



Method Statement

Learning Disabilities Supported Living

31 Frithwood Avenue Northwood HA6 3LY

Care Assist Ltd- Values statement

“To provide accommodation that is comfortable as far as is possible, to enable staff to run and manage the building efficiently and to meet the care and support needs of residents, to allow individuals to find privacy, comfort, security, support companionship and to create a resource for the wider community.

The scheme will comply with and exceed the requirements of the Disability Discrimination Act and will take account of Secured by Design requirements and access requirements will be a high priority.”

31 Frithwood Avenue is potentially an exciting new development in Hillingdon, consisting of 6 bedrooms. The rooms are spread across three floors of the building, with good communal spaces for resident's and an office space on the ground floor and staff sleep-in area in the attic.

Location

31 Frithwood Avenue is on a quiet cul-de-sac in the Northwood area of Hillingdon. This is an affluent area of the borough with good travel links in a well-developed part of Hillingdon.

The scheme.

All rooms benefit from disabled access to support changing need, open space living space, lift access, soft flooring open plan living, level access wet rooms, secure entry system and flexible care and support on site.

Service Description: 31 Frithwood Avenue

Care Assist Ltd will support tenants with Learning disabilities and a Dual Diagnosis providing support to resolve accommodation issues by supporting people with their daily living tasks, which will enable the individual to move-on into their own home. These individuals may also have secondary learning disabilities and or other physical health issues. Tenants/individuals will be supported to develop their independent living skills and engage in their community to improve their health and wellbeing in line with Putting People First-http://www.cpa.org.uk/cpa/putting_people_first.pdf 2007

Name	Units	Group	Core support hours
31 Frithwood Avenue	6	Learning disabilities and a Dual Diagnosis & Sensory Impairment	7.5 hour support per day per person

Pricing

Our pricing structure for this service will consist of two components the Core and Assessed hours. Core hours will be hours that we deem can operate the service safely, these hours will be fixed and are unlikely to be increased once agreed. The second components will be assessed hours which will be hours identified in a care and support plan completed by the identified social worker to meet the tenant's specific needs. We expect assessed hours to meet the individual's needs so recognise that they will fluctuate depending on need.

Individuals who are referred in to this service will have:

1. **Primary Learning disability Diagnosis & Sensory Impairment, or may have a secondary health related issues.**
2. Prospective tenant may have a **range of support needs**
3. **Be over the age of 18 up to the age where they may require Nursing care at which stage the client will be supported with more on**
4. Have the means to pay rent, or is eligible for Housing Benefit.
5. All referrals will be made by **Hillingdon Council Adult Social Care and the Northwest London Clinical Commissioning Group**. Prior to being put forward, **the needs of the individual will be identified and considered against the living environment and the known needs of existing tenants.**

Staffing

The service will operate **24 hours a day, seven days a week, for 365 days a year with a staff presence through the night.** Staff will deliver a service that supports people to gain independence and control of their lives. Tenants will have **a minimum of 4 individual assessed hours** available to support their individual care and support needs. Following a needs assessment additional hours will be allocated.

The needs of the service user group and the combination of tenants living together at any one time means that staffing levels and service structure will need to be flexible and vary from time to time. Hillingdon Social Services will be looking for Care Assist Ltd to be creative and innovative in developing their service model.

Model Rota hours- Example for 31 Frithwood Avenue

Each client has 4 core hours (daily) X 7 days= **28 hrs**

7.5 core hours X 7 days X 6 clients = **315 hours**

315 rota hours / 37.5 = (equivalent to 8.4 staff)

Waking nights 10 hours night (shift 1 staff)

Staff on shift

4 staff AM

4 Staff PM

1 waking night staff

Manager

The appointed service manager has a high level of skills and knowledge when working with tenants who have Learning disabilities and a Dual Diagnosis & Sensory Impairment difficulty, and she has the qualities, skills and knowledge necessary to manage a team effectively. The staff teams we employ have the skills to support all the described needs of the residents at 31 Frithwood Avenue.

Technical Capabilities Care Assist Ltd

Care Assist Ltd has long standing experience of providing person centred care and support to vulnerable adults. We currently have preferred provider agreements in the local authorities in which we operate., and all our services are regulated, monitored, regulated and inspected by the Care Quality Commission who take into account the environment and welfare of the service users within our care. All Care Assist residential and supported living services enjoy a GOOD rating.

Care Assist Ltd currently work in partnership with The Royal Borough of Kensington & Chelsea, Hillingdon, Harrow and Ealing and Buckinghamshire delivering both Domiciliary Care (supported living) and Residential Care Services.

We currently provide care and support to 6 sites and also a specialist Dementia service 2 Whitehall Road, Harrow.

We would like to open a new scheme at the above address 31 Frithwood Avenue Northwood HA6 3LY, which will be an example of first-class partnership working.

Through the development of our other care services we are able to demonstrate that the older people we support, have a significantly improved quality of life by living independently in their own homes, with easy access to vital services and flexible care and support.

Our services are designed to maximise choice and to enable people to live independently for as long as they wish. We have a good reputation for person-centred care, including supporting those with other complex needs, such as Dementia and Challenging Behaviour.

Local needs in Hillingdon

Local needs Hillingdon - https://www.hillingdon.gov.uk/media/32271/Older-People-in-Hillingdon-2017/pdf/Older_People_in_Hillingdon.pdf

The joint strategic needs assessment for Older People was launched in 2021. The Strategy provided a focus for not only the development of health and social care services but also for addressing issues of local needs and growing ageing community in Hillingdon.

For Care Assist Ltd a recognised vital ingredient was to develop systems that enabled older people to be listened to, and to be involved. Older people are a valued part of the life of the Borough and must be enabled and empowered to contribute to both the economic and social fabric of the community.

The Strategy therefore focuses on ensuring through service planning and service design that people receiving care and support are able to maintain their independence and remain in their own homes for as long as is possible. Where people live and the type of accommodation provided for people with care and support needs is recognised as an important feature that needs consideration. Enabling people receiving adult social care to live in their own homes by providing opportunities for choice, the right environment and right level of support is preferable to institutional care, which is why our new service will encompass this, in our design specification and service delivery.

The Borough Council has a stated corporate priority to remodel and redesign its adult social care services with the intention of moving from a 'welfare' model of service provision to one that is person centred, and community based supporting people back into their own homes where possible.

Our analysis experience from successful other schemes suggests that demand for such schemes in Hillingdon is high as evidenced by substantial waiting lists.

Many of the council's care provision will require major remodelling in order to contribute fully to the Council's Strategy for Integrated Care and the re-modelling of adult social care services. There is an ample supply of residential and/or nursing home placements, except for people with young onset dementia and varying degrees of other mental and cognitive disorders. Our care provision is an opportunity to re-align the market and is also about offering and promoting a greater choice to local people in a community setting, promoting equality to live a normal life within a local area.

The private sector providers include McCarthy & Stone, Care UK, Retirement Village and Care Assist Ltd are filling the gap to provide high standard care and support.

What benefits will this service bring?

Our therapeutic supported living scheme creates a unique program of support and enablement. It enables the provision of effective joint working between Housing, Health and social care staff. This is a more systematic approach to the changing needs of older people who approach increased frailty in general and cognitive impairment in particular.

Our new scheme is designed to meet the needs of people at risk of losing their independence, particularly those likely to enter residential care. 31 Frithwood Avenue will act as an intervention of re-enablement. It allows users to live independently, with access to services as and when they are needed. Our service will also provide continuity, with residents seeing the same carers and other staff each day; this helps to promote feelings of security. 31 Frithwood Avenue Northwood is first and foremost a housing scheme, with care and health services available. Care packages can be amended to reflect changes in the needs of the user.

Residents will be encouraged to play an active role in the running of the scheme, particularly in the social programme, as well as having an opportunity to feed back on the services they receive.

The key aim will be to encourage residents to do for themselves, with staff acting as enablers.

Design considerations

The scheme is designed with central communal facilities serving all residents. Public spaces are be located away from rooms to ensure privacy, and walking distances to lifts and stairs are be kept to a minimum for all users of the building.

We have consulted with the Care Quality Commission (CQC) the Health and Social Care regulators, who have advised there are no set standard for rooms with a

minimum of 12 Sq metres of free-flowing space. As noted above, we are monitored by CQC to ensure care compliance, and also inspected in our Hillingdon Scheme at Western Parade by Hillingdon Quality Assurance Officer –Ms Jennifer Bradmen however the space has to be fit for the needs of the client to develop their skills, live independently and meet any changing care needs, **in considering the design and layout of the site Care Assist Ltd referred to:**

- **Regulation 15: Premises and equipment | Care Quality Commission**

<http://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-15-premises-equipment#legislation-links>

15(1)(c) suitable for the purpose for which they are being used,

- *Premises must be fit for purpose in line with statutory requirements and should take account of national best practice.*
- *Premises must be suitable for the service provided, including the layout, and be big enough to accommodate the potential number of people using the service at any one time. There must be sufficient equipment to provide the service.*
- *Adequate support facilities and amenities must be provided where relevant to the service being provided. This includes sufficient toilets and bathrooms for the number of people using the service, adequate storage space, adequate seating and waiting space.*
- *People's needs must be taken into account when premises are designed, built, maintained, renovated or adapted. Their views should also be taken into account when possible.*
- *People should be able to easily enter and exit premises and find their way around easily and independently. If they can't, providers must make reasonable adjustments in accordance with the Equality Act 2010 and other current legislation and guidance.*

- **DH health building notes - GOV.UK**

<https://www.gov.uk/government/collections/health-building-notes-core-elements>

Room sizes exceed, wherever possible, the minimum requirements under The Disability Discrimination Act (DDA). The rooms are a mix of 15sq mtr - 25 sq mtr, with a preference for maximising the latter due to demand and future flexibility. The proposed scheme would consist of a minimum of 6 rooms. All rooms will be self-contained, with fully accessible shower/W.C. Remotely operated door entry systems will be considered. All rooms will have access to a tele-care overlay system, enabling additional items of monitoring equipment to be installed as necessary.

Entry to the scheme will be designed to be fully accessible for wheelchair users and those with sensory impairment. Corridor areas will be barrier free, with remotely operated fire doors enabling easy passage. A large lift and a stair lift will provide alternatives for residents with poor mobility.

Please note with the average age of tenants expected to continue to increase, there is a strong probability that a significant number will develop a cognitive impairment whilst living

at the scheme. The accommodation and facilities will be designed to support independence and ensure future flexibility for changing care needs. The care model will consider reablement, ongoing support in a specialist care facility, or proactive respite, with all having in common social care and health support provided seamlessly. Construction methods, flexible spaces and facilities, access to technology and the ability to utilise SMART technology will be employed to create maximum flexibility and to minimise the need for residents to move to alternative accommodation.

Care Assist Ltd

January 2025