

Frequently Asked Questions

Proposed changes to Adults, Housing and Communities

1. Residential and nursing home fees

Keeping people at home for longer: What safeguards will be put in place to ensure that people still get the support they need if they are at home rather than in a care home?

There will be regular monitoring and assessment of needs, in line with our statutory duties under the Care Act 2014 and Mental Capacity Act 2005.

Personalised Support Plans will detail how the individuals' needs will be met and how risks are minimised. For example, the use of technology e.g., medication reminders, falls and epilepsy detectors, care line.

There will be a coordination of services within our Neighbourhood and Hospital Integrated Teams, consisting of health and social care staff who can arrange referrals, assessments and visits by different professionals e.g., Occupational Therapy, Social Work team.

2. Home care and direct payments

What are improved strength-based approaches? How will you ensure that people who need support can still access it?

Strengths-based approaches in health and social care focus on individuals' skills, capabilities and resources, promoting collaboration and respect, rather than solely concentrating on challenges. The benefits of these approaches include improved well-being, increased feeling of being heard and involved in how an individual's support is provided. This approach also focus on the reduction of dependence of traditional services, as well as increasing access to community resources and networks through volunteer groups, social centres and companionship.

Example:

Joyce is a 75-year-old woman living alone in her own home. She has been diagnosed with arthritis and mild dementia, which affects her mobility and memory. Joyce's daughter, Susan, lives nearby and visits regularly to help with daily tasks.

Initial Assessment: During the initial assessment, the social worker identified Joyce's strengths, including her strong desire to remain independent, her ability to perform some daily activities with minimal assistance, and her supportive relationship with Susan.

Joyce's Strength-Based Support Plan would include:**Self-Management:**

- Joyce was provided with equipment, such as grab bars and a shower chair, to help her manage daily tasks more safely.
- She was encouraged to participate in a local exercise group to maintain her mobility and social connections.

Community Resources and Support Networks:

- The social worker connected Joyce with a local voluntary organisation, befriending service that offers companionship and can provide support with shopping.
- Joyce was also introduced to a community group around her interests which provides social activities.

Collaborative Care Planning:

- Joyce and Susan were actively involved in developing the support plan, ensuring it aligned with Joyce's preferences and strengths.

Regular Reviews and Adjustments:

- Regular review meetings were scheduled to assess and adjust the support plan as needed.
- Susan was given advice on how to recognise signs of health deterioration and how to contact the social worker to ask for a reassessment, additional support.
- Susan was offered a carers assessment and introduced to a carers group for people supporting loved ones with dementia.

Use of Technology:

- Joyce was provided with care line, a personal alarm system to ensure she could quickly get help in case of an emergency should she need it.
- Smoke and flood detectors were installed.

Outcome: By focusing on Susan's strengths and leveraging community resources, Joyce's support plan successfully reduced the need for formal home care services. Susan was able to maintain her independence and continue living in her own home with the support of her daughter and community resources.

3. Emergency and temporary accommodation

3a. Why aren't Bolton Council going to continue to fund the energy costs for my temporary accommodation?

The proposed change will only apply to individuals and families who are in temporary self-contained accommodation, while they are being supported to access a long-term home. It is important that we work with people to budget for the usual costs of having their own home and to include energy costs. That support will be provided as part of our approach with the occupiers taking responsibility for the energy they use within the property.

3b. Where can residents in emergency and temporary accommodation turn to for further financial support?

The accommodation to which this change relates is fully staffed 24hrs a day. A member of the team will be on hand to support residents with any queries or concerns. They will also have access to our Money Skills team, who can help them create and manage their household budget.

3c. I'm struggling to budget whilst in emergency / temporary accommodation, is there someone that can help me?

We will always look to provide whatever support is needed to make sure people in our temporary accommodation leave in a better position than when they came to us. This includes helping to manage their household budget. We will also never leave anyone in a position where their energy costs are unmanageable, or are at risk of their energy supply being stopped.

4. Supported living

What does supported housing and care models mean? How will you ensure that appropriate levels of care are provided at the right time?

In 2023, Bolton Council published its strategy for [Housing with Care and Support – Our 10 year Prospectus](#), which was consulted on with residents of Bolton. This includes all age provision; we know that some older supported accommodation does not fit with modern standards of living or meet the needs of some people.

We have schemes that may need to be decommissioned and replaced. Where this has happened, the tenants have been fully consulted with. An example of this is the decommissioning of Campbell House, which was replaced with a purpose-built Extra Care, 62 bed development. Lever Gardens Court is a new development in Little Lever and is managed by Bolton at Home and Bolton Cares. They provide support to individuals who have been assessed as requiring additional support under the Care Act 2014. There are people who live in schemes like Lever Gardens who do not need support or may require this in the future.