week to people living at the scheme and within the community. The scheme's philosophy will be around actively encouraging people who live there to have their voices heard and have choice and control in decisions about their own lives and to have a say in how the scheme and services are run.

The scheme will play an active part as a hub within the community so that the people living in the area will visit the scheme and people who live in the scheme can play an active part in community life if they so wish.

## Kent team takes shape

Since being awarded a place on the Kent positive behaviour support framework in November 2018, we have been working closely with our operations colleagues on our approach to delivering the service.

The new models of care team are incubating the clinical care and support and our operation colleagues are responsible for the housing management.

We have worked hard with colleagues from our resourcing team to recruit our clinical team and are delighted to have done this in one round of targeted recruitment. So we have two new

colleagues who started at the beginning of May - Lucy the deputy manager and Wesley the occupational therapist. They will be joined in June and September respectively by Kerry, the clinical registered manager and Antonietta the clinical psychologist. Lou and Jenny are already introducing Lucy and Wesley to the commissioners from the Council and CCGs as they discuss bringing customers out of hospital and into service. Lucy and Wesley are desperate to get going on supporting customers as they transition from hospital or residential school into service and they have been sharing their ideas on how we can best do that. We are really excited to develop the service and our focus now is to get customers allocated to us.

# Dates for your diary

We have a busy summer ahead of us. Take a look at some of the events that we will be involved in. We look forward to seeing you there. For any further information about these event please email [newmodelsofcare@homegroup.org.uk](mailto:newmodelsofcare@homegroup.org.uk)



## Designs for care heads south Autumn 2019, Central London

Following the success of our Design for Care event in Leeds in March this year, we are replicating the event in London, provisionally set to take place in September. There was a lot of initial interest from southern based commissioners and stakeholders during the original promotion. Unfortunately, most of them were unable to justify the time or expense to travel to Leeds, so it seemed like an opportunity missed if we didn't do something for that cohort.

Furthermore, there has continued to be a lot of talk about the original event, with attendees saying they would have brought more of their team/colleagues along if they knew how useful it was going to be.

As an 'additional' event that is being squeezed into our busy schedules and packed budget, we are remaining prudent in our planning and searching for a venue that provides greatest value for money. We have a great venue lined up, nonetheless, so look out for further information as details are confirmed.

For simplicity, and to build on the success of the Leeds event, the plan is to replicate the agenda - we're confident the same external partners will continue to support the

event. Their feedback following presenting in Leeds was very positive, with a desire to do more with us.

Expectations are high that the number of attendees will be similar to those that we saw in Leeds, from a similarly diverse mix of organisations. We'll aim to attract a range of commissioners from both local authorities and the NHS, senior operational colleagues from our commissioning stakeholders, our own operations colleagues, as well as customers and other external partners (i.e.

architects, planners, etc). Part of the success of the event is down to the input provided by mix of individuals' skills and experience of running services balanced with the customer view of those people actually using the services.

Despite being a long way away, Gateshead Innovation Village is a big draw for a lot of commissioners. They are really excited and interested by what we're up to there, with a lot asking to visit once it's finished. That presentation is sure to be a hot topic on the day!



## Confed19 19/20 June, Manchester

We'll be joining national health and care leaders at their annual gathering at the NHS Confederation annual conference and exhibition.

We're supporting the mental health zone, a major feature of the conference and leading two sessions. The first will showcase our joint partnership with Greater Manchester Mental Health Foundation Trust at Beech Range (see page 1) and the second will be a debate around the integration between housing and health.

If you're attending then come and say hello.



## Our new models of care house - design solutions that promote customers' independence. Summer 2019

A key element of the Gateshead Innovation Village, the new models of care house provides us with the opportunity for real life testing of technology to promote independence for our customers with mental health issues, learning disabilities or older people.

Working jointly with Northumbria University, this year long project will begin in summer 2019 and the first four month phase will test technology to support our customers with learning disabilities and/or autism.

You have the opportunity to be involved by participating in one of our highly interactive workshops over the summer. Held in the new models of care house itself, you will have the chance to put forward and debate design solutions.

## Triumph over adversity. World Transplant Games 22 August, Gateshead



This invitation only event will bring together international athletes competing in the World Transplant Games and customers from our local services. Held to celebrate the success of both our customers and international competitors it will be an informal and inspiring event

to mark Home Group's association with the Games. If you'd like to be added to the invitation list then please drop us a line.

## A wider holistic approach: integrating housing, health and care. 11 July, online

Our Executive Director for new models of care will join this live online event hosted by the King's Fund, which will explore how integrating housing, health and care can play a key role in helping to reverse growing health inequalities in the UK.

The homes we live in play a big role in shaping our health and our panel will discuss how by bringing health care and housing closer together, we can help ensure that those living with long-term conditions receive the right support and treatment, regardless of ethnicity, gender or social circumstances.

You'll hear about examples in the UK demonstrating this and how a variety of different initiatives, including implementing social prescribing models are able to achieve more when delivered as part of a holistic approach.



# Opinion column

You only have to cast an eye over some of the major online news sources such as the BBC and Sky so see far too regular reports of people with learning disabilities or autism being placed in care long ways from home, often in some form of institutionalised setting.



Watch our recent podcast on the NHS 10 Year Plan and learning disabilities.

Add to this the recent learning disability mortality review that shows that those with learning disability die needlessly younger than average members of the community then it would have been scandalous if the 10 year plan for the NHS was silent.

None of us can disagree with the mantra running through the plan of what matters to someone' not just 'what's the matter with someone' but will the long-term plan really make a difference? On paper, the plan shows a real commitment people with learning disability and autism and that's great to see.

From my point of view there are four key asks.

Firstly, the point in the plan that resonates most strongly is the commitment to support the discharge of the customers who have been living in ATUs and hospitals – unnecessarily. Solving this does not come easily. Community services need to be resourced to support this. It's not all about the number of people. We need to focus on workforce learning and development as well

as more structural and fundamental changes. The biggest challenge will be transferring accountability to community services and the third sector who are significantly experienced in working holistically in the community and they are investing in their clinical infrastructures.

At Home Group, we took this decision some time ago. Our new models of care programme provide integrated health, housing and social care services. We work in partnership with the NHS and local government commissioners to achieve the triple aim of improving population health, the quality of care and reducing costs.

Secondly, will the proposals in the long term plan to free up resource through digitalisation result in people with more complex needs receiving additional healthcare support to address the rebalance in some of the entrenched inequalities? Any savings in staff resources need to be reinvested into community care not simply used to reduce the pressures in the big acute providers.

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**Louisa Watkin**  
Strategic lead – learning disabilities



Community based care and support services can do their bit too ensuring that people have hospital passports and health action plans in place. This is key to tackling the issue of lower mortality rates for those with learning disabilities or autism.

I read a shocking story recently of a NHS patient who died prematurely simply because they weren't accessing regular medical check-ups as they had a fear of stairs and no one had identified this issue, despite various arms of the NHS and social care system being in regular contact with them.

Thirdly, it's heartening to see the recognition that health services need to be more differentiated, essentially more person centred in their approach.

Similarly, it would be good to see health action plans for people with learning disabilities become a commissioning requirement for community based care and support services.

National public health campaigns such as smoking cessation, obesity management and diabetes care need modifying to make them more person-centred to support people marginalised by their inability to fit the generalist programmes. The third sector is well versed in providing person centred, strengths based programmes which can really help to address this.

The commitment in the plan for everyone in receipt of community care and support services with a learning disability to have an annual health check is a step in the right direction. But really, is the target of 75% eligible high enough? This leaves thousands of people that will miss out – not good enough in our view!

The plan talks about making reasonable adjustments for those with learning difficulties. What does reasonable adjustments mean? Does this go far enough to help the most vulnerable with complex care and support needs access the services they need? Isn't it about modified services, personalised and person centred?

Finally, our aim must be to develop a fully integrated community based healthcare system, that's multi-disciplinary, includes the voluntary sector and blends health and social care for customers with complex needs.

We're ready to support the NHS to be more person centred, we have the time to really get to know people and deliver a holistic approach to clinical care. We provide psychologically informed, person centred, strengths based care encompassing wellbeing, skills and physical health. We're ready to take up the challenge – come and join us. Only then will people with learning disabilities and autism get the care they really deserve.

# Meet the customer

In each edition of our stakeholder newsletter, we'll focus on some of our customers. In this issue, we see how the simple use of technology has increased the independence of three of our customers in Newcastle.

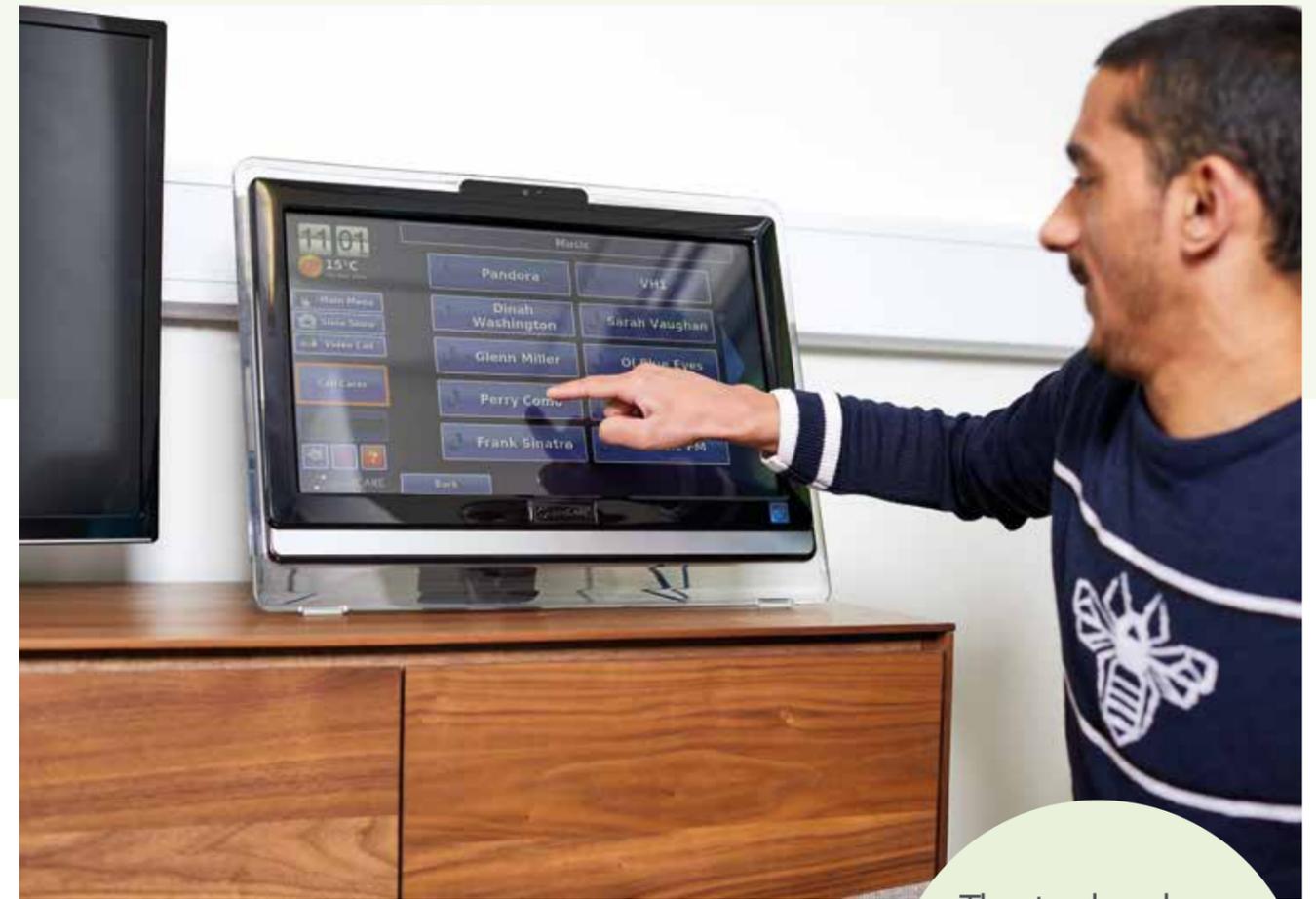


Shaun, Peter and Sajo live together in shared living accommodation in Newcastle upon Tyne. All three customers have learning disabilities with varied capabilities and needs. Home Group fully support them in their day to day life to gain more life skills, promote independence, college commitments and their physical and mental wellbeing. Enhancing their care packages with assistive technology has not only had a better outcome for them as individuals but also allows us to provide more tailored care.

Using technology, prompts have been set within the schedules each day to remind them about their personal hygiene, daily tasks around the home, appointments and upcoming events. A reminder will appear on a screen in their home, allowing them to do the task independently without the intervention of the care team. One of the customers is unable to read and has very limited life skills. Verbal prompts have been installed and a series of short videos captured of him doing his daily hygiene routine with the care staff.

When the prompt appears it not only reminds him to do the task but allows him to stop and start the video to follow step by step instructions how to achieve the task in hand.

This has had a huge impact of Peter's wellbeing, he feels more self-assured that he can self-manage his daily routine.



The technology we have installed has allowed our three customers to move freely around their home at night

Shaun, Peter and Sajo use their assistive technology to stay connected to their family and friends using a variety of different methods. They are able to access their system easily and keep them socially active within the community.

The technology we have installed has allowed our three customers to move freely around their home at night and provide a holistic view of the movements within the property to a neighbouring service and Home Group's out of hours colleagues, who will be alerted if one of the individuals needed assistance or a situation arose.

Motion sensors are placed in all communal areas and outside bedroom doors. The sensors collect data on the movements of the three customers on a nightly basis. We also provide a security camera on the front door linked to an app on their mobile phones where they can

see and speak to the person seeking entry and make a decision if they want to allow access into the building. This camera is also linked to the neighbouring service between the hours of 10pm and 7am where support colleagues will be alerted and can intervene if necessary.

Support colleagues had concerns about the customers using the cooker at night so we provided technology where the plug is locked before the day staff leave at 10pm and re-opened on their return. The individuals can use all other appliances within the kitchen area.

The equipment we used for the night support has also been used to support Peter achieve his independent goal to stay in the property on his own without care colleagues present. The care manager has evidence that Peter is safe

within the property with the camera on the front door and the prompts within the system reminding Peter to do his daily tasks. He knows that Peter has the facility to answer the front door the same as at night but it is also linked to the colleague's mobile. When the colleagues are out of the building and supporting other customers in the community they still receive alerts from the camera and can view who is at the door and speak to the caller if necessary.

This has had a huge impact of Peter's wellbeing, he feels more self-assured that he can self-manage his daily routine.

# In Focus

Our In Focus section profiles one of our new models of care services. In this edition, we showcase Kingston House, our CQC rated outstanding service in Hull, that supports customers with learning disabilities and/or autism.



Kingston House is a community-based supported living scheme for adults of working age with learning disabilities and/or autistic spectrum conditions, who may have complex needs such as mental health problems and substance misuse. The service provides high quality accommodation, 24-hour background support and personal care for its customers.

Initially developed to support the re-settlement of people from long stay placements, the central focus of the service is to support people to improve their quality of life and maximise their independence.

## Rated 'Outstanding' by the Care Quality Commission (CQC)

In September 2018, Kingston House was awarded a rating of 'Outstanding' by the CQC.

Three key lines of enquiry were highlighted as 'Outstanding': Caring, Responsive and Well-led, putting the scheme in the top 2% of CQC inspected services nationally.

## The CQC inspector commented:

### Caring

"The caring and inclusive culture at the service was outstanding. Without exception, people spoke very highly of the staff; they developed honest and genuine caring relationships with people using the service. Staff recognised people as individuals and went the extra mile to welcome and include them in the service.....Staff considered all aspects of people's lives and not just the care and support they required. The service had a fantastic approach to equality, diversity and human rights whilst supporting people to identify and address discrimination."

### Responsive

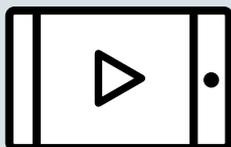
"People were supported to achieve their goals, through excellent person-centred care. Positive risk taking was encouraged throughout the service, balancing the potential benefits and risks of choosing particular actions over others; allowing people to reach their full potential through greater independence.....Strong community inclusion enabled people to live fulfilled and meaningful lives, through accessing a wide variety of local activities, education and volunteering opportunities."

### Well-led

"The service was exceptionally well-led by a registered manager who led by example and had embedded an open and honest culture. Staff were committed to working at the service as the management team valued and invested in them. Quality assurance systems were robust and used regularly by the registered manager and the provider. They shared best practice and strove to continually improve the service."

## To find out more about our new models of care services:

- Mental health step up and step down
- Learning disability and autism support services
- Community wellbeing
- Intermediate care.



Download brochures  
about each of our  
services

# Get in touch

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