

## **MANAGEMENT PLAN**

### **Livesey Lodge, 15 Livesey Drive, Sapcote, Leicester LE9 4LP**

This document sets out the arrangements for the provision of residential accommodation together with Intensive Housing Management, Care and Support to meet the needs of persons (and their dependants).

The property will provide the residents with their only place of abode until such time as their needs are assessed as being beyond support, care, and life-management, and need to move into accommodation providing nursing/medical care. The length of stay will depend upon the care, dependency, and the medical needs of each individual, but these premises will provide long-term accommodation (For example, women victim-survivors of domestic abuse).

Midland Living CIC ("ML") are partnered with an established Registered Provider of Social Housing, Reliance Social Housing CIC ("Reliance"), and ML have a 5-year lease agreement with Reliance for the management and maintenance of Livesey Lodge. Under this agreement, Reliance will house and facilitate the provision of care and support to vulnerable adults. In addition, ML have a Service Level Agreement in place with a CQC-registered care provider, Kensington Community Care (Gloucester) Ltd ("Kensington") to ensure monitoring and oversight of service delivery and to provide 24/7 care and support services to the residents as required.

The proposed client group will be single, able-bodied adults, who are vulnerable and at risk by virtue of needing help, care, and support in managing their day-to-day living. Livesey Lodge will provide good quality, safe accommodation and specific and targeted care and support to residents to manage their health, safety, and wellbeing. The Care and support will be based on personal needs-assessments and include requirements of the Council to support their strategic needs. The premises will help alleviate pressures on local council, health-care, and social services.

The accommodation will be warden-controlled, secure and with full CCTV coverage. The site will be staffed by a minimum of three suitably qualified and experienced members of staff, providing care and support to service users. There will also be on-site, night-time and weekend security.

This proposal is designed to support the delivery of:

- Fully refurbished accommodation that is fit for purpose, good quality, is safe and offers dignity and self-respect by offering high quality personal accommodation with communal lounge and dining facilities.
- Needs assessments, care planning, and regular reviews of individual resident's care, support and life-management abilities and needs.
- Care and support with recovery, recuperation and rehabilitation for persons following discharge from hospital or other health-care institutions.
- Provision of assistance, care, and support to residents, in line with individual Care Plans.
- A Warden-controlled, secure living environment for single people, who would otherwise be at risk of homelessness for whatever reason.
- Working with the Council, local NHS trusts, other referring agencies and charities, and with multi-agency partners.

## 1. INTRODUCTION

This proposal is intended to be delivered through a partnership between Reliance, Kensington, ML, Blaby District Council and other appropriate referring agencies.

## 2. WHO WE ARE

### 2.1 The Registered Provider (Landlord)

**Reliance Social Housing** have a proven track record in providing housing solutions for vulnerable people including those who are homeless. Our expertise has been developed over time, including the nurturing of strong and positive relationships with local authorities, service commissioners and care providers, meaning we are well equipped to address the challenges surrounding homelessness amongst an aging population.

The RP also ensures appropriate services and support are in place to act as the property management partner on each of the schemes which are developed.

### 2.2 The Support/Housing Management Agency

**Midlands Living CIC** is a not-for-profit community interest company set up specifically to work with other Support Providers, Housing Associations, Local Authorities and other statutory and third sector partners targeting areas where there is a high priority to tackle housing need at a strategic level.

They provide high quality homes for people who are in housing need, facilitating creative support services unique to each person with the aim of enabling them to recognise and reach their full potential. We operate a number of specialist schemes in other areas of the UK, delivering high quality care, support and supervision in recently refurbished and fully compliant accommodation.

- We work proactively to reduce housing need including homelessness, advocating for the right of every person to live in a safe and secure environment.
- We provide the highest standards of accommodation and support within all our services.
- We ensure each client is treated as an individual, recognising the needs of the person.
- We put residents at the heart of our service and regularly seek feedback so that residents can help shape service delivery.
- We actively participate at a local, regional, and national level in the identification of needs and the co-production and delivery of services.
- We add value to statutory services by engaging with voluntary sector and faith sector partners.

### 2.3 The Registered Care Provider

**Kensington Care (Gloucester) Ltd** are a CQC registered care provider. Established in 2011 they are an experienced domiciliary care provider who were rated 'Good' in their latest CQC inspection in 2017. ML have entered into a Service Level Agreement with Kensington, to provide 24/7 care and support services.

## 3. BACKGROUND

In an overall aging population, there is an increasing demand on local authorities to source good quality, affordable homes to discharge their homeless duty and prevent homelessness. Due to

the recent Covid pandemic and ongoing cost of living crisis, the financial pressures of maintaining a home are growing, and people are struggling to afford rent and up-keep costs.

Additionally, there has also been a significant decline in care facilities, putting extra strain on local authorities and hospital services, who have a dwindling number of options for accommodating single persons, at risk of homelessness.

The proposal brings additional provision into the area and also brings back into use an existing building with improved quality and energy efficiency of the building.

#### **4. HOW WE CAN MAKE A DIFFERENCE**

Offering a warden-controlled care and support facility for vulnerable people and working with them to help them live a good quality of life. Midland Living CIC has at its heart the needs of vulnerable people at risk of homelessness and in need of additional support. Our principal purpose is to make a difference to the lives of people who are experiencing homelessness in one form or another or living in unsuitable accommodation.

#### **5. WORKING WITH YOU**

We offer help to Local Authorities to achieve their strategic housing needs objectives to prevent and reduce homelessness; in the case of Livesey Lodge the accommodation would be specifically for vulnerable single people. It will be a cost-effective and viable alternative to bed and breakfast accommodation, which does not offer a realistic or a long term sustainable solution.

#### **6. SERVICE OFFER**

##### **6.1 Accommodation**

Our offer is a warden-controlled facility with 22 en-suite bedsits. The property has been fully refurbished with all new furniture and appliances. There is off-road parking available for around 10 vehicles for staff and visitors.

An experienced Care and Warden Management Team will be on site to manage the property and liaise with the Local Authority, multi-agency colleagues and referral agencies. Qualified Support Workers will work with residents to address their individual care and support needs. There will also be a security service for out of hours provision to ensure the property remains safe and secure out of hours.

##### **6.2 Service Provision**

The service we provide is holistic, delivering wrap-around care and support to help residents maintain their health and well-being. The service will be managed by competent and appropriately qualified and experienced staff who undertake the full range of care and support and intensive housing management functions including (but not exclusively):

- Carrying out an induction interview and assessment process, including a tour of the building, an explanation of the occupancy agreement, fire safety procedures, reporting procedures for incidents, accidents, repairs & maintenance, and introductions to staff and residents.
- Ensuring people are aware of their rights under their occupancy agreement.
- Carry out needs assessments and produce individual Care Plans and Programmes.
- Provision of personal care included in their plans including assisting with medication.
- Provision of on-site catering, cleaning and laundry services.

- Offering advice and guidance on keeping property to a reasonable standard of hygiene.
- Assisting residents to access other support providers and facilities as required.
- Liaising with all relevant agencies, both statutory and voluntary, on the tenant's behalf.
- Helping residents with their financial management including maximising their State Pension entitlement, claiming Housing Benefit and other welfare benefits and allowances, reducing rent arrears, and arranging debt-counselling where appropriate.
- Compliance Checks and Health and Safety Inspections and Risk Management Plans.
- Organising regular repairs and maintenance inspections and arranging for any works to be carried out, including the replacement of furniture.
- Deal with nuisance issues, including tackling ASB, preventing incidents escalating and taking appropriate interventions and legal actions, working in partnership with the police, local community safety partnership and other specialist agencies where necessary.
- Providing advice and facilitating moving-on to alternative accommodation as required.
- Keeping residents safe by monitoring and controlling visitors, including contractors and professionals, and by carrying out regular health and safety and risk assessments.
- Liaising with the local referral agencies regarding suitable referrals and ensuring the agreed criteria are being followed.
- Ensure tenants are effectively consulted over decisions affecting them.
- Providing a staff presence 24/7, including security staff out of hours.

There are a total of 4 staff on site providing intensive housing management, targeted and individual care and support, compliance checks and security. The site will be warden-controlled and staffed 24 hours a day, seven days a week.

### **6.3 Partnership Working**

We have a strong track record of working in partnership with local councils, commissioners, and voluntary agencies to provide a range of accommodation services.

We work closely with Environmental Health, Police, Fire Service, other Council services and multi-agency colleagues to ensure that our properties are fully compliant, and our services meet the needs of not only residents but also neighbours and the local community. We work with and accept referrals from Housing Options Teams, NHS trusts, local charities, and voluntary organisations to help support those in need of accommodation and support. We use an online Referral Form which includes a risk assessment, to ensure the applicant qualifies and is suited to the accommodation. This form can be adapted to meet any criteria stipulated by the local authority. The Initial Assessment is undertaken to find out the following:

- Previous housing history and current situation
- Equality and Diversity information including specific needs and requirements.
- Medical information and medication.
- Existing support-providers e.g. family and agencies.
- Financial information including benefits and income.
- Criminal record.
- Support needs.
- Risk assessment to manage any identified or known risks.

Following on from this, a Care and Support Plan and Support Agreement are put in place, setting out the support service a resident can expect to receive and what is expected from them. The resident has the opportunity to identify additional support needs.