

A factsheet explaining what happens when you join our waiting list for housing with extra care.

The aim of this factsheet is to explain what happens once you have expressed an interest in applying for housing with extra care. It is unlikely that a vacancy will exist at the time of your application and there is likely to be more than one person on the waiting list at any one time; this means that we are unable to tell you if, or when you will be contacted by us regarding a possible offer of accommodation.

What is housing with extra care?

Our housing with extra care is intended to prevent residential care, particularly preventing older people from being prematurely rehoused within a residential home. It offers older people greater choice in accessing suitable housing and support to enable them to remain independent as a viable alternative to residential care.

The letting of our housing with extra care is primarily driven by the care and support needs of individual applicants but will also take into account housing and social needs. We have listed the stages involved from registering an interest to being provisionally accepted for a vacancy in the scheme of your choice.

What is involved before I can be offered a vacancy in your housing with extra care?

Making an enquiry	<ul style="list-style-type: none"> Visit our website at lacehousing.org.uk to find out more information or telephone us on 01522 514444 for more details on each scheme and our eligibility policy (for a summary see later within this factsheet).
Making an application	<ul style="list-style-type: none"> Return to our website and download our application form or request a copy by telephoning us on 01522 514444 or emailing us on enquiries@lacehousing.org Complete the application form and return to Lace House, 2 Olsen Rise, Lincoln, LN2 4UZ making sure that all requested documentation listed with the application form is attached e.g. identification and proof of address and national insurance number. This includes a copy of your care plan if you currently have care provided by Adult Social Care.
Our initial review of your application	<ul style="list-style-type: none"> We will carry out a review of your application form and make an initial assessment of your housing and social needs against our eligibility policy. We will then review your care and support needs against our eligibility policy. To do this we will review the information you have

	<p>provided and one of our Support Team Members will contact you within 21 days in order to carry out a telephone assessment.</p> <ul style="list-style-type: none"> • If Adult Social Care are involved, we will require an adult needs assessment to enable us to band the level of care and assess applicants' suitability for housing with extra care. For private care clients we will base our assessment on any care currently being provided or any confirmation from a health or social care professional on the number of unmet care hours. • We may be unable to accept your application if your care and or support needs are less than or more than what we or the care provider can provide within an extra care setting.
Acceptance onto the scheme's waiting list	<ul style="list-style-type: none"> • Following the telephone assessment and review of care plan (if applicable) we will write to confirm if you have been accepted on to the scheme's waiting list or reason for rejecting your application. This is subject to a final assessment at the point of any offer (as this could be some time after this initial assessment). • This will include confirming whether you have been assessed as having high, medium or low care, support, social and housing needs (see further explanations below).
Contact from us after being accepted	<ul style="list-style-type: none"> • Our housing is in great demand and we only have limited resources. We will contact you at 6 monthly intervals whilst you are on our waiting list to gather any updated information and to update you on our current situation. • Please contact the scheme that you have applied for directly if your housing circumstances change i.e. you move house or your care or support needs change substantially as we will need to do a reassessment. Telephone numbers for each scheme are listed at the end of this factsheet.
What do we do when we get a vacancy?	<ul style="list-style-type: none"> • Before we can allocate to a vacancy, we first have to assess the percentage of care and support that is already being provided to existing residents within the scheme. • At any one time 40% of the residents within the scheme should have high care and support needs, 40% of residents should have medium care and support needs and 20% of residents have low care and support needs (see further explanations below). • We would then look at the bandings of our current applicants and shortlist so that we retain this overall care and support need split. • We do not allocate on a first come basis, we allocate based on the need of the scheme at the time of the void and the assessed needs of the applicant. • Where we have 2 or more applicants with the same need we have a clear decision-making tool using the housing and social need before referring to the date of application. • If you are in contention for the vacancy we will carry out a face to face assessment either in your own home or at the scheme to check for any changes in need and to give the final go ahead that our eligibility policy has been complied with. If information is made available at this interview that supersedes our desktop assessment the priority banding will be amended or an application refused.

	<ul style="list-style-type: none"> • Allocations are agreed via a selection panel which either meets in person or through email communication. This panel consists of representatives from LACE Housing, Lincolnshire County Council Adult Social Care and the on-site care provider, with LACE chairing the meeting. • As the housing provider, we must approve the final decision regarding the allocation of the tenancy. This is due to the tenancy agreement being with us as the housing provider.
Accepting an offer of accommodation from us.	<p>If you are offered a vacancy with us you:</p> <ul style="list-style-type: none"> • Will be given 3 working days to decide whether to accept an offer of accommodation. If you refuse 2 offers, we will contact you to discuss your housing needs and circumstances and this may result in your removal from our waiting list. • You must agree to enter into a wellbeing and a care plan (if applicable) and take part in periodic reviews of that plan. • You must pay the first month's rent payment in advance and set up a direct debit for the 1st of each month to pay the rent and associated payments.
In what circumstances will we refuse an application.	<p>We will normally only refuse applicants:</p> <ul style="list-style-type: none"> • Where it is felt that the person's care and or support needs cannot be met without jeopardising the care and support of other residents; • where our eligibility criteria cannot be met (see below) or • Where the person has no intention of using the facilities provided within the scheme.

What is the eligibility criteria for housing with extra care?

To qualify for housing with extra care, applicants:

- Must be over the age of 55 and have identified care needs (or any age if they have a significant care and support need) and are able to demonstrate a need for the services provided within the extra care environment.
- Must be eligible for housing within the UK and must be able to prove their residency status.
- Must need and be capable of benefiting from the extra services offered within housing with extra care rather than those normally available in supported housing for older people. For care we usually define this as needing a minimum of 1-hour care per week. Applicants must require and agree to accept the minimum level of support services offered within the scheme.
- Present living situation must no longer be suitable because care and other related issues cannot readily, practicably or economically be provided.
- Must have a realistic chance of continuing to live independently and must not be assessed as having a level of care or support that is greater than that which can be offered and sustained within the scheme. The level of support must not seriously undermine our ability to

provide support, or equally the level of care must not undermine the care provider's ability to provide care for other residents within the scheme.

In addition:

- Applicants can be refused on the grounds that they have sufficient assets and income to access housing in the private market. However, it is recognised that housing with extra care is a specialist market and consideration will be given to the applicant's needs and likely viability of similar private market options.
- We reserve the right to refuse an application where the applicant's current needs assessment identifies a risk to other residents, our employees, the care provider or any other visitor to the scheme. Or where an applicant has outstanding rent or mortgage arrears or has previously acted in an antisocial way resulting in legal intervention.

How do you define high, medium or low care or support needs?

- **Low (20%)** Applicants who have low (1 to 5 care/support hours per week) need for care provision and might otherwise be suitable for current supported housing for older people type provision but may have need for low home care provision to achieve the outcome of independence.
- **Medium (40%)** Applicants who have a need for moderate care (5-10 care/support hours per week) where there is a regular need for a level of care to achieve the outcome of independence.
- **High (40%)** Applicants who require a high level of care (10 plus care/support hours per week) where there is a need for an intensive level of care to achieve the outcome of independence, and might, in the past, have been admitted to residential care.

Do you offer joint tenancies where only one tenant has care or support needs?

Housing with extra care is a finite resource and as such those living in the scheme must have as a minimum a low need for either care or support. Where only one of the joint applicants requires the services provided within the housing with extra care setting, we will proceed to offer a joint assured shorthold tenancy. However, in the event of the death of a joint tenant we will determine whether the survivor has any care or support needs. If yes, we will complete succession of tenancy paperwork. However, if at this time the survivor does not appear to have low care or support needs we will advise that we will review this after 6 months and if still no care or support needs exist we will approach the next available allocation panel to determine whether the survivor can remain a tenant or requires support in finding alternative accommodation. This may result in us serving a section 21 notice to end the assured shorthold tenancy.

How do you decide what band I am in?

We use the following criteria to determine the care, support, housing and social band.

CARE NEEDS	
High	More than 10 hours per week
Medium	5-10 hours per week
Low	1-4 hours per week

SUPPORT NEEDS	
High	<p>The entire low/medium support bands, plus:</p> <ul style="list-style-type: none"> • Support with mental health needs, such as anxiety, depression, personality disorder. • Support with dementia/cognitive needs. • Financial assistance as stated in their well-being plans.
Medium	<p>The entire low support band, plus:</p> <ul style="list-style-type: none"> • Support with contacting GP's, District Nurses, Mental Health team, Pharmacists and/or any other Health & Social Care professional. • Support with benefits. • Support with maintaining rent account. • Advocacy.
Low	<p>Daily contact via the telecom system or face to face to check on wellbeing:</p> <ul style="list-style-type: none"> • The offer of a Well-being plan. • A Person-Centred Fire Risk Assessment. • Use of the facilities provided within the scheme.

HOUSING NEEDS	
High	<ul style="list-style-type: none"> • Has been given notice to end current tenancy or is at risk of this. • Unable to continue to reside in current home due to a long term medical condition. • Applicant is currently in residential or hospital care and a return to current home is not possible/would result in considerable risk. • Due to the location of the current home access to essential care is not possible or is insufficient to meet needs.
Medium	<ul style="list-style-type: none"> • Current housing lacks adequate heating, hot water or kitchen and hygiene facilities (or these cannot be accessed by applicant). • Able to live in current home but due to a long-term medical condition the applicant has restricted use of bathroom, bedroom and kitchen and this is impacting on independence and social interaction. • Due to the location of the current home access to necessary care is not possible or is insufficient to meet needs. • The current home has serious housing disrepair and this is having an adverse effect on health/welfare.
Low	<ul style="list-style-type: none"> • The current home is affecting quality of life due to medical conditions but is currently not restricting independence or social interaction. • Due to the location of the current home access to a beneficial low package of care is not possible or is not suitable to meet needs. • The current home has disrepair but is not currently impacting on health or mobility. • Struggling to maintain property or gardens. • The current home is too large for the applicant's needs and regardless of adaptations is no longer suitable.

SOCIAL NEEDS	
High	<ul style="list-style-type: none"> • Living alone in a rural location with little or no social interaction (unless this is through choice) and this is having a serious detrimental effect on health and wellbeing.
Medium	<ul style="list-style-type: none"> • Applicant states lonely and/ has limited social interaction from family and friends and would benefit from social aspect of community living. • Where social interaction is only with those providing social care services. • Socially Isolated either through geographical location/amenities/facilities/transport links and/or physical/sensory impairment.
Low	<ul style="list-style-type: none"> • Is independent but limited social interaction with family and friends.

Housing with Extra Care contact telephone numbers.

Brick Kiln Place, Grantham 01476 516358
Olsen Court, Lincoln 01522 522458
Worth Court, Bourne 01778 423138