Delivering Integration Across Housing, Health and Care

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Derwentside Homes about us

- Stock transfer in 2006
- 7000 properties
- Largest social housing provider in North West Durham.
- 2529 of our stock are bungalows
- 9 sheltered courts
- £12 million spent on massively improving all of these.
- We have 1140 applicants over 60 on our waiting list – 47% of the waiting list
National statistics

- Housing conditions can affect a wide range of chronic health conditions e.g. respiratory illnesses, stroke, heart disease and depression.
- Also has an impact on accident and injury, particularly falls.
- It is estimated that the NHS spends £600 million treating people every year due to inadequate housing.
National statistics cont’d

• 90% of older people live in general needs housing and 75% of these are owner occupiers.

• The most vulnerable are those living in poor housing on low income – amounting to 1 million living in non decent homes.

• 40% of the NHS budget is spent on caring for people over 65. By 2025, 1.5 million people over 75 will be unable to manage at least one mobility daily living activity on their own.
£12 million spent on upgrading sheltered accommodation

- Remodelling 3 from bedsit accommodation one new build. All offering one and two bed apartments.
- Two award winning: Haven House, Construction Excellence award, for innovation, consultation and design. Castle Court, the RCIS award for ‘Residential’ and shortlisted for the ‘Conservation’ award.
- Our 5 other schemes have now been upgraded to offer the same standard of communal facilities including large conservatories, landscaped gardens and treatment rooms.
Private garden at Castle Court
Courtyard at Castle Court, by day
Oakwood Court entrance
Lynwood House Lanchester
Landscaping
Developing complimentary services to meet the needs of our ageing population

- Introduced ‘Silver Talk’ a telephone chat line for those who are lonely or socially excluded.
- Recently started our own emergency response piloting this in our sheltered accommodation offering telecare and an extension of the service.
- Providing a social care service, starting with a domiciliary care provision.
Reviewed the role of the traditional ‘Warden’

• Now named ‘Housing Support Officers’ we still have one officer per scheme.
• Tenants receive a daily call, and their health assessment is updated every 6 months.
• The Housing Support Officers are responsible for a specific area separate to the sheltered scheme.
• Welfare visits will signpost areas of concern to other departments and agencies and also promote our services.
• Welfare visits identify repairs, smoke alarms not working – working closely with Fire Service to help the most vulnerable i.e. hoarders and heavy smokers and excessive drinkers.
Our aim is to help people remain as long as practical in their own home

- Nationally only 7% of older persons households live in specialised housing (500,000).
- Home adaptations can make or break older people’s ability to live independently and well. They are a cost effective way of reducing falls and hospital admissions as well as improving quality of life for individuals and carers.
Aids and Adaptations

• We provide minor and major adaptations in a competitive timescale.
• £300,000 was set aside this year for this and waiting times have fallen dramatically.
• Targets
  – Minor adaptations – 3/5 working days
  – Major adaptations – 6 weeks target
Level access shower room
Fully adapted kitchen
Where do we go next?

• Look at fall prevention – secure a community chest grant. Inadequate slippers, stickers to secure loose rugs, lighting and poor flooring.

• Work with local authority on hospital discharge, to provide intermediate care and help those with dementia.

• Provide aids and adaptations to the private sector.

• New builds need to be adaptable and future proof.
Whole service solution

• We understand the importance of working closely with Durham County and health professionals and social workers.

• We have built up a good reputation and will instill this in our ‘emergency response’ and care service we provide.

• In summary Derwentside Homes will help our older tenants to live independently and age well at home and these principals will guide us in delivering older persons services now and in the future.