

# Supported Housing Services Engagement Event

**18 – 29 Cohort**

Monday 17<sup>th</sup> October 2022



# Welcome And introductions

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# Agenda



## Item 1.

Short recap of the aim of the supported housing redesign project



## Item 2.

Issues for 18-29 year olds from our data



## Item 3.

Cassius – Digital Technology



## Item 4.

Draft Service Models



## Item 5.

Group discussion



## Item 6.

Next Steps / Close

Item 1.  
**Short recap of the  
aim of the supported  
housing redesign  
project**



# Supported Housing Re-design Re-cap



- Reflections/Learning from 2017 Framework
- Market Engagement and Analysis
- Co-production
- Allocation and Vacancy Management
- Data and Contract Information Analysis

# Context and Drivers



- Relaunch of the Learning Disability Strategy
- Developing the Care and Support Market Sustainability Strategy
- Preparing for future demand

# Areas of Focus – What is the Supported Housing Redesign now?



- 18-29 Cohort
- Commercial and Financial Models
- Estate Development (new and existing)

Item 2.  
**Issues for 18–29-year-olds from our data**



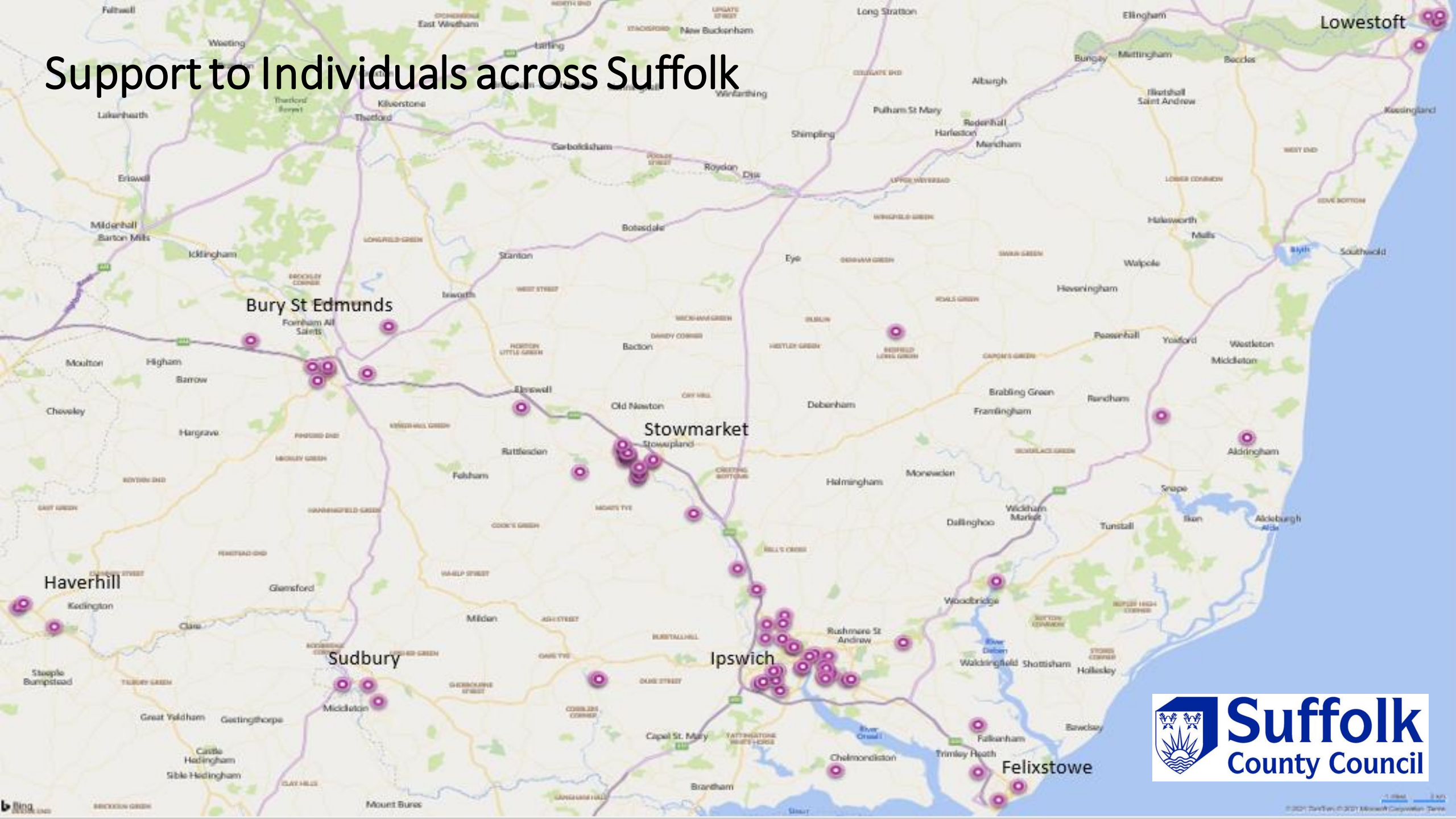


# Property and Location – 18-29 Issues



- There are not enough supported housing services that support people to progress or move on
- We do not have enough places to assess what support people need
- The location of current housing is not where people want it to be
- We need more homes near local amenities, family and friends and day services (This is particularly the case in Ipswich and the north of Suffolk)
- Current housing is not always suitable
- We have a lack of homes for people who want or need to be living on their own

# Support to Individuals across Suffolk



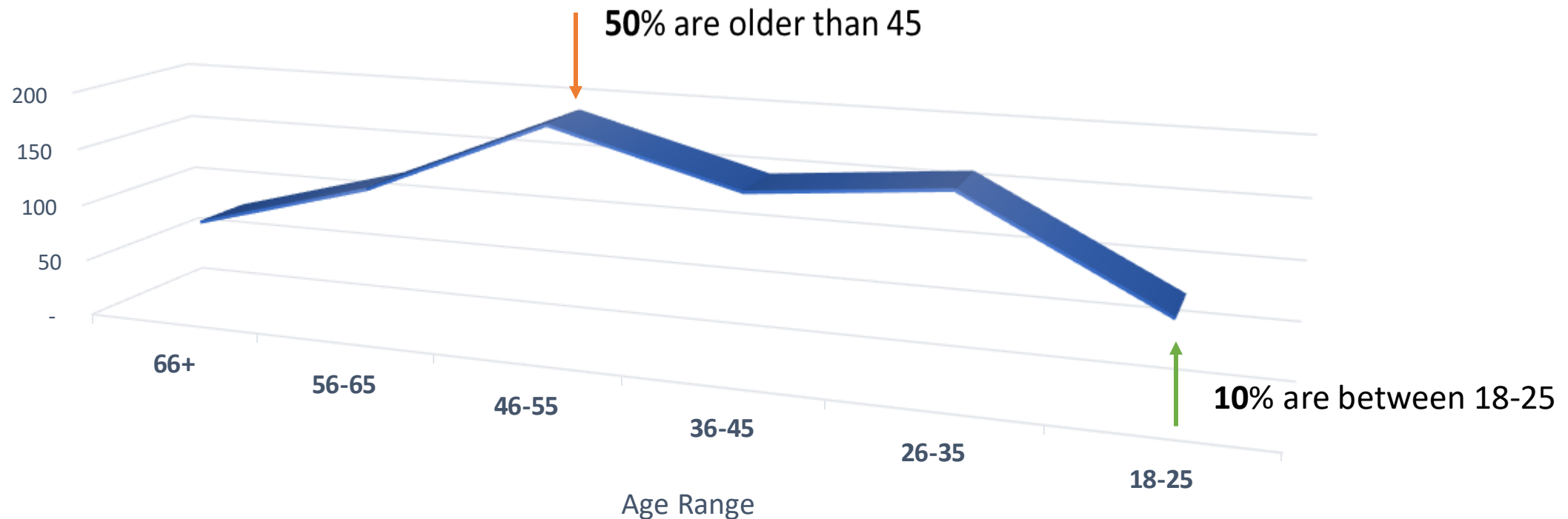
# 18-29 service Issues



- At the moment we do not have many 18–29 year-olds who need homes. We need to better understand who is 18-29 and needs a home.
- We have many homes with older people and not enough homes for 18-29 year olds
- We need to support people to better plan their lives, starting earlier than 18 years old
- We have people of different ages and with different support needs in shared housing and this does not always work well.
- Some services are seen as homes for life, causing issues with people moving on when that might be better for them.

# Support to Individuals across Suffolk

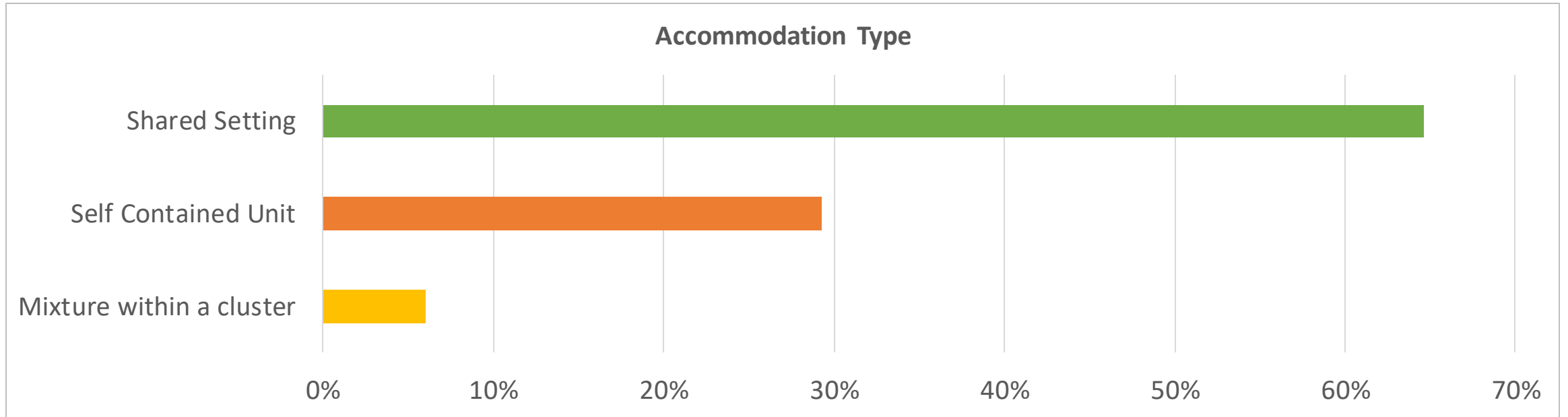
The age range of individuals living in Supported Housing settings is 18 – 80.



Is the support offer for individuals in younger age groups the same as the service offer for those in the older age groups? Should these cohorts be mixed?

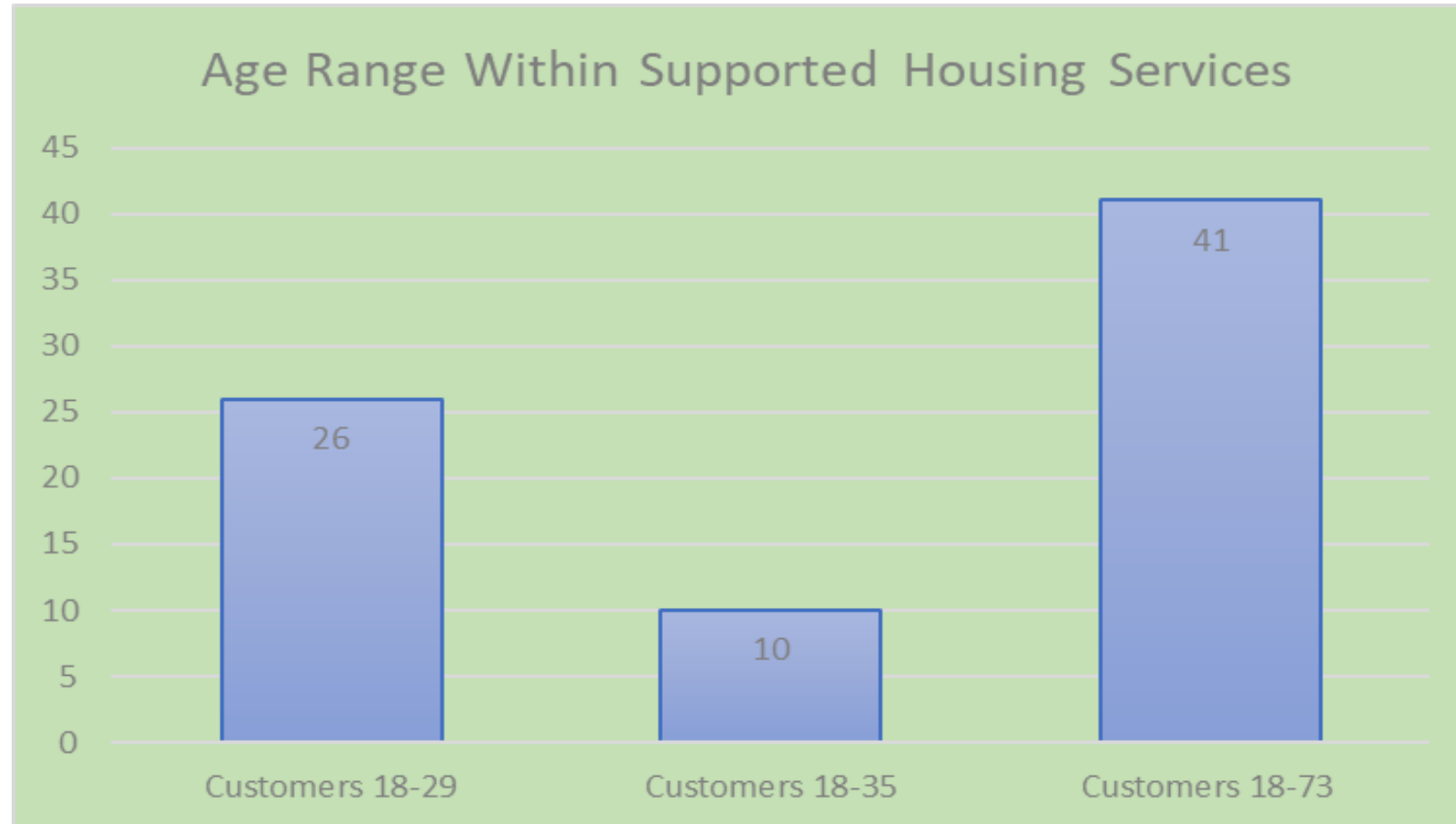
# Supported Housing Accommodation

The current Supported Housing portfolio is made up of shared, self contained and a mixture of both types of accommodation. The most common being the traditional shared accommodation model.

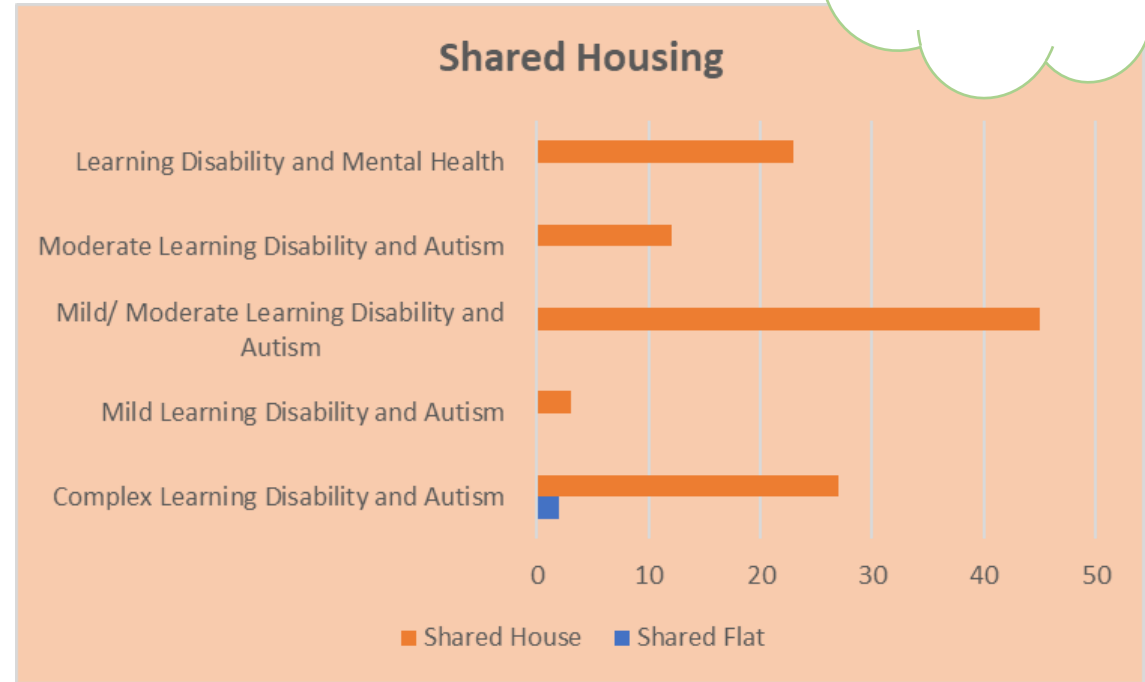
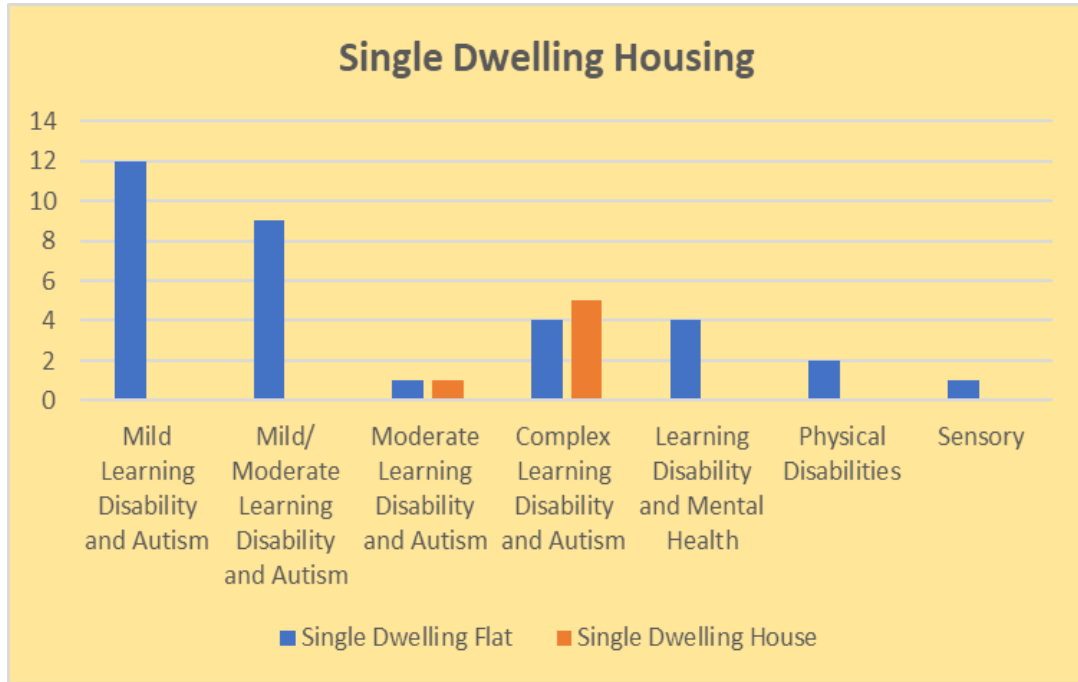


# Supported Housing Accommodation

Currently 41 Supported Housing services have people aged between 18-73 across all types of housing. The age ranges within those are demonstrated below.



# Housing and Service Type Overview (18–29 Cohort)



Single dwellings are mostly occupied by those with a mild to moderate Learning Disability or Autism.

Those with higher levels of need are mainly TC.

Shared housing supports greater numbers of customers with Complex Learning Disabilities and Autism or a combination of Learning Disability and Mental Health than those in single dwellings.

Item 3.

# Cassius - Digital Technology



**Cassius.**

Pioneering new Digital Care Partnership for Suffolk



# Introduction

## **By the end of this session, we aim to:**

- Raise awareness about the Cassius service
- Help you understand the technology and functionality available
- Explore opportunities for you to use it as an additional tool
- Engage with you to explore how we can work together to realise the benefits of digital technology



**Cassius.**

Pioneering new Digital Care Partnership for Suffolk



# What is Cassius?

- Suffolk County Council's Care Technology Service
- Pioneering
- Innovative
- Award-winning
- User-focused
- Promoting independence

# Meet Cassius



- Commissioner
- Digital Care Advisory team
- Delivery



- Technology and data fulfilment
- Management service



- Culture change
- Delivery support
- Communications



- Monitoring Service
- Responder Service

**Shared focus on digital care, delivery, benefits realisation and bringing the ambitious vision to life**





# What we have achieved so far

The Cassius service has been running for over 12 months:

- We have provided care technology solutions to over 2,000 people across Suffolk
- Over 3,900 products installed into people's homes
- We achieved an average 97% happiness rating from people using the service
- We have created the only digital care tech infrastructure nationally
- So that all residents of Suffolk can benefit from Cassius we have launched a private webpage [www.yourcassius.com](http://www.yourcassius.com)
- Finalist for Digital Public Service Innovation of the Year and in top 100 digital leaders 2022!
- Winner of Best Older People's Technology Solution, Health Tech Digital Awards 2022!





## Why the use of technology is good practice

- Supports independence and often enhances quality of life; delivers profound benefits for people which can be both life-enhancing and literally life-saving
- Offers wide-ranging benefits to social care professionals, people in receipt of care, and friends, families and carers
- Meets Care Act requirements and an ethical approach to practice
- CQC encourage use of technology in care
- Digital Care can play a key role in bridging the gap between people and their environments and enable them to age in place with more independence and safety & connect with the broader community

# The Products



# Cassius Sensors



Jacob, a social worker from the north, has used the sensor collection and a smart hub to look at the patterns of behaviour of Pam, an 88 year old lady in his case files. He was concerned when he found her back door open on a morning visit.

Following installation of the sensor package, evidence was gathered and has shown that Pam lets the dog out late at night, goes out to check the bins and often leaves the door open, putting her at risk.

However, the movement sensors show that she does remain in the house and is therefore not wandering. He is using the information gathered to maximise her care package and to explore the digital opportunities - including monitoring and response - in order to ensure her safety in the home



# Cassius Video Carephone



Amanda is really grateful for her Cassius Video Carephone - it has been a lifeline since her husband died.

Before having the Carephone she would go days without talking or seeing anybody and she says she was very lonely.

Amanda says:

***“Whoever made this tablet is so clever. My son calls me every night and my friend calls every morning.”***

# Cassius Falls Wearable



Mel fell in the garden and called for help on his falls wearable. After triaging the call, an ambulance was sent. Mel stayed in hospital for two nights and was discharged with bad bruising. Mel was so grateful that he'd had the device and said he didn't know what he'd have done if he hadn't had it.

"It is extremely reassuring for us and for Dad to have the wearable...he accidentally made a call - but it worked in his favour as since his stroke his speech isn't great and his hearing isn't great too but Dad could hear them really well and they could understand him too, so extra reassurance if he ever needed it in an emergency".

# Cassius Smartwatch



Rita's dad, Des, was provided with a Cassius Smartwatch due to his tendency to wander.

Last week, he ventured outside of the geofencing boundary which is set to 150 metres and triggered the alert to the monitoring centre.

The monitoring centre alerted Rita so she could go and check on him. In the meantime, the person at the monitoring centre spoke to Des and requested him to return. When Rita arrived, he was safe and well at home.

She is incredibly pleased with the technology and the monitoring service.

# Cassius Digital Mats



Liz, 74, did not want to go into residential care but her daughter, Kate, was worried about her mum's wellbeing as she lived alone, has dementia and is a smoker.

Senior social worker, Karen, was asked to do an assessment and to discuss Liz's options for her ongoing care. Kate and Liz agreed to try care technology as a compromise, to allay Kate's fears and to avoid a residential care placement.

Liz's house was fitted with Cassius sensor kit, **bed sensor mats**, connected fire alarms and she was provided with a Cassius smartwatch to raise the alarm should she need to.

Liz is now living happily at home and Kate has peace of mind.

# Cassius Alexa



Brian cares for his wife, Janet, who has advanced dementia. Brian says he struggles to find things to keep her occupied in the early evenings and even though she has lots of books she cannot read them anymore

The social worker suggested the Alexa so she could listen to podcasts, audio books and that it can play music too etc.

Their daughter says that the Alexa is improving her mum's agitation and helping with both mum and dad's fitness, as she wants to get up and dance everytime!

# Real Stories – Miss J

Miss J has complex needs and lives in a small supported living scheme. Due to her condition, she experiences high levels of anxiety which has resulted in a number of violent outbursts.

After the entire housing scheme was fitted with Alcove devices (including movement, heat, light and eating sensors, Alexa voice-assistant and video carephones), staff were able to use data provided by the sensors to identify lack of sleep caused by regular periods of restlessness at night. Further investigations suggested that these episodes aligned with the weekly bin collection, which seemed to be causing Miss J to feel particularly anxious.

Her support team was able to use the data to facilitate positive behavioural support. In this case, ensuring she was out of the residence on bin day to avoid stress and improve her quality of life.



# Information and Support

- Care providers - alongside friends and family - are crucial to the success of the technology
- You can help the people you support to get the most out of technology
- Tailored product guides are available and provided for people you support
- End to end support for individuals provided by Alcove
- If you do come across the technology and need help or support, the details of who to contact are available in the product guides



Item 4.  
**Draft Service Models**





# Draft Service Models



**We have identified the following areas to develop as opportunities to best support 18-29 Cohort:**

- A new approach to pathway planning
- Hub and spoke, and community outreach models
- Diversifying move-on and long-stay options

## A New Pathway Approach

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- Aspiration that all individuals with care needs have an opportunity to access a service that provides an opportunity to 'life plan' and include support for assessment, progression and independence building
- These services should not be fixed pathways, needs to be dynamic
- Assuming that services will develop around a customer, but also not assuming that a 'home for life' is the right answer
- Embracing new ways of working, including digital and other innovations

# Draft Service Models

A draft model for 18-29 (and beyond) cohort:

## Hub

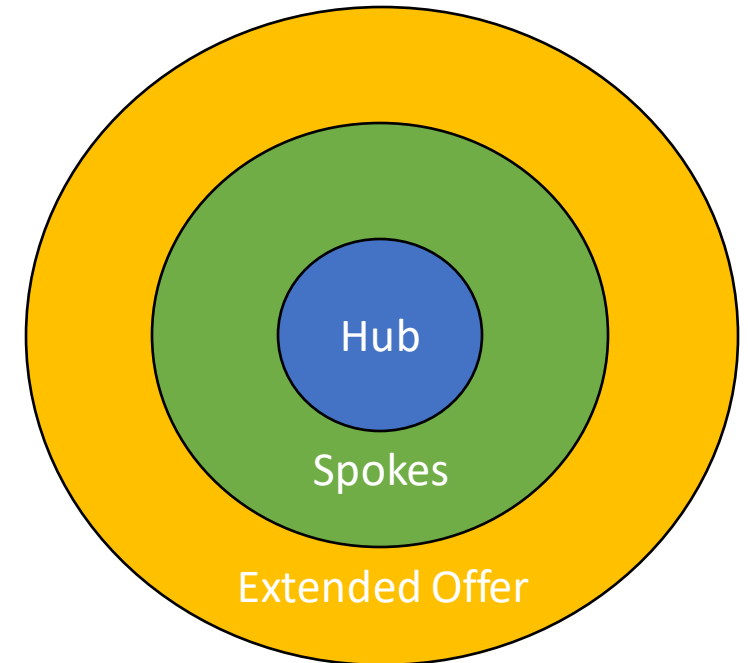
- Office/Staff rest areas
- Communal spaces/Canteens
- Activities centre
- Purpose built/adapted

## Spokes

- Some may be in the 'hub' building others may be in nearby properties
- Dedicated/specialised accommodation, could be shared or self-contained
- Accommodation closer to the hub have a higher level of staffing during the day
- Responsive night service for accommodation outside of the hub

## Extended Offer

- Individuals in general needs accommodation
- Able to access hub services and responsive day/night services
- Domiciliary care or community support during the day
- Digital Technology offer



# Draft Service Models



## **Other Models to develop:**

- Better use of care homes, beyond use of traditional LD/A homes
- More Transitional (16+) Accommodation
- More self-contained move-on accommodation
- More forward planning/redevelopment of existing schemes

Item 5.

## **Group Discussion**

45 minutes



Item 6.  
**Next Steps**



# Next Steps



- Market engagement analysis
- Engagement with Health
- Co-production with service users and their families/carers
- ACS to explore routes to market in 2023

# Thank you



**Supported Housing Services Engagement Event**

Monday 17<sup>th</sup> October 2022