

# Housing and Dementia Framework – a self-assessment example

## Right advice

Commitment	What happens now?	What actions/improvements can improve services?
<p><b>To signpost people to relevant advice agencies who may need support.</b></p>	<p>Post diagnostic support services are being reviewed. A more holistic approach is being taken and services are being mapped. This information will be available for housing staff who themselves may have a role to play in delivering signposting services.</p> <p>We need to make sure that the positive collaborative work taking place at a strategic level is transferred to frontline operational staff.</p>	<ul style="list-style-type: none"> <li>• Involve housing in post diagnostic support.</li> <li>• Revisit dementia friends training for housing staff</li> <li>• Increase housing’s participation in Locality Leadership Groups.</li> <li>• Guidance should be provided for housing providers to enable them to support this commitment.</li> </ul>
<p><b>To understand people living with dementia and their families and carers</b></p>	<p>Dementia Friends training was offered to housing officers. 122 housing staff participated and were trained to ‘informed’ level.</p>	<ul style="list-style-type: none"> <li>• Offer training opportunities at the appropriate level to all housing and maintenance staff who may have contact with tenants</li> <li>• Work with private sector landlords to ensure cross-tenure equity.</li> </ul>
<p><b>To raise awareness and provide training to staff and communities</b></p>	<p>Housing staff are engaged in the process of developing the Living Well with Dementia Delivery Plan. This work should highlight gaps in knowledge and identify training opportunities for housing related staff.</p>	<ul style="list-style-type: none"> <li>• Promote dementia friendly training across all housing professionals, maintenance staff and contractors.</li> </ul>
<p><b>To develop local information and housing advice to support people living with dementia, drawing on the guidance available (DEEP Guides)</b></p>	<p>Housing services provide a range of information to people seeking housing, their tenants and property owners. We need to review this to ensure that information is appropriate for people living with dementia.</p>	<ul style="list-style-type: none"> <li>• Develop guidance on how to ensure that housing advice and information services meet the DEEP Guidance.</li> </ul>

## Right home

Commitment	What happens now?	What actions/improvements can improve services?
<p>To develop a housing health check which could become part of the post diagnostic support package</p>	<p>Housing options can be provided as part of post diagnostic support package.</p> <p>The Disabled Persons Housing Service and Care and Repair services can provide information on housing applications and/or adaptations.</p>	<ul style="list-style-type: none"> <li>• Develop a housing checklist that will be used as part of the post diagnostic support package.</li> </ul>
<p>To be able to provide and access a range of adaptations which support people living with dementia to stay at home</p>	<p>Housing providers have existing systems to enable adaptations to be carried out.</p> <p>Private Sector Grant is available for homeowners or people living in the private rented sector.</p>	<ul style="list-style-type: none"> <li>• Develop a tenure neutral approach for adaptations.</li> <li>• Ensure that information provided about adaptations process is dementia friendly.</li> </ul>
<p>To support access to technology and technology enabled care</p>	<p>A range of TEC solutions are available in the City.</p> <p>All sheltered and very sheltered housing and amenity+ (amenity plus telecare) housing has upgraded TEC enabled systems (including RSLs).</p> <p>There is an electronic meals ordering and payment system in our extra care housing at Coronation Court that is designed to be accessible for people living with dementia.</p> <p>There is wifi installed in sheltered housing properties in the South of the City.</p>	<ul style="list-style-type: none"> <li>• Continue to develop opportunities to make best use of TEC for everyone living with dementia.</li> <li>• Extend MyChoice system for all tenants in very sheltered/extra care housing.</li> <li>• Assess the impact of wifi provision in the pilot area and if appropriate extend to other areas.</li> </ul>
<p>To incorporate dementia friendly design principles into improvement, maintenance and new build specifications</p>	<p>There is a general awareness of dementia-friendly design, but more work is required to ensure that we utilise opportunities for improvement</p>	<ul style="list-style-type: none"> <li>• Develop a dementia friendly design guide.</li> <li>• Provide training/information to ensure that people understand key design elements that may improve the quality of life for people living with dementia.</li> <li>• Look at how planning can influence the inclusion of dementia friendly design principles.</li> </ul>

## Right support

Commitment	What happens now?	What actions/improvements can improve services?
<p>To ensure that policies and processes are dementia friendly</p>	<p>Policies and procedures exist but there is a need to review to ensure they are dementia friendly and in line with DEEP Guidance.</p>	<ul style="list-style-type: none"> <li>• Peer group review of policies and procedures.</li> <li>• Involvement of people living with dementia in the development of future policies.</li> </ul>
<p>To work with partners to provide services to support people living with dementia to stay at home or return home quickly</p>	<p>The Local Housing Strategy, Independent Living and Specialist Provision Strategic Working Group has representatives from RSL, 3<sup>rd</sup> sector, ACHSCP, operation housing and homelessness staff. This group will oversee the housing element of the Living with Dementia delivery plan.</p> <p>We have interim housing options in sheltered, very sheltered housing and in mainstream housing with adaptations (for people with low level support needs). This enabled people to leave hospital to either wait for adaptation on re-housing.</p> <p>Adaptations are provided to ensure people can stay at home/return home quickly.</p>	<ul style="list-style-type: none"> <li>• Increase the provision of Interim Housing.</li> <li>• Develop a tenure neutral approach for the provision of adaptations.</li> <li>• TEC</li> </ul>
<p>To contribute to creating dementia friendly communities</p>	<p>Current consultation with housing strategy in relation to master-planning and new housing developments.</p> <p>Dementia Friendly Cities work is ongoing.</p>	<ul style="list-style-type: none"> <li>• Develop a dementia friendly design guide to inform the process.</li> </ul>