

Opportunity to showcase your local home adaptations innovation and best practice

Background

Care & Repair England have been appointed by the Centre for Ageing Better (Ageing Better) to produce a report showcasing innovation and components of best practice in the provision of home adaptations for older people.

This is the third and latest in a series of studies about home adaptations for older people commissioned by Ageing Better to provide useful references for policy makers, practitioners and researchers. The other elements are:

- *An [evidence review](#) undertaken by the University of the West of England*
- *Primary research to understand the role of home adaptations in improving later life currently being conducted by the University of Northumbria [due out early 2018]*

This Practice report will be published in the Summer of 2018.

What are we looking for in this practice call?

We are aiming to identify at least 15 local exemplars to illustrate elements of high quality and innovative home adaptations practice across England in this service area.

An important feature of the final report is that quality practice will be assessed from the perspective of the older person requiring adaptations ie what works well for them.

Examples can relate to adaptations being provided in any housing tenure and carried out with or without a disabled facilities grant (DFG). Innovation and best practice elements could include;

- awareness raising, outreach and providing accessible information about adaptations
- good communication with service users
- integration with health and care
- triage/ fast-track initiatives
- flexibility to reflect individual requirements and circumstances
- help for self funders
- planning and forecasting demand
- allocation of sufficient financial and staff resources to meet need
- systems to evaluate health and care outcomes
- links to Added Value services
- culture of continuous improvement.

The Study will have regard to the content of the Home Adaptations Consortium guidance [Delivering Housing Adaptations for Disabled People](#) plus the findings of the Ageing Better Evidence Review, but the scope for identifying the features of innovative and good practice is deliberately cast very widely. More headings of interest and some illustrative examples are listed in Appendix 1 but are not intended to be prescriptive.

Some Important Points

- We do not require or anticipate identifying any local provider who can demonstrate innovative or best practice at all stages of planning, delivering and evaluating services. So if you feel that there is even just one element of providing adaptations you are proud of please contact us. It could be a good accessible website, an innovative local RRO policy, support for self-funders, or a customer forum to help shape policy and comment on performance issues.
- We are particularly keen to identify local practice that attempts to evaluate outcomes arising from the provision of equipment and adaptations. This could involve a focus on a reduction in the rate of falls, a reduction in the package of care or improved health and wellbeing.
- We also want to hear about previously introduced changes in policy and practice that have not worked. Such examples will be of course be anonymised in the final report.
- We wish the report to include examples of innovative policy and practice that have not been publicised before so please put aside your modesty and contact us.
- Whilst Care & Repair England will write the bulk of the final report there will be a high degree of editorial input from local providers prior to publication.

Next Steps

If you are interested in putting forward your local practice for consideration please contact Martin Hodges via martinhodges@careandrepair-england.org.uk who call you back for an informal preliminary discussion.

Indicative Timescale:

1. Contact Martin Hodges [current]
2. A simple proforma will be sent to you for completion and return. (Dec 17 – end Jan 18)
3. If there are any questions about the information submitted we will contact you. (Jan 18)
4. Desk top sift of information will be undertaken to ensure baseline criteria are met (Jan18)
5. Some face to face meetings will be arranged with potential contributors. (Jan-Apr 18)
[We are also keen to interview local older people who have had their homes adapted].
6. Draw up preliminary list of contributors and relevant headings to share with Centre for Ageing Better and Older People's Reference Group. (Apr 2018)
7. Draft text about exemplars will be written by Care & Repair England and sent to the local contact for checking/amendment/ agreement. (May – early June 2018)
8. Final report to Centre for Ageing Better (late June 2018)
9. Disseminate / promote report (July 2018 onwards)

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Appendix 1: Illustrative examples of elements of adaptation innovation/ good practice

NOTE THIS IS AN INDICATIVE, NOT AN EXHAUSTIVE LIST

Awareness raising, outreach and providing accessible information about adaptations

- Accessible information & advice in range of formats, existence of service/ adaptations is promoted to wider older people/ professionals/ carers etc
- Easy access eg local HIA, One Stop Shop,
- Flexibility / connected to range of referral routes

Good communication with service users

- People regularly informed of progress of adaptation/ case contact/ HIA caseworker linked to answer queries/ keep people informed throughout the adaptation process
- Specific arrangements for people with special needs eg. dementia, sight loss, for carers etc

Integration with health and care

[Also relates to planning/ funding/triage/outreach etc]

- Seamless systems/data sharing/ referral routes
- Co-location/ outreach into healthcare settings/ embed into care/ hospital Pathways

Triage/ fast-track initiatives

- Different/ proportionate administrative systems for different types of work, eg. under/ over certain amount/variable systems for particular work types/ Trusted Assessors etc

Flexibility to reflect individual requirements and circumstances

- Cultural change to take holistic approach/ identify best housing option for client
- Opportunity for self-assessment

Help for self funders

- Offer of information and advice/ Occupational Therapist assessment for all
- Technical support service for all
- Caseworker option with help to find other funding sources eg charity

Planning and forecasting demand

- Service user input into adaptations policy & practice development
- Surveys of need are undertaken and allocation of adequate financial resources made
- Strength of links to Health and Wellbeing Boards and degree to which Better Care Fund addresses home adaptations/ involvement of Public Health
- Financial support from sources beyond the local authority or nominated service provider for example local agreements with housing associations or commissioners within CCG's

Allocation of sufficient financial and staff resources to meet need

- Based on strong local data
- Contributions from range of partners eg health, care, social housing, private sector housing etc

Systems to evaluate health and care outcomes

- Data collection systems/ post adaptation follow up/ impact assessments/ links to independent evaluators etc

Holistic approach

- Housing options advice and information and assistance eg. to move included
- Added value - addressing unsatisfactory housing/wider issues / risks identified from visit and acted upon eg falls reduction

Culture of continuous improvement

- Performance against service standards, including waiting times
- Satisfaction surveys/input from service users
- Outcome measures applied – physical and mental wellbeing, benefits to carers,
- Savings to health and care sectors assessed
- Longitudinal evaluation after scheme completion
- Benchmarking
- Complaints system
- Equalities Data including ethnicity
- Identifying/addressing tenure inequalities.

Organisational Arrangements

- Clarity of roles of all partners/protocols in place (incl. Social Care, CCGs, hospitals etc)
- Co-location of key staff
- Existence of pooled budgets
- Interfaced IT systems

Flexible criteria for assistance

- Discretionary assistance – RRO policy i.e. >£30k, hardship, home from hospital, end of life schemes, equipment maintenance, recycling equipment etc
- Support for self-funders e.g. I&A, technical assistance etc
- Smart procurement of contractors