



MANCHESTER
CITY COUNCIL

Extra Care Housing



Extra Care – what is it?

- Extra Care is a housing scheme that also has a dedicated care team based on site 24 hours a day.
- People have their own apartments and tenancies, and can access flexible care and support services if they want to.
- There are communal areas for residents, and some larger developments also have facilities for the local community.
- We work in partnership to deliver our Extra Care schemes. The housing provider delivers housing-related support and landlord duties; the care provider is commissioned through a tender process and is responsible for delivering personal care.
- The aim of Extra Care is to provide flexible and responsive services that enable older people to maintain their independence and stay where they live if their care needs change.
- Extra Care can reduce the number of unnecessary hospital admissions and inappropriate referrals to residential care.
- Extra Care can provide temporary support for people who are ill or have had an accident.

Accessing care in Extra Care Housing

Those applying for Extra Care Housing (ECH) who already have a care package in place should include details of the package in their application. A copy of the person's care plan should be given to the onsite care provider, who will carry out a scheme assessment to see if the person's needs could be managed within ECH.

If someone doesn't currently have a care package but is likely to need one if they move to ECH, a referral for an assessment should be made as soon as possible.

If someone is already living in ECH and their needs change (due to illness, injury or general deterioration), the onsite care provider can support the person on a temporary basis up to six weeks. If it seems that the person will require longer-term care input, the onsite care provider or involved worker should arrange for an assessment to be completed and a care package to be arranged.

If someone does not meet the criteria for a care package to be arranged by the Council but they would still like some support, they are able to purchase services directly from the care provider.

Whom is ECH suitable for?

- Extra Care is designed to cater for a variety of older people. While there is a care team on site, not everyone living in the scheme has to have care needs.
- People can move from needing no or very little support, safe in the knowledge that the care team will be there to support them if their needs change.
- Schemes can also provide emergency care, such as if someone is taken ill or needs a bit of extra support following a hospital stay or a fall.
- Schemes can provide planned night calls.
- Our Extra Care apartments are aimed at older people – single people and couples normally aged 55+; however, this can vary, depending on the development.
- Extra Care can support many people to live independently – the idea is that it's a home for life, but it cannot replace nursing care or offer 24-hour supervision.
- We aim for a balanced mix of care needs in each scheme, so that there will always be people who are more active.

Examples:

Bob has lived in Extra Care for the past five years. When he moved to the scheme he had just spent some time in hospital due to not being able to manage his health conditions properly. He had also been struggling to get up and down the stairs in his property. Bob was taken to intermediate care following his hospital stay, and then he moved into Extra Care. At first, he needed a lot of care and support from staff at the scheme, as he felt weak and was unable to walk very far. Staff at the scheme supported him with his personal care and helped him to regain his confidence in getting around his flat. As the months went by, Bob found that he didn't need as much support and was pleased that he was able to get out and about again.

Joe and Amanda moved into Extra Care from the house they had lived in for 30 years. Joe has multiple health conditions and Amanda is his main carer. Before moving to Extra Care, Amanda was finding it difficult to have time for herself and worried what would happen to Joe if she couldn't care for him. Now they live in Extra Care, Amanda still does some things for Joe, but carers from the onsite team make regular visits too. Amanda has started to get involved in activity groups and is able to go out with friends. She feels that a weight has been lifted and thinks that she and Joe now have more good-quality time together.

Whom is ECH not suitable for?

- Extra Care is not suitable for people who are under the specified age limit.
- Extra Care is not suitable for people who need constant supervision and cannot be left alone.
- Extra Care is not suitable for people who cannot ask for help when they need it.
- Extra Care may not be suitable for people with very complex needs (this is reviewed on a case-by-case basis).
- Extra Care may not be suitable for people who could put other tenants at risk (this is reviewed on a case-by-case basis).
- Extra Care cannot replace nursing care.

Examples:

Gina has a respiratory condition, which means she has to spend a number of hours each day using an oxygen tank. She also suffers from memory loss and confusion. Gina is a heavy smoker and often doesn't remember that she cannot smoke while using oxygen. Her family have tried to remind her of this, but as soon as she is on her own she forgets and starts to smoke again. As she can't be left alone, her family would like someone to supervise Gina at all times.

Norman has just had a prolonged stay in hospital and is bed-bound. He cannot get up, feed himself, or go to the toilet unaided. He often chokes, finds it hard to breathe, and is unable to use the pendant alarm to call for help if he needs it.

Susan has diabetes but doesn't manage her condition very well; she also drinks heavily every day. She has a care package in place, but refuses to engage with care staff and is abusive to them and the other people living in her apartment block.

What are the costs?

- Tenants in Extra Care pay rent and service charges for their apartment and these vary from scheme to scheme but are affordable and eligible for Housing Benefit.
- People who have a care package will receive a Fairer Charging assessment and, depending on their circumstances, may have to contribute towards their care costs or may have them fully covered by their local authority.
- Where there is a community alarm service there may be a charge for people to use their pendants or pull-cords in an emergency.
- All costs and charges associated with living in Extra Care are fully explained when applied for.

How do I apply?

- People can self-refer to Extra Care, or referrals can come from social workers, health workers, friends or family.
- An application form should be completed and returned to the manager of the first choice scheme.
- All applicants to Extra Care should be registered with Manchester Move.
- Applications are discussed at regular allocation meetings, and places are allocated based on individual needs and the availability of care hours.
- The contact details for each scheme are included overleaf:

Extra Care housing schemes

Whitebeck Court

Client group: older people, 60+

Address: Moorway Drive, Charlestown, M9 7HR

Telephone: 0161 720 4962

Scheme Managers: Anne Marie Austin

Care provider: Direct Health

Housing Association: Northwards Housing

Whitebeck Court is a newly redeveloped tower block in Charlestown. The scheme was opened in March 2011 and has 91 one or two-bed apartments. Amenities include a community bistro on the ground floor, a hairdressers, treatment room, laundry, and tuck shop. There is also an activity room sky lounge and gardens, and outside seating areas. Social activities are offered every week. Entry is controlled by fob-access and there are staff based on-site at all times. Whitebeck Court has a mix of people with different care needs, but you don't need to have a care package to live there.

For more information, search for this scheme by name at: housingcare.org/housing





Butler Court

Client group: older people, 55+

Address: Gunson Street, Miles Platting, M40 7WU

Telephone: 0161 205 8578

Scheme Managers: Susan Jones/Colette Reynolds

Care provider: Synergy Homecare

Housing Association: Adactus Housing

Butler Court is a refurbished tower block in Miles Platting, which re-opened in September 2009. It has 73 apartments (53 in the high-rise and 20 in a low-rise annex), with a mix of 1 and 2-bed apartments. Amenities include a communal dining room/lounge, hairdressers, treatment room, laundry, activity room, tuck shop, library, quiet lounge, and outside seating areas. Social activities run in the scheme each week. Entry is controlled by fob-access and there are staff based on-site at all times. Butler Court attracts a mix of people with differing care needs but you don't need to have a care package to live here.

For more information, search for this scheme by name at: housingcare.org/housing

The Byrons

Client group: older people, 55+

Address: 58 Bankhouse Road,
Higher Blackley, M9 8LT

Telephone: 0161 795 9168

Scheme Managers: Anna Thompson

Care provider: Direct Health

Housing Association: Great Places Housing Group

The Byrons, in Higher Blackley, was opened in March 2011 and consists of 40 two-bed apartments. Facilities include a communal dining room/lounge, hairdressers, treatment room, laundry, quiet lounge, and outside seating areas. A programme of social activities runs every week. Entry is controlled by fob-access and there are staff based on-site at all times. The Byrons has a mix of people with different care needs, but you don't need to have a care package to live there.

For more information, search for this scheme by name at: housingcare.org/housing





Hibiscus Court

Client group: older people, 55+
Address: 16 Sedgeborough Road,
Whalley Range, M16 7HU
Telephone: 0161 227 9391
Scheme Manager: Yvonne Leacock
Care provider: Premier Care
Housing Association: Adactus Housing

Hibiscus Court was opened in 2005 and is located on the Moss Side/Whalley Range border. There are 36 one-bed apartments, a communal lounge, laundry and an IT point. There is a programme of social activities running every week. Entry to the apartments is controlled by a door-entry system and there are staff based on-site at all times. Hibiscus Court has a mix of people with different care needs, but you do not need to have a care package to live there.

For more information, search for this scheme by name at: housingcare.org/housing

Westfields

Client group: older people, 55+
Address: 212 Hall Lane, Baguley, M23 1LP
Telephone: 0808 102 4070
Scheme Managers: Sam Tan
Care provider: Premier Care
Housing Association: Anchor Hanover

Westfields was opened in 2005 and is located in Baguley, near Wythenshawe. It consists of 49 apartments with a mix of studios and 1-bed accommodation. There is a programme of social activities running every week. Entry to the scheme is controlled by a door-entry system and there are staff based on-site at all times. Westfields has a mix of people with different care needs, but you do not need to have a care package to live there.

For more information, search for this scheme by name at: housingcare.org/housing





Village 135

Client group: older people, 55+

Address: Hollyhedge Road, Wythenshawe, M22 4QN

Telephone: 0161 437 9720

Scheme Manager: Steve Campbell/Michelle Bergin

Care provider: Human Support Group Limited

Housing Association: Wythenshawe Community Housing Group

Village 135 is a newly developed scheme in Wythenshawe. The scheme opened in March 2017 and has 135 two-bed apartments spread across four blocks joined together by a communal hub and a covered bridge. The hub consists of a bistro, hairdressers, wellbeing suite, gardens, beauty salon and outside seating areas. There are social activities every week. Entry is controlled by fob-access and there are staff based on-site at all times. Village 135 has a mix of people with differing care needs, but you don't need to have a care package to live there.

For more information, search for this scheme by name at: housingcare.org/housing

Shore Green

Client group: older people, 55+, with dementia and other memory-loss conditions

Address: 67 Kennett Drive, Newall Green, Wythenshawe, M23 2XG

Telephone: 0161 437 9720

Scheme Managers: Kerrie Parker

Care provider: Premier Care

Housing Association: Irwell Valley

Shore Green is a purpose-built specialist dementia scheme that was opened in 2005. It consists of six one-bed apartments and four two-bed bungalows set in a secure and attractive garden. There is a communal lounge and a kitchen. A programme of social activities runs every week. Entry is controlled by a door-entry system and there are staff based on-site at all times.

For more information, search for this scheme by name at: housingcare.org/housing



