

# Falkland Islands Government

Department of Health and Social Services



## Sheltered Housing Policy including Operational Procedures.

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## **1. INTRODUCTION**

Sheltered Housing (SH) provides single and double units in three different sites across Stanley – Yates Place, St Marys Walk and Thatcher Drive. The purpose of SH is to provide a supported and protective living environment for people with additional needs so they can live as independently as possible within their own home. Allocation of sheltered housing is based on a needs assessment and a care plan will be in place which will identify who is best placed to provide support and at what level. This support may come from a family member, the Community Support Team (CST) or the Supported Living Service (SLS). A 24-hour response will be available via CST/SLS.

SH provides accommodation, in either specialised or adapted homes, for those who need it and continue to meet the criteria for admission following a multi-disciplinary needs assessment.

## **2. AIMS**

Aims of this policy is to set out

- a) eligibility criteria
- b) the application and allocation process
- c) roles and responsibilities of Falkland Islands Government staff
- d) conditions attached to accommodation

## **3. DEFINITIONS**

'Needs assessment' – an assessment of the individual needs (physical, social, emotional and mental health, housing, mobility, daily living skills etc.) completed by members of the multi-disciplinary team.

'Rent Rebate' - Falkland Islands Government scheme providing assistance with the cost of rent to individuals living in Government accommodation. This is administered and managed by the Income Support Worker based at Social Services,

'Daily living skills' – Daily living skills, sometimes referred to as activities of daily living (ADLs), are routine, self-care tasks in which most people participate on a daily basis without assistance. Basic daily living skills include showering and bathing, dressing, eating and drinking, using the toilet and transferring between a bed and chair.

'Allocation Panel'- consists of the Head of Social Services, CST Manager and Housing Officer. Each of these can delegate as necessary. Other professionals may be consulted as appropriate. The 3 services (Health, Housing and Social Services) should be present for quoracy.

'Care line' – an emergency call system set up within each unit. In an emergency the tenant can press a button to get a direct line to a pre-set number. The button can be on a cord that the tenant can wear around their neck or on the base unit. The pre-set number is usually set to a family member in the first instance or to the Lead Service if this is assessed as being the most appropriate option.

'Lead Service' – the service that takes the lead in providing care/support for an individual.

'Couple' – any 2 people who choose to live together in a sheltered housing unit.

#### **4. SCOPE**

There are three sites of sheltered housing within Stanley, Yates Place, St Marys Walk and Thatcher Drive. This policy applies to all three sites.

#### **5. Approval**

This policy has been approved by the FIG Housing Committee and via the Health and Social Services Senior Management Team policy process.

#### **6. Dissemination of Procedures**

A tenant's handbook is given to each tenant on application (appendix a)

#### **7. Document Control**

This policy shall be held by the Head of Social Services who will be responsible for keeping it under review.

#### **8. References**

This policy should be read in conjunction with the FIG Housing Policy.

## **Operational Procedures**

### **1 ELIGIBILITY CRITERIA**

1.1 SH is available for people 18 years and over who have a physical and / or learning and / or emotional and or mental health need but can live in the community with care/support. The adult's needs arise from or are related to a physical or mental impairment or illness and not as a result of circumstantial matters.

The adult is "unable" to normally achieve two or more of the following outcomes without assistance or prompting or where doing so causes considerable pain, distress or anxiety, or puts the adult or others at risk:

- Managing and maintaining nutrition and hydration;
- Maintaining personal hygiene;
- Managing toilet needs;
- Being appropriately clothed;
- Being able to make use of the home safely;
- Maintaining a habitable home environment;
- Developing and maintaining family or other personal relationships;
- Accessing and engaging in work, training, education or volunteering;
- Making use of necessary facilities or services in the local community including health and recreational facilities or services;
- Carrying out any caring responsibilities the adult has for a child.

As a consequence there is, or there is likely to be, a significant impact on the adult's health and wellbeing and the risk is minimised of later crises or escalation of care needs that would impact public services and budgets.

1.3 Applicants who wish to live in sheltered housing should be able to live there without requiring more than the maximum care package provided by the CST (if the Lead Agency is CST). Where the Lead Agency is the SLS, the assessment should identify that sheltered housing is the most appropriate option and a support package has been agreed/provided.

1.4 Applicants must be assessed as being able to live safely without constant supervision.

1.5 The level of need is identified during an assessment of need which is undertaken prior to consideration by the Allocation Panel.

### **2. APPLICATION FOR SHELTERED HOUSING.**

2.1 Application for sheltered housing should be initially through the FIG housing department. If it is felt that the applicant has care or support needs, then the application will be forwarded to CST or SLS (whichever is likely to be the Lead Service) for a needs assessment to be undertaken. If an applicant for SH clearly does not meet the criteria for admission to SH the person will be informed in writing that their application has been unsuccessful, by the person undertaking the assessment. If the assessment has identified care or support needs,

the application/assessment will be considered by the Allocation Panel, and they will be informed of the outcome in writing.

- 2.2 When an application for SH has been accepted the applicant is allocated a unit or their name is placed on the sheltered housing waiting list, depending upon availability of an appropriate unit. The applicant will be informed of this in writing.

### **3 PROCESS FOR ALLOCATION**

- 3.1 If a unit is vacant the Allocation Panel will decide who has the greatest need based on the multi-disciplinary needs assessments which has been undertaken by a member of the multi-disciplinary team.
- 3.2 The needs assessment is shared with the Allocation Panel who consider the level of need of current applicants and the type of accommodation available.
- 3.3 A decision will be made to allocate a single or double unit to an individual or couple based on needs. Couples will not be allocated a single unit due to space restrictions and the impact of this on providing safe care.
- 3.4 In the case of a couple applying for SH the allocation of sheltered housing is made on the basis that one or both of them meet the eligibility criteria.
- 3.5 The offer of a unit will be provided in writing by the Allocation Panel to the individuals involved.
- 3.6 Once an offer of a unit has been made and accepted by the individual concerned, the Housing Officer will liaise with the prospective tenant regarding the tenancy.
- 3.7 The form of tenancy agreement will be the same as that applying to other Falkland Islands Government tenancies taking into account that the offer is conditional based on the eligibility criteria continuing to be met.
- 3.8 The tenant will be informed of the expectations that apply when living within the supportive and protected environment of the SH. The tenant will be asked to sign to say that they understand the conditions of tenancy and that they agree to live by this code of conduct. An individual's capacity will need to be given full consideration in relation to this.
- 3.11 The conditions of the tenancy are set down in the tenancy agreement. The Housing Officer and the Lead Service will be available to explain the agreement if assistance is required. Tenants are asked to sign the

tenancy agreement before they move into SH. An individual's capacity will need to be given full consideration in relation to this.

- 3.12 Units will be allocated on assessed needs of the couple/individual, as well as the safety of carers providing the care/support. To this aim double units are generally only allocated to couples and single people will generally be allocated single units

#### **4. ADMINISTRATION**

- 4.1 The buildings are maintained by the Public Works Department (PWD)
- 4.2 The tenancy agreements are administered by the Housing Officer, PWD
- 4.3 The Panel makes a recommendation based on the needs assessment and appropriateness of units available at any time. If there isn't a consensus the decision regarding allocation will ultimately be made by the Head of Social Services. If the other two members of the Allocation Panel are unhappy with that decision it can be referred to the Director of Health and Social Services for review.
- 4.4 Allocation Panel meetings are held on an ad hoc basis whenever a unit becomes vacant and when a number of new applications are received.
- 4.5 Where issues arise in a unit or for a tenant, the tenant and their family will be expected to make efforts to resolve these. In situations where resolution can't be achieved, the Lead Service for each tenant will take responsibility for any issues that arise in relation to their sheltered housing unit and will refer any concerns to the appropriate place.

#### **5. RENT**

- 5.1 Tenants are required to pay a monthly rent for use of the accommodation. The rental will be set in accordance with the normal Falkland Islands Government procedures and will be reviewed at appropriate intervals.
- 5.2 SH units are rented unfurnished.
- 5.3 Advice can be sought from the Lead Service or from the Income Support Worker regarding applying for Rent Rebate and the Winter Fuel Allowance.

#### **OUT OF HOURS**

- 6.1 Where possible tenants will be expected to contact family members when they need support out of hours. Tenants will also be provided

with the Out of Hours phone number for the Lead Service responsible for providing their care.

## **8 SAFETY**

- 8.1 Tenants can choose to have a care line fitted, which is routed to a family member in the first instance, or to the Lead Service.
- 8.2 The Lead Service has a master key or duplicate key for each unit in case of an emergency.
- 8.3 The Lead Service will only enter a unit when the tenant is not there, with prior permission of the tenant and will always be accompanied by an appropriate adult, apart from in an emergency.
- 8.4 Each unit is equipped with a fire blanket and powder extinguisher provided via the Housing Department.
- 8.5 Other digi-care solutions will be considered for provision on an individual basis based on assessment of need and care planning.

## **9 SERVICES**

- 9.1 **Cleaning and laundry**  
Each tenant is responsible for the house cleaning within their unit and for their own personal laundry (including bed linen and towels). If assistance is required an assessment will be undertaken and if appropriate additional care support will be arranged.
- 9.2 **Heating**  
The costs of central heating will be specified in the tenancy agreement. The amount of charge will be discussed with each tenant before they sign the tenancy agreement.
- 9.3 **Electricity**  
The supply of electricity to the accommodation will be metered separately and the cost of this will be the responsibility of the occupant.
- 9.4 **Service Charge**  
Tenants are responsible for paying the service charge. Each tenant is informed of the cost of the service charge before they sign the tenancy agreement.
- 9.5 **Advice on Rent rebate and Winter Fuel Allowance can be provided by the Income Support Worker.**
- 9.5 **Maintenance**

Scheduled Annual Maintenance is carried out by the Public Works Department. Anything outside of this should be referred to the Public Works Department through repair requests.

#### 9.7 Aids and Adaptations

An assessment to consider if a person requires aids or adaptations are required will be undertaken by the Occupational Therapist (or a suitably trained person in their absence). The Disability Adaptations and Facilities Grant (DFAG) may be available for major adaptations.

#### 9.8 Car Parking

Car parking across the three sites is limited.

#### 9.9 Grass Cutting

Grass cutting remains the responsibility of the tenants as per the tenancy agreement.

#### 9.10 Meals on wheels is a service available after assessment of need, for eligible tenants, and is a chargeable service. It can be provided in line with the Meals on Wheels policy.

#### 9.11 Medication - following assessment and appropriate training, support with medication will be provided by the Lead Service.

### **11 VACATION OF UNITS**

#### 11.1 Admittance to Hospital

If a tenant is admitted for an extended period then a review of eligibility for SH will be subject to regular assessment and reviews by the multi-disciplinary care team, in partnership with the tenant and/or their representative or family. The Allocation Panel may recommend terminating the tenancy if it is felt that the care needs are beyond what could be provided in sheltered housing.

#### 11.2 By death

When a tenant dies then the designated next of kin or designated person are asked to vacate the unit of the tenant's belongings within 8 weeks, unless an extension is agreed due to exceptional circumstances. The accommodation should be returned in accordance with the tenancy agreement.

#### 11.3 Where there is a joint tenancy in the event of one partner pre deceasing the other then after 5 months the remaining partner will have their needs reviewed in their own right, to assess whether they continue to meet the eligibility criteria to remain in sheltered housing.

#### 11.4 If following this assessment, eligibility criteria is not met, the individual will be supported to make a referral to Housing for them to assess suitability for the general housing pool. If an individual is assessed as



no longer being eligible for sheltered housing, the ineligible person will be asked to leave sheltered housing within a further 5 months (10 months in total following the bereavement).

11.5 If eligibility continues to be met following assessment, the individual may be required to move to a single unit after 10 months or at the tenant's request.

11.6 The above process and timescale will be followed if one part of a couple leaves sheltered housing for any other reason.

## **12 APPEAL AND COMPLAINTS**

12.1 If an applicant wishes to complain about the process or decision to allocate sheltered housing, they should contact the Head of Social Services in the first instance. If they are still unhappy with the outcome and the complaint cannot be resolved they can pursue the complaint via the Director of Health and Social Services.