

## SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 13 <sup>th</sup> December 2018
<b>Report Subject</b>	Update on Flint and Holywell Extra Care facilities
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

To provide an update on the development of the two new extra care schemes in Flintshire.

The development of two further extra care schemes in the Holywell and Flint localities is an explicit priority in Flintshire's Improvement Plan and Housing Strategy.

The Flint extra care scheme, Llys Raddington, is now complete, costing circa 9m and offers 73 units with a mix of 1 and 2 bedroom apartments, along with specific apartments for individuals living with dementia. Over the last couple of months residents have been moving into the scheme, which is now at full capacity. Feedback so far is very positive with residents and families both being happy with the move-in process and facilities available.

The construction for the Holywell extra care scheme is now underway; costing approx. 8.5m it will offer 55 apartments with a mix of 1 and 2 bedroom apartments, along with specific apartments for individuals living with dementia. The site agreed for the development is the former Ysgol Perth Y Terfyn site on Halkyn Street, Holywell.

The name of the scheme is currently out for consultation with Welsh groups, local members and the Town Council.

The provision of onsite care and support staff will provide, for some people, a suitable alternative to residential care. Supporting an individual in extra care is more cost efficient than residential care for the Social Services department which is responsible for ensuring care needs are met. The expected completion date for Holywell extra care is spring of 2020.

## RECOMMENDATIONS

1	That Members consider and continue to support the development of these Extra Care housing schemes in Flintshire.
2	To support and engage in the forthcoming publicity and consultation events which will promote the Holywell Extra Care development, commencing in early 2019.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE PLANNING AND DEVELOPMENT OF THE EXTRA CARE SCHEMES IN FLINT AND HOLYWELL</b>
1.01	The extra care schemes in Shotton (Llys Eleanor) and Mold (Llys Jasmine) have been very successful. They remain oversubscribed and are immensely popular. They are seen to provide a supported accommodation solution that exceeds other forms of provision such as residential care.
1.02	As part of our demand management for an aging population with care and support needs Flintshire is opening two further Extra Care schemes in Flint and Holywell, with Llys Raddington newly opened and Holywell extra care scheme due for completion spring 2020. The extra care model for the new schemes will provide accommodation that is intended to maintain a person's independence but is flexible when their needs change. The presence of 24 hour care staff on site means that if a person's needs change dramatically they can remain in the environment where they are comfortable and have developed networks. Extra care as a result offers individuals greater choice and control and a real alternative to residential care where people can retain their independence, and couples can stay together.
1.03	<b><u>Flint Extra Care – Llys Raddington</u></b>
1.04	Tŷ Glas is the Registered Social Landlord (RSL) for the Flint development, a subsidiary of the Pennaf Housing Group.
1.05	The site for the Flint scheme is the former site of maisonette dwellings, located on the corner of Coleshill Road and Earl Street, Flint. The site has close proximity to Flint Library, the newly opened Health Centre, the Jade Jones Pavilion and town centre.
1.06	The £9 million scheme provides, in summary: <ul style="list-style-type: none"> <li>• 4 floors with lift and stair access</li> <li>• Accommodation: 73 apartments in total comprising of 43 x 1 bedroom apartments + 30 x 2 bedroom apartments</li> <li>• Office and reception areas,</li> <li>• Restaurant, with terrace, lounge area and a sky lounge</li> <li>• Assisted bathroom facilities</li> <li>• Memory floor (apartments specifically designed for individuals living</li> </ul>

	<p>with dementia) – with 15 apartments and a lounge/dining space</p> <ul style="list-style-type: none"> <li>• Other facilities including: laundry, multi-purpose activity rooms, storage and maintenance</li> <li>• Central courtyard and access to the Pavilion and town centre</li> <li>• Parking for 23 cars, plus ambulance bay drop-off and buggy store</li> </ul>
1.07	<p>An experienced interior designer, with specific knowledge and expertise in supported accommodation for people living with dementia, has supported Pennaf along with Social Services colleagues to develop an interior design that meets the needs of those that will be living in the scheme, this includes themed floors, the use of non-reflective materials, no ‘busy’ patterns on wallpapers and soft furnishings, whilst creating a homely and warm feel to the scheme.</p>
1.08	<p>Construction of the extra care development was completed in October 2018. The build took approximately 2 years to complete, after experiencing slight delays due to the archaeology, weather and recruitment of tradesman.</p>
1.09	<p>The scheme has successfully accommodated 81 individuals within the 73 apartment scheme. The residents are all from Flintshire, or who have a strong connection to Flintshire, are 60 years of age plus and have a care and support need.</p>
1.10	<p>The Council will provide the care in-house, using the very successful models used at the other 2 schemes. This includes a core staff team for the daytime shifts along with a waking night care model. The care and support staff have been recruited and received relevant training before the scheme opened its doors on the 15<sup>th</sup> October 2018.</p>
1.11	<p>Clwyd Alyn provide the onsite housing support for Llys Raddington, with a full time Extra Care Manager based onsite.</p>
1.12	<p>The Operational Group, established between Tŷ Glas, Clwyd Alyn, Social Services, successfully supported the planning and management of all operational matters as the construction completed and operations commenced. The Group will now support operational staff in any teething issues over the coming months to ensure a smooth move in for all residents and staff. Lessons learnt will be captured from this scheme to inform our development of Holywell extra care and other future schemes.</p>
1.13	<p>Feedback to date from residents and families that have moved in has been really positive; compliments have praised the quality of accommodation and facilities and in particular the smooth move-in process as well as how quickly residents have settled. Here are a couple of compliments received so far:</p> <p><i>“I couldn’t be happier with your care at Llys Raddington everything has surpassed my expectations and I know mum is going to be safe and happy there... Mum seems to have improved physically in the one week I was there with her, she is walking more and standing more upright, she is ready to try anything again and is thriving on the company, these are all the things I was hoping for but had not expected such immediate results”</i></p> <p><i>“I can’t tell you how much you have done for my Aunt and myself. It goes far beyond anything we expected. The staff are so lovely and friendly, it has made a hard move</i></p>

	<p><i>feel so much like the perfect one. A big weight has been lifted from my shoulders and I know the care you give is wonderful”</i></p> <p><i>One gentleman has invited staff for nibbles and drinks in his (and his wife’s apartment), he’s invited many people that live here over a couple of days. He said he’s had a new lease of life since living in Llys Raddington; he has even been out on his push bike (something he hasn’t done for over 40 years).</i></p>
1.14	Planning for the official opening of the scheme has commenced and is scheduled to take place next Spring 2019. A royal request has been submitted for the official opening and an outcome still awaited.
1.19	<b><u>Holywell Extra Care</u></b>
1.20	Wales and West is the RSL for the Holywell development.
1.21	The site confirmed for the Holywell development is the former Ysgol Perth Y Terfyn school site, located on Halkyn Street, Holywell. The site is in close proximity to the town centre, the Community Hospital and a pharmacy.
1.22	<p>The scheme will provide, in summary:</p> <ul style="list-style-type: none"> <li>• 4 floors with lift and stair access</li> <li>• Accommodation: 55 apartments comprising of a mix of 44 x 1 bedroom apartments + 11 x 2 bedroom apartments</li> <li>• Office and reception areas,</li> <li>• Restaurant, with outside terrace, and lounge areas</li> <li>• Assisted bathroom facilities</li> <li>• Memory floor – with 5 apartments and a lounge/ dining space</li> <li>• Other facilities including: laundry, multi-purpose communal space, storage and maintenance</li> <li>• Private gardens and woodland walks, accessed via a bridge as well as closely proximity to the Community Hospital, pharmacy and town centre</li> <li>• Parking for 24 cars, plus ambulance bay drop-off and buggy store</li> </ul>
1.23	Following successful land acquisition, the development of the scheme commenced in summer 2018 with demolition activities followed by the erection of the steel frame. The construction is programmed to last approximately 20 months, with completion scheduled for spring 2020.
1.24	The scheme will be eligible to older adults (50+ years old), but allowing for some flexibility within the scheme for younger individuals with similar care needs. Individuals must be living in Flintshire, or have a strong connection, and have a care and support need or housing need.
1.25	The name of the scheme is currently out for consultation with Welsh groups, local members and the Town Council. A name will be agreed by the end of the year. The new name will be promoted in January, with a timely photo opportunity on the developing site.
1.26	An Operational Group has been established between Wales and West and Social Services to plan and manage all operational matters as the construction progresses.

1.27	A launch event is being organised for March 2019 to promote and raise awareness of the developing scheme and to officially open the expressions of interest.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
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2.01	Both RSLs have utilised Intermediate Care Funding (ICF) in 2015/16 between them which has been subsidised by other Social Housing Grants, Housing Finance Grants and self-financing models. Each RSL partner has provided formal details of how and when the ICF has been spent.
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2.02	<p>The revenue funding for Llys Raddington is £700K full year, £170k of which is provided by the integrated care fund (ICF) for people living with Dementia.</p> <p>The revenue funding for Holywell schemes will form part of a budget pressure bid going forward to 20/20 and for discussion in the medium term financial plan.</p>
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<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
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3.01	Both Flint and Holywell extra care developments have completed local consultations, as part of their pre-planning requirements.
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3.02	Holywell scheme has a marketing plan to outline key communications in the marketing and promotion of the schemes during the planning, construction and completion phases.
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3.03	The Holywell extra care scheme is currently in consultation regarding its possible name. The name will be agreed by the end of the year.
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<b>4.00</b>	<b>RISK MANAGEMENT</b>
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4.01	<p>The Flint Llys Raddington scheme has now completed.</p> <p>The key milestones for the development of Holywell extra care has been agreed, which includes the construction completion February 2020 and opening of the scheme March 2020. Project risk registers have been compiled to report, monitor and mitigates the risks associated with both the schemes.</p>
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4.02	Both schemes have a governance structure in place. Risks are managed by operational groups and escalated to Project Boards when and if required.
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<b>5.00</b>	<b>APPENDICES</b>
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5.01	Please find attached copies of the photos and designs for both extra care
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	schemes:
5.02	Appendix 1 – Llys Raddington artist impression
5.03	Appendix 2 – Llys Raddington Show Flat
5.04	Appendix 3 – Llys Raddington group picture
5.05	Appendix 4 – Llys Raddington outside picture
5.06	Appendix 5 – Holywell existing and proposed plans
5.07	Appendix 6 – Holywell proposed ground and first floor plans
5.08	Appendix 7 – Holywell proposed second and third floor plans

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Susie Lunt, Senior Manager Integrated Services, Lead Adults  <b>Telephone:</b> 01352 701407  <b>E-mail:</b> Susie.lunt@flintshire.gov.uk</p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Extra Care Scheme</b> – extra care schemes provide independent living and greater housing choices for some older people in Flintshire; apartments can be purchased or rented to people aged 60+ who have care and accommodation needs. Llys Eleanor, our first extra care scheme, was developed by Flintshire County Council in partnership with the Pennaf Housing Group and provides 50 one and two bedroom apartments and a range of communal facilities. Llys Jasmine, our second innovative extra care scheme opened to accommodate its first tenants in October 2013. Developed in partnership with Wales &amp; West Housing the scheme provides a total of 63 apartments and bungalows of which 15 are specifically designed for people with dementia. Both schemes feature state of the art alarm systems and 24 hour care is available on site.</p>
7.02	<p><b>Housing Finance Grants:</b> repayable funding made available by the Welsh Government to assist RSL in financing the development of projects delivering affordable housing across Wales, including extra care housing for older people.</p>
7.03	<p><b>Intermediate Care Funding:</b> The aim of the 2016-17 intermediate care fund (ICF) is to drive and enable integrated working between social services, health and housing and the third and independent sectors. The focus of the intermediate care fund in 2014-15 and 2015-16 has been on integrated working to help avoid unnecessary hospital admissions, or inappropriate</p>

	admission to residential care, as well as preventing delayed discharges from hospital.
7.04	<b>Registered Social Landlord (RSL):</b> The vast majority of Registered Social Landlords are also known as Housing associations. Housing associations are independent, not-for-profit organisations that are registered with the government to provide homes for people in housing need.
7.05	<b>Social Housing Grants:</b> funds housing schemes that meet local needs and priorities as identified by local authorities.
7.06	<b>Supported Living</b> - Housing and support that is built around a person, allowing them to choose where they live, with whom and how they are supported.