

# **Housing for older people**

## **Topic Paper**

**LB Newham (2024)**

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## Introduction

This topic paper has been prepared in response to representations on Policies H6 (Supported and specialist housing) and H7 (Specialist housing for older people) in Newham's draft Local Plan (2022). These comments were received in response to Newham's Regulation 18 consultation on the draft Local Plan, which was held between January and February 2023.

This paper aims to:

- set out the policy context around the delivery of specialist housing for older people;
- set out the need for the delivery of specialist housing for older people in Newham; and
- set out and justify the policy approach in Newham's Regulation 19 submission Local Plan.

## Newham's draft Local Plan policy requirements and evidence of housing needs

Newham's draft Local Plan sets an ambitious housing target, to deliver a net increase of between 51,423 and 53,784 quality homes between 2023 and 2038. Given the limited amount of available sites to meet this target, we need to ensure that as a borough we balance our high levels of identified need for general needs housing, while support the delivery of high quality, well-located specialist homes which meet local needs.

Policies H6 (Supported and specialist housing) and H7 (Specialist housing for older people) in Newham's draft Local Plan set out the requirements for assessing planning applications for supported and specialist older people's homes. In summary, these policies:

- Seek to protect specialist and supported housing from redevelopment;
- Support new specialist and supported housing developments where they are high-quality, are in appropriate locations and meet local needs;
- Require the provision of affordable housing for accommodation for older people (the exception to this being care home accommodation); and
- Encourage the delivery of small-scale social infrastructure in new specialist and supported housing developments for older residents that allow for interaction between older residents and the local community.

## Strategic Housing Market Assessment

Newham's Strategic Housing Market Assessment was published in 2022, and discusses in detail the need for different forms of specialist accommodation. In the case of specialist housing, the key findings of the study in relation to accommodation for older people are summarised below:

- The study concluded that Newham would be following the precedent set by other boroughs by setting a target of 85 specialist older persons housing units a year as specified in Policy H13 of the London Plan. This would equate to 1,445 units over the total draft Local Plan period. This target is underpinned by figures from the GLA Older Persons Housing Needs Assessment Report 2017.
- The study provided an analysis of need in the borough using the Housing Learning and Improvement Network (Housing LIN) SHOP resource pack methodology (2012). This forecasts the population and then applies a benchmark need for particular housing types per thousand people aged 75+). The toolkit identifies a need for 4,100 bed spaces in total over the plan period. This breaks down into:
  - an unmet need in 2021 of 1,000 sheltered housing units and 584 extra-care units; and
  - an additional need over between 2021 and 2038 of 1,804 sheltered housing units and 712 extra-care units.
- The study acknowledges that the modelling of older people's specialist housing need is complex and subject to various other issues and variables, which can lead to differing outputs. The Housing LIN model assumes a continuation of current types of housing although it is unclear if Older People will aspire to these types of specialist housing in the future. Demand for some types of housing are already experiencing low demand, and other, newer types of provision may appear to meet changing aspirations, though there was no evidence from the interviews with LB Newham staff of any general problem letting existing properties. The policy aim of supporting people at home for longer along with assistive technology could also reduce or alter demand.
- The study recommended that Newham consider other factors and constraints in the market, including:
  - Demographics and the changing health, longevity and aspirations of Older People;
  - New supply, including the development viability of schemes, and the availability of revenue funding for care and support services;
  - the Council and its partners determining the most appropriate types of specialist older person housing to be provided in the area;
  - Existing supply, which may be either inappropriate for future households or may already be approaching the end of its life;
  - Other agencies: any procurement of existing supply needs to be undertaken with other agencies who also plan for the future needs of Older People, particularly local authority Supporting People Teams and the Health Service; and
  - National strategy, which emphasises Older People being able to remain in their own homes for as long as possible rather than specialist provision.

## Newham's Ageing Well Strategy

In 2022, Newham published its [Ageing Well Strategy](#), which seeks to improve the health and wellbeing of Newham residents aged 50+ and reduce health inequalities. As part of the preparation of the study more than 1,500 local older people engaged to advise how they rate Newham as a place to grow older, how they feel about existing services and priority areas for improvement to make Newham a place where everyone can age well.

Action Plan 2 of the Strategy (Home) aims to support older residents to be able to live in a comfortable, safe home that supports and promotes their independence. As such there are a number of actions, which focus on:

- ensuring Planning decisions take account of an ageing population;
- supporting residents to live in a home that is safe and of a good quality that meets their needs;
- providing safe, quality, fit for purpose in-borough Assisted Living, Extra Care and Care Home capacity; and
- ensuring residents are housing-secure and homelessness is prevented.

Linked to this the Council, in line with The Care Act (2014), aims to support residents to remain in their own home for as long as possible. To support this there are a number of actions to facilitate adaptations and other measures to improve the quality and safety of resident's current homes to enable their home to meet their needs as they age.

The Council recognises that Assisted Living, Extra Care and Care Homes provide an important service to those who can no longer live safely in their own home. As such, the Council wants to ensure, for those whose care and support needs have been assessed to be best met in specialist accommodation, that they have a choice (with support from their family and Health and Social Care practitioners) of which accommodation they would like to live in, providing the accommodation is able to meet their needs.

This Topic Paper has been drafted in collaboration with colleagues in Newham's Adults and Health Directorate and builds upon the findings of the Ageing Well Strategy and the Directorate's [Market Position Statements](#). These Statements show the current and forecasted future supply and demand in the borough for different types of specialist and supported accommodation. They also explain how the Council will support and take action in the local care market to meet demand, and let Providers know about the potential business opportunities that exist. The Statements are refreshed every three years.

It is expected that applicants for specialist and supported accommodation have due regard to the findings of the latest published market position statement, as these will inform officers assessments of local need for the accommodation, alongside discussions with colleagues in relevant commissioning teams.

## What is accommodation for older people?

There are a range of different types of accommodation for older people, with varying support levels provided. The subheadings below provide definitions for different types of older people's accommodation.

### Sheltered accommodation

This form of accommodation is typically for residents aged over 55, and for Council sheltered housing schemes it is for residents ages over 60. Telecare is normally provided as well as communal facilities, for example laundry and lounges for social activities. There would also generally be a staff presence, albeit not 24 hours, to provide support and assistance to residents. Staff levels will vary across different sites. Unlike Residential and Nursing Care, people who live in Sheltered Housing have their own self-contained home within a purpose-built block and hold their own tenancy agreement.

This form of accommodation can benefit residents who are able to maintain independence but may need some additional support or reassurance from having a regular visit from Sheltered Housing staff. Sheltered accommodation can also assist with loneliness and isolation, as there are often communal facilities provided on site that encourage social interaction.

### Extra-Care accommodation

Extra Care Housing (ECH) is a supported accommodation scheme that supports people to live independently providing the care and support they need to stay well for longer.

Extra Care Housing is designed to meet the needs of predominantly older people who require 24-hour care and support because of their physical, learning, mental ill-health or disability. Unlike Residential and Nursing Care, people who live in Extra Care Housing have their own self-contained home within a purpose-built block and hold their own tenancy agreement.

### Care Homes

'Care home accommodation' for the purposes of draft Local Plan Policy H7 is defined as having the following attributes, as per the London Plan (2021) definition:

- personal care and accommodation are provided together as a package with no clear separation between the two; and
- the person using the service cannot choose to receive personal care from another provider; and

- people using the service do not hold occupancy agreements such as tenancy agreements, licensing agreements, licences to occupy premises, or leasehold agreements or a freehold; and
- likely Care Quality Commission-regulated activity will be 'accommodation for persons who require nursing or personal care'.

Older People's (65+) Care Home placements generally fall into four main types: 'Residential', 'Residential with Enhanced Needs', 'Nursing', and 'Nursing with Enhanced Needs'. Care Home provision is key for those who can no longer live safely in their own home.

Residential Homes offer care and support in a residential setting throughout the day and night; and typically entails the provision of accommodation, 24/7 personal care, as required; domestic support (e.g. meals and snacks, cleaning, laundry, etc); and social activities and stimulation. The majority of placements are long term; however, some individuals are placed for short periods, typically as respite arrangements when their usual support becomes unavailable and / or to provide their Carer with a break.

Nursing Homes offer the same, but with the addition of 24-hour medical care from a qualified Nurse/s. An individual is deemed to have a nursing need when they regularly require one or more of the following procedures periodically over 24 hours:

- administration of medication by injection;
- dressing to an open wound;
- artificial feeding;
- intensive rehabilitation following surgery or a debilitating disease, likely to take time;
- management of complex prostheses or appliances.

Where a resident has an assessed nursing need, a Funded Nursing Care (FNC) contribution is made by the local Clinical Commissioning Group towards the placement cost - this is currently £235.88 per week.

'Enhanced needs' covers a multitude of additional Health and Care support needs, such as: specialist rehabilitation (e.g. spinal); tracheostomy; palliative care; people who are non-weight bearing; and cognitive difficulties including Dementia.

### Age restricted general market housing

Some developments deliver age-restricted general market housing (use class C3), which is generally for people aged 55 and over and the active elderly. It may include some shared amenities such as communal gardens but does not include support or care services. These forms of accommodation are not considered to be supported or specialist housing (covered by policies H6 and H7) and are, therefore, expected to meet the relevant policy requirements applied to general needs housing, including affordable housing and housing mix requirements.

## What types of accommodation for older people are needed in Newham?

### Sheltered accommodation

#### Baseline

Sheltered accommodation is included in the Council's letting policy and the Council currently own five sheltered accommodation sites, totalling around 300 properties. A pilot independent living scheme is being launched in June 2024. Noele Gordon House is targeted at Council tenants, over the age of 55, wishing to downsize and whilst there are communal facilities and telecare will be installed, staffing levels will be reduced compared with typical sheltered schemes.

#### Future need

There is currently limited demand for this type of accommodation in Newham. As noted above, this form of accommodation can benefit residents who are able to maintain independence but may need some additional support or reassurance from having a regular visit from Sheltered Housing staff. Sheltered accommodation can also assist with loneliness and isolation, as there are often communal facilities provided on site that encourage social interaction.

The council will review the take up at the pilot scheme at Noele Gordon House to see whether there is further demand for this type of accommodation in the borough.

### Extra-Care accommodation

#### Baseline

Delivery of Extra-Care Housing Schemes is a key deliverable in the Ageing Well Strategy. Priority 2 focuses on people's homes to ensure residents live in a home that is safe and of a good quality that meets their needs. Action 2.3 relates to specialist accommodation and seeks to achieve the strategic outcome of 'safe, quality, fit for purpose in-borough Extra Care capacity purchased'.

There are currently eight Extra Care Schemes made up of 314 self-contained properties operating under a mixed model of Care and Support provided through different funding streams and a range of Landlords and Providers. All schemes accept Residents 55+ with the exception of one scheme, Amber Court, which accepts Residents 18+.

Current schemes vary in operating model ranging from delivery of health and wellbeing services to a fully co-ordinated 24/7 on site care and support service for residents.



## Future need

The Authority has ambitions to develop further Extra Care Schemes that will deliver 24/7 care and support, anticipating new schemes to go live in the future growing the number of Extra Care schemes in Newham. The reasons for this are:

- **They provide 24/7 care and support.** This could be especially helpful for elderly residents or those with disabilities who need assistance with daily living activities.
- **They may allow for independent living.** Extra care schemes typically offer individual flats or apartments, which can give residents more autonomy than a traditional care home.
- **They could help reduce pressure on social care services.** By providing an alternative to residential care homes, Extra Care Housing could free up resources for other social care needs.

For more information, please refer to the *Extra Care Market Position Statement on the Council website*: [Market Position Statements – Newham Council](#), which sets out in detail the need for extra-care accommodation for the over 65s.

In summary, the latest Market position sets out that:

- There will be a need for 455 extra care homes by 2035 and 538 by 2040.
- The latest strategic priorities for extra-care delivery include:
  - A strategic Review of all Current Services
  - An updated Needs Assessment; and
  - The production of new five year plan for Extra Care Housing in Newham.
- This ties in with the priorities for extra care in the Ageing Well Action Plans, including:
  - A re-refresh of Extra Care Commissioning Intentions
  - The re-procurement of the in-borough Extra Care provision
  - Undertaking continuous engagement with stakeholders including providers and residents.
- The Council is establishing a Supporting Vulnerable Adults Dynamic Purchasing Vehicle (DPV). The DPV will be used to remodel current provision using the existing bed space capacity and budget to establish housing pathway to best suit individual needs. The DPV will be made up of a number of categories, including extra-care and care homes.

Newham are also supporting a provider (One Housing / Riverside) with the mobilisation of Leacroft Lodge, a 52 unit Extra Care scheme in Stratford.

## Care Homes

### Baseline

In Newham there are five dual-registered Residential and Nursing Care Homes for residents aged 65+ providing a total of 442 beds. However, 118 of these are currently closed to use, making the actual capacity 324 beds.

## Future need

If it assumed the proportion of Newham’s population aged 65+ who are resident in a Care Home will continue at current levels, then this can be applied to the projected population over the next 20 years, to predict the approximate impact on placements, as shown in Figure 4 overleaf.

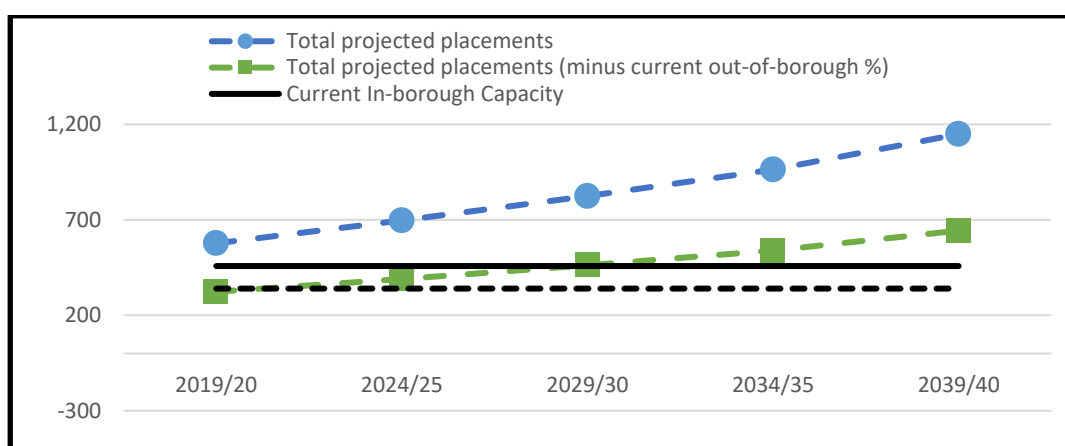


Figure 4 – Projected Increase in Residential and Nursing Placements in Newham, Based on Current Take-Up<sup>1</sup>

The following issues in relation to capacity have been identified:

- for Residential and Residential Enhanced bed; particularly for those who are mobile with advanced Dementia; and
- whilst numbers remain small, there has been an increase in the numbers of Older People with complex needs (e.g. Forensic Mental Health, Learning Disabilities etc.). When these needs present in combination with general frailty, placements can be difficult to source, particularly in-borough. This could indicate that there is a growing requirement to shape the local market to increase capacity in this area.

For more information on the need for care home accommodation, please refer to the Care Home Market Position Statements on the Council website: [Market Position Statements – Newham Council](#), which sets out in detail the need for care home accommodation for the over 65s.

In summary, the latest Market position sets out that:

- Based on projected demographic growth and current placement trends, it is anticipated the Council will require 824 beds by 2029 and 1,148 by 2039.
- In order to help achieve this figure, commissioners propose to:

<sup>1</sup> Source: Snapshot of data of live packages from AzeusCare (2019/20) projected forward using expected population growth from Projecting Older People Population Information System (POPPI), February 2022.

- Work in partnership with local providers to open vacant floors and units by giving certainty and assurance via new procurement arrangements and assisting with quality and workforce issues
- Review the Council's published rates so they offer the most sustainable market price possible;
- Develop capacity in the areas that meet resident needs and increasing demand.
- Other key priorities for Care Homes related to need include embedding tailored high-quality Dementia Care, training for staff to provide outstanding care for residents aged 65+ with more complex needs (e.g. Forensic Mental Health, Profound and Multiple Learning Disabilities, in combination with frailty / Dementia), and providing a dedicated step-down or intensive rehabilitation provision in Newham.
- The Council is planning to work with providers to develop specialist provision in mainstream settings we can avoid residents ending up in placements outside of the borough.
- The Council will invest in building, acquiring and transforming existing buildings into high-quality supported accommodation for our vulnerable residents. This involves spaces that can redefine quality of provision and allow for innovation in approaches. The Council will be engaging with the local market to test proposed delivery models and will be inviting tenders for each site as they become available. The Council will also use specialist designers to propose innovative solutions and best use of the space available.

### Age-restricted accommodation with no element of care

Discussions with Commissioners in the Council's Adults and Health Directorate advise that the need for age-restricted accommodation with no element of care is not a high priority. This ties to the desired outcomes of the Ageing Well Strategy, as well as the Council's aim to support its residents in receipt of care to remain independent in their home, for as long as possible. Instead, the objectives of the Local Plan housing policies, in particular the Policy H11 (Housing design needs), seek to deliver homes that are adaptable to people's changing needs as they age.

This form of accommodation is inherently not as flexible in its ability to meet needs identified in Newham's Strategic Housing Market Assessment, compared with general needs housing without an age-restriction. Given the pressures on the availability of land in Newham, delivering age-restricted accommodation in place of general needs housing would likely impact Newham's ability to meet its most pressing housing needs.

## Policy requirements

### Local need occupancy restriction

The Council aims, in its Ageing Well Strategy to ensure:

- residents live in a home that is safe and of a good quality that meets their needs; and
- safe, quality, fit for purpose in-borough Extra Care capacity and Care Home capacity is available for purchase at its published rates.

In order to help meet these strategic objectives and the older persons housing need set out in the aforementioned Market Position Statements, Policy H6.4 of the submission Local Plan sets out that:

*New specialist or supported housing for people with care needs, with the exception of sheltered accommodation for older people, should ensure residents from outside of Newham should not comprise more than 33 per cent of the total residents.*

The primary rationale for this restriction set out in H6.4 is to ensure that Newham residents have equitable access to specialist or supported housing options in Newham. This is particularly important given the borough's aging population and the increasing demand for these types of housing. The restriction helps to ensure that a significant proportion of these homes are available to people who live in Newham, preventing the displacement of local residents and ensuring that they have access to the care and support they need locally.

### Location of accommodation

Policy H7.1.b of the submission Local Plan sets out that:

*Developments that deliver specialist housing for older people will be supported where they:*

*with the exception of care home accommodation, are located in Town Centres or within 400 metres of a Local Centre or 800 metres of a Town Centre, unless specific care needs and/or vulnerabilities justify an alternative location.*

*Alternative locations should be determined through evidenced early engagement with relevant London Borough of Newham commissioning teams.*

Older people may have limited mobility so require easy access to Town Centres, particularly if limited parking is available. This encourages independence and social interaction.

The location of sheltered and extra care housing schemes can have a significant impact on the quality of life of older residents. By locating these schemes in town centres or 400 metres of a Local Centre or 800 metres of a town centre, we can:

- Enhance accessibility, making it easier for older residents to access amenities, services and public transportation. This can help us reduce social isolation and promote independence.
- Support community cohesion, fostering a sense of community among older residents. This can lead to increased social interaction, neighbourliness and friendship.
- Help to create a more vibrant and walkable public realm, making it more attractive for older residents to spend time outdoors engaging with their local community.

This requirement also supports priority areas identified in the Aging Well Strategy, including:

- improving access to person-centred, safe and high quality Health and Adult Social Care services, particularly to individuals whose needs and preferences would be best met in an Extra Care environment;
- ensuring an environment that is conducive to facilitating and maintaining good social support networks and relationships;
- providing an urban environment that is healthy, accessible, inclusive and supports independence;
- supporting connected and integrated communities and that residents aged 50+ are visible; and
- ensuring older residents experience and participation in the wider community is acknowledged and celebrated.

In some cases, there may be exceptional circumstances that justify an alternative location for an extra care housing scheme. These may include specific care needs and/or vulnerabilities of the residents, or the need to be located in a particular vicinity to provide targeted support. In these cases, early engagement with commissioners will be required to assess proposed alternative locations and ensure that they continue to meet the needs of older residents. This will involve evaluating the location's accessibility, proximity to amenities and services, and overall suitability for the specific needs of the proposed residents.

Separate to sheltered and extra-care accommodation, the majority of residents living in a 65+ Older Person's Care Home are unable to leave the Home, due to mobility issues or Deprivation of Liberty Safeguards (DOLS). As such, the above requirements are less important. In determining appropriate locations for care home accommodation, in accordance with Policy H6.2, it is important these facilities either have access to sufficient disabled access parking onsite or are in proximity of public transport to both aid recruitment and retention of staff and enable visits from families and friends, who often live out-of-borough.

As per the London Plan policy H13 and draft Local Plan policy H11, developments of accommodation for older people should provide suitable levels of safe storage and charging facilities for residents' mobility scooters. Policy T3 of the draft Local Plan also sets out that for residential developments, mobility scooter parking may be considered appropriate instead of additional blue badge spaces in areas of the borough with high levels of public transport accessibility and close to an accessible station. Any storage provided should be accessible to all and make provision for charging. This should also have regard to relevant guidance from the London Fire Brigade.

## Affordable housing

Policy H7.1.c of the submission Local Plan sets out that:

*Developments that deliver specialist housing for older people will be supported where they: ...*

- c. with the exception of care home accommodation, deliver affordable housing in accordance with Local Plan Policy H3.*

Policy H3.1 requires that:

*New residential developments on individual sites with the capacity to deliver ten dwellinghouses (C3) or more should provide 50 per cent of the total residential units as social rent housing and 10 per cent of the total residential units as affordable home ownership housing. Developments that do not meet these requirements and the delivery of the required level of family dwellinghouses (C3) under Local Plan Policy H4.2 are required to submit a detailed financial viability assessment.*

This affordable housing requirement reflects the affordability challenges older people within Newham often face. Recent survey work undertaken as part of the Authority's Ageing Well Strategy suggests that around a fifth of residents surveyed aged over 50 found housing costs difficult to afford and 15 per cent very difficult to afford.

Similarly, in 2019 Healthy Aging Profile data for Newham, produced by the Officer for Health Improvement and Disparities showed that as of 2019, 37.3 per cent of Newham's residents aged 60 and over were living in poverty. This equated to just under 12,550 people. Newham ranked 3rd highest (worst) in terms of income deprivation in London in 2019, exceeded only by Tower Hamlets and Hackney.

Accordingly, the policy seeks to address these issues, requiring that specialist housing for older people should provide affordable housing in line with the requirements of Policy H3, with the exception of care home accommodation.

## Housing mix

Specialist accommodation for older residents, including sheltered, extra care and care home accommodation, is not required to meet the housing mix requirements for general needs housing set out in policy H4 of the draft Local Plan. This is because these forms of accommodation are more likely to be occupied by one or two people, rather than as family accommodation.

As age-restricted general market housing developments are not considered to be a priority housing need in the borough, there are no exemptions from the relevant policy requirements applied to general needs housing, including housing mix requirements.

## Quality of accommodation

The following section sets out considerations with regards to the quality of different forms of older persons accommodation. Any application submitted to the London Borough of Newham, while taking into consideration the below factors, should also ensure discussions take place with relevant commissioning teams on the quality of accommodation proposed. These discussions should inform the design of any application submission.

### HAPPI principles

Policy H11.3.a requires:

*Specialist and supported housing providing care should have evidenced regard to: ...*  
*b. HAPPI principles where housing is designed for older people;*

Housing our Ageing Population Panel for Innovation (HAPPI) principles are ten principles related to the design quality of older people's accommodation. In terms of adopting HAPPI principles, these are considered important for delivering high quality accommodation because:

- HAPPI principles are based on research and good practice in housing and care for older people, so should be effective in meeting the needs and preferences of older people.
- HAPPI principles are not prescriptive and so are adaptable enough for developers and providers of older persons housing to interpret in relation to the specific needs of Newham residents.
- HAPPI principles are cost-effective for developers and providers.

Extra care housing (EHC) particularly benefits from the application of HAPPI principles for the following reasons (amongst others):

- HAPPI principles can help ensure that extra care housing is designed in a way that promotes independence and mitigates risks of falls and other incidents – this is in line with the purpose of ECH itself which is to provide older people with a high level of independence and support when needed.
- HAPPI principles can help ensure that extra care housing is located in convenient and central locations where residents have access to the support and amenities they need, which is in line with the purpose of extra care housing.
- HAPPI principles promote the development of housing that is welcoming and inclusive, encouraging interaction and community among residents. This can be valuable for older people who are at an increased risk of isolation or loneliness.



## Care Quality Commission (CQC) accreditation

Policy H11.3.a requires:

*Specialist and supported housing providing care should have evidenced regard to:*

- i. Care Quality Commission criteria or any subsequent updates or replacements where relevant*

The Care Quality Commission (CQC) is an independent regulator of health and social care in England. Not all forms of accommodation will require accreditation with the CQC. For example CQC accreditation is not generally required for sheltered or extra-care housing. However, in terms of extra-care it is common for providers to seek accreditation as a way of demonstrating their commitment to quality and safety. This is done for reputational reasons, to increase occupancy rates, to access funding or to reduce insurance premiums. An extra care or other form of older persons housing provider may need to register with the CQC if the provider also provides care services, such as personal care, nursing care, or “meals on wheels” type provision. In this case, the CQC will need to inspect the extra care housing provider's care services to ensure that they meet the CQC's standards of quality and safety.

Commissioners consider CQC accreditation a useful requirement for several reasons:

- CQC accreditation indicates that a provider has well developed quality and safety standards. This protects residents and fosters trust in the provider.
- Similarly, accreditation requires adherence to the CQC's regulations. This minimises legal risks.
- CQC accreditation also provides a potential selling point for the potential residents of CQC accredited services, providing peace of mind regarding standards of care provided.

## Communal facilities

Policy H7.2 sets out that:

*Developments that deliver specialist housing for older people are encouraged to provide small-scale social infrastructure or Main Town Centre uses that allow for interaction between residents and the local community in suitable locations and where supported by London Borough of Newham commissioning teams.*

While this requirement is not compulsory for developments delivering housing for older people, provision of suitable main town centres uses, including community facilities, are encouraged by the policy. These facilities can help to encourage social interaction between residents and the wider community, improving residents' mental health and broader feelings



of social cohesion in the wider community; all of which links to the Council's objective of an Adult Social Care strength-based approach<sup>2</sup>.

As per the policy's implementation text, suitable locations are those locations where social infrastructure and/or Main Town Centre uses would be supported (see policies HS1, HS3 and SI2 for further detail).

## Scale of provision

The appropriate level of occupancy and size of accommodation is likely to depend on the type of accommodation being provided. However, below is some best practice guidance is provided for different types of accommodation.

### *Care homes*

In its report 'The State of Adult Social Care Services 2014 to 2017', the Care Quality Commission (CQC) advised 'Our analysis of our inspections shows that there is variation in performance depending on the size of services'. Generally, smaller services that are designed to care for fewer people were rated better than larger services. The CQC advise a small Care Home comprises 1- 19 beds, medium 20 – 50 and large, 51+. Therefore, experience suggests that high quality provision is typically those schemes with less than 20 bedspaces. Deviations from this should be agreed with relevant commissioners.

### *Extra-care*

In terms of individual property sizes of extra care for older people:

- Bedrooms should be at least 12 square metres in size.
- Living areas should be at least 20 square metres in size.
- There should be enough space for residents to move around comfortably and accommodate their belongings.
- The layout of the property should be easy to navigate, including for people with mobility needs.
- There should be a variety of communal spaces for residents to socialise and relax.

These requirements are reflected in policy H11.

In terms of the number of overall units in an extra-care housing scheme, relevant commissioners will also take into consideration the following points when assessing the quality of, location of and need for the accommodation:

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<sup>2</sup> A strength-based approach identifies what a person is able to do and encourages them to talk about what they find difficult to manage and what would help them the most / outcomes that matter to them - focussing on what motivates and enthuses them.

- The number of units in a scheme should be determined based on the demand for extra care housing in the area.
- The scheme should be large enough to provide a sense of community and belonging for residents, but not so large that it becomes impersonal.
- The scheme should be located in a convenient location for residents to access amenities and services.

### Best practice quality considerations: telecare provision

Telehealth is the remote exchange of data between a patient at home and their Clinician/s to assist in diagnosis and monitoring of Long Term Conditions (LTCs). It comprises of a fixed or mobile unit to measure and monitor temperatures, blood pressure and other vital signs parameters (and the answering of targeted questions) for clinical review at a remote location using phone lines or wireless technology. In order to facilitate its installation homes will need a digital connection that is capable of connecting through to Newham's Network Control Centre.

Telehealth is not a treatment in itself, rather an instrument to assist and support patients with LTCs in the management, planning and organisation of their care. It enables the patient to acquire the knowledge and skills of self-care; and promotes behavioural change that emphasizes the role of the patient as an informed user of services, leading to increased patient empowerment and self-management. In addition, effective monitoring can assist in identifying when a LTC is worsening, enabling fast remedial action to limit deterioration and avert avoidable unplanned hospital admission/s.

Telecare is support and assistance provided at a distance using information and communication technology. It is the continuous, automatic and remote monitoring of residents by means of sensors / alarms to enable them to continue living in their own home, while minimising risks, such as a fall, bogus callers, gas and flood detection, changes outside of normal behavioural patterns (e.g. not getting out of bed at the usual time or leaving the house late at night, etc). It also supports Carers and families by providing additional help and support with caring responsibilities and peace of mind. Telecare often combines equipment in the home with a 24/7 monitoring service.

The Council encourages accommodation that embraces technology – in playing a central role in the delivery of cost effective, efficient and reliable Health and Social Care services. Moreover, this technology is quickly advancing as the demand for digitally enabled products and services intensifies.