

Market Position Statement

Supported Living in Shropshire 2021 - 2022



Shropshire Council

Put Shropshire back into the Community



Shropshire Council

Consider the impact of our activities on the climate



Shropshire Council

Make digital the preferred way to work and transact



Shropshire Council

Focus on outcomes for customers



Shropshire Council

Make decisions based on current data and intelligence



Shropshire Council

Provide Value for Money



Shropshire Council

Operate as a single organisation



Shropshire Council

Continuously improve performance

The Market Position Statement is designed to support and inform providers working, or intending to work in Shropshire, what our future intentions are for commissioning and developing Supported Living opportunities in Shropshire. It will:

- Inform current and future Providers, about existing and future demand for Supported Living in the county.
- Be a starting point, for discussions between Shropshire Council and Care Providers / Housing Providers & Developers, about how we can best work together to shape a diverse, flexible and outcome driven approach for Shropshire residents.
- Be updated on a regular basis, as a live, transparent resource for Care Providers / Housing Providers & Developers, where market information, including best practice, can be pooled and shared.



Shropshire Council: What we want to achieve with you

Vision: Working to make Shropshire a great place to live, learn, work and visit

Mission: To be an excellent organisation working with partners to protect the vulnerable, create the conditions for economic growth, and support communities to be resilient

Strapline: Working in partnership to create healthy, resilient and prosperous communities



Shropshire Council has a strong focus on providing opportunities for people with disabilities to live as independently as they are able, and the commissioning of Supported Living accommodation facilitates this as an alternative to residential care. Supported Living is also an option for those transitioning from their family home, residential care or college placements into their own homes.

So how does Supported Living fit in to the wider Adult Services strategy?

Our Supported Living commissioning intentions and development opportunities underpin the Adult Services 4 key priorities:

**Creating resilient communities
and helping you to continue
to live independently**

**Helping you to prevent
or reduce needs**

**Delaying the impact
of your needs**

**Meeting your needs through
a creative approach to care
that is value for money**

What are we doing to achieve this?

Due to the current lack of accommodation and previous lack of specialist care and support available in Shropshire, a number of Shropshire individuals with complex mental health and or Learning Disability and or Autism, needs are supported out of county, in other specialist residential homes.

Commissioning Care and Support in Shropshire

In order to address the above within Adult Services, we have undertaken a process to completely redesign how we commission care and support for adults with Learning Disabilities, Mental Health needs and Autism. Within this approach we have redesigned the tender and accreditation questions that we are asking providers when they apply to be accredited to deliver this support. We have done this piece of work collaboratively with individuals, carers and other stake holders fully coproducing the accreditation questions and model answers. This new accreditation process is called 'a flexible contracting arrangement (FCA)', and the successful care and support providers accredited will be used by both Shropshire, Telford & Wrekin Local Authorities and the Clinical Commissioning Group (CCG).

Once the individuals who wish to live together have been matched and the appropriate accommodation has been identified, the process for procuring the care and support for these individuals will involve the individual, where they have capacity, developing additional questions that they would like to ask potential care providers who are accredited on the FCA, to see if they are able to support those individuals and meet their specific needs. This will be supported with their circle of support and any advocacy and multidisciplinary staff working with them including health colleagues.

Shropshire Council has adopted CareCubed and see this as a great opportunity to collaborate and work closely with our providers in an open, transparent, and consistent way. We believe that CareCubed will facilitate collaborative working and allow us to develop strategic partnerships to shape our local market with our providers. Using this tool will give us a robust, data driven and consistent methodology to ensure pricing of complex care placements is fair and sustainable for all and supports our care providers.

CareCubed is used to support the day-to-day commissioning process, and as a strategic tool to model changes to existing services, new provision and to feed into financial business cases. This tool is used by both over 50 commissioning authorities and 25 care providers to ensure fair, equitable and sustainable pricing on complex adults, children's and health placements.

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The Flexible contracting arrangement remains open for applications. New provider applications are evaluated 6 monthly. The next set of applications will be evaluated in September 2021 and any new providers will be added to the FCA in October 2021. The link to the application can be found here - <https://www.shropshire.gov.uk/doing-business-with-us/current-opportunities-for-tendering/view-and-apply-for-current-tenders/>

How are we using Assistive Technology in Supported Living?

We have developed a project to implement some advanced technologies across Shropshire, with the aim to increase levels of independence, facilitate learning, manage risks and reduce the dependency on others. Commissioned providers have identified individuals that could potentially benefit from the use of Assistive Tech in their homes and we continue to receive new referrals to consider the options of tech on a regular basis. Following each referral, we hold multi-disciplinary meetings to discuss each individual and their suitability for the proposed tech.

We discuss the areas of support provided for the individuals, how they respond to prompts and tasks being set, whether they are confident in the use of tech such as an iPad and also how the care team would respond to the implementation of tech into the Supported Living schemes.

Once we have agreed on the proposals, we then start to plan the implementations. This includes the configuration of each device where applicable and the training sessions that are required for the care teams, across the schemes. Following each implementation, we continue to work with the care teams to carry out implementation reviews to identify what is working well and what is not working well for the individual or the care team and requires further support.

Outcomes of the reviews often highlight the need for the tech to be personalised and in many cases we are able to do this to maximise the engagement and interest of the individual. Where further training has been identified, this is actioned to ensure that the care teams are confident in the use of the tech and able to promote the benefits and actively support the individuals to achieve and develop their skills further.

Here are some examples of the technologies we have utilised so far in the project:

- <https://www.grandcare.com/>
- <https://www.autono.me.uk/>
- <https://www.abilia.com/en>
- <https://braininhand.co.uk/>



How are we using Assistive Technology in Supported Living?

"In November I received my brand new GrandCare tablet. It is to help me complete more everyday tasks, independently by giving me prompts with alarms or videos of me doing the tasks. Once I have done the tasks, I tick them off. I find my tablet very useful, and I like that it is my own personal tablet, with my own pictures and websites. I am very happy with my GrandCare and I hope to keep it after the project ends. I will keep videoing myself doing my everyday tasks, so that I can remember how to do things right first time!"



A GrandCare user

TH enjoys using his GrandCare system. It's given him more routine and has helped him to become more independent.

The device creates a visual aid that prompts him so that has meant less prompting and reliance on staff. TH still likes to be prompted by staff at times and will sometimes ask the staff to read his prompts when he can do this himself. We continue to encourage this so that TH can become more self-sufficient.



A Supported Living provider

'I really didn't think that GC would benefit from this device, but I'm thrilled with how he has started to become more independent. GC now manages his medication, can make a sandwich himself and makes his own cups of tea. We are working on adding more prompts so that GC can do more for himself'.



A GrandCare user

How are we using Assistive Technology in Supported Living?

“She has improved her confidence in using the Washing Machine, is regularly washing her hands and making Hot Chocolate using the AutonoMe videos. She really enjoys using it and we can plan lessons ahead of time, to support her”



A Supported Living provider

‘The videos are clear and easy to follow. My favourite videos are making cakes, washing my hands and egg mayonnaise sandwich. I feel like the videos are helping me do more’



An AutonoMe user

‘The Abilia device has been a very positive item to have for JB and as time goes on, more and more activities are being added. Staff have said they have seen a big difference in JB, and she looks very proud of herself when the Abilia device alerts her of anything and when she has completed the task’.



A Supported Living provider

Working with Registered Social Landlords

We are keen to share information with Registered Social Landlords (RSL's), Housing Providers and Developers who would like to take forward opportunities to develop the type of accommodation required in Shropshire, in order to support their potential investments. We ask all developers to complete a due diligence form, so that we can be assured of the security of the development and that investment is sound. We also require them to state their expected rent levels so that we can ensure they are achievable and reasonable.

When we identify the need for accommodation in a specific location, we will send out an expression of interest to the RSL's to see if they are in a position to acquire the property. This is where we would expect RSL's to work closely with Developers and Housing Providers to explore the opportunity together and proceed to provide us with rent feasibilities.

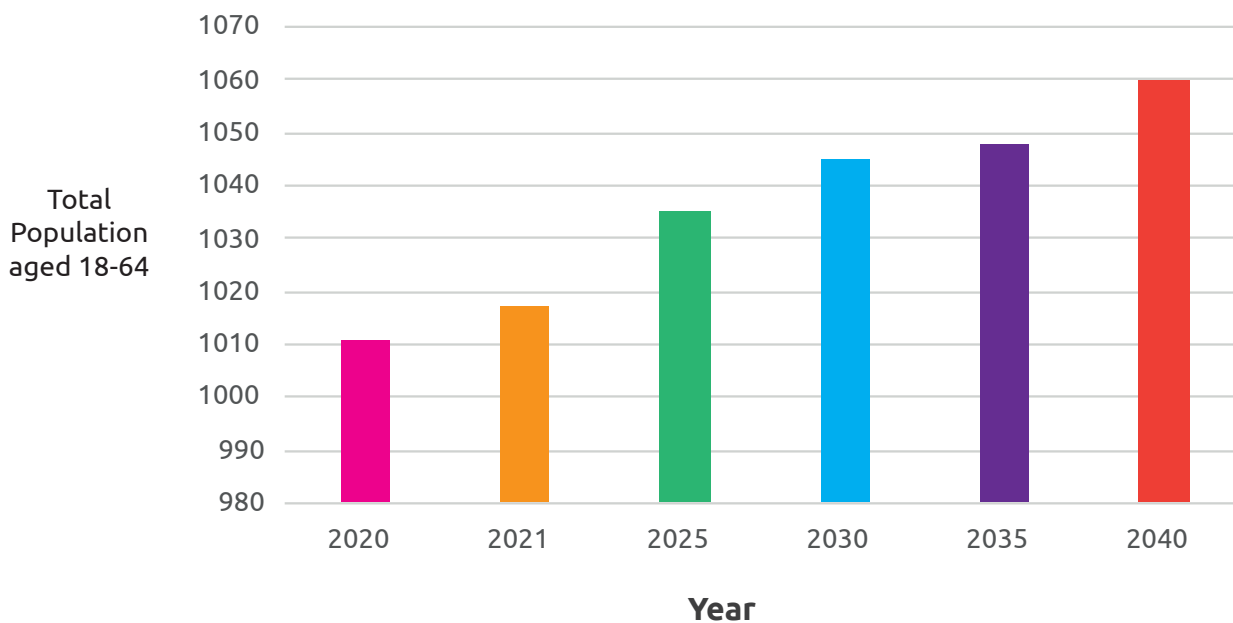
When working with Housing Providers, Developers and Registered Social Landlords (RSL's) to support new schemes, there are a few challenges that need to be overcome, firstly is the response of the local community to the development of supported accommodation. Early engagement with community groups and local parish councillors is key to the success of these schemes.

We have now progressed to a stage of commissioning Support Accommodation intuitively, by responding to need rather than large scale commissioning and block purchasing. This model of commissioning proves more successful and is able to flex to changing needs, accommodation is commissioned in a bespoke way and this ultimately means that individuals can remain in the community for longer with the right support around them, at the right time.

What is our data telling us?

People aged 18-64 predicted to have a moderate or severe learning disability, and hence likely to be in receipt of services, by age

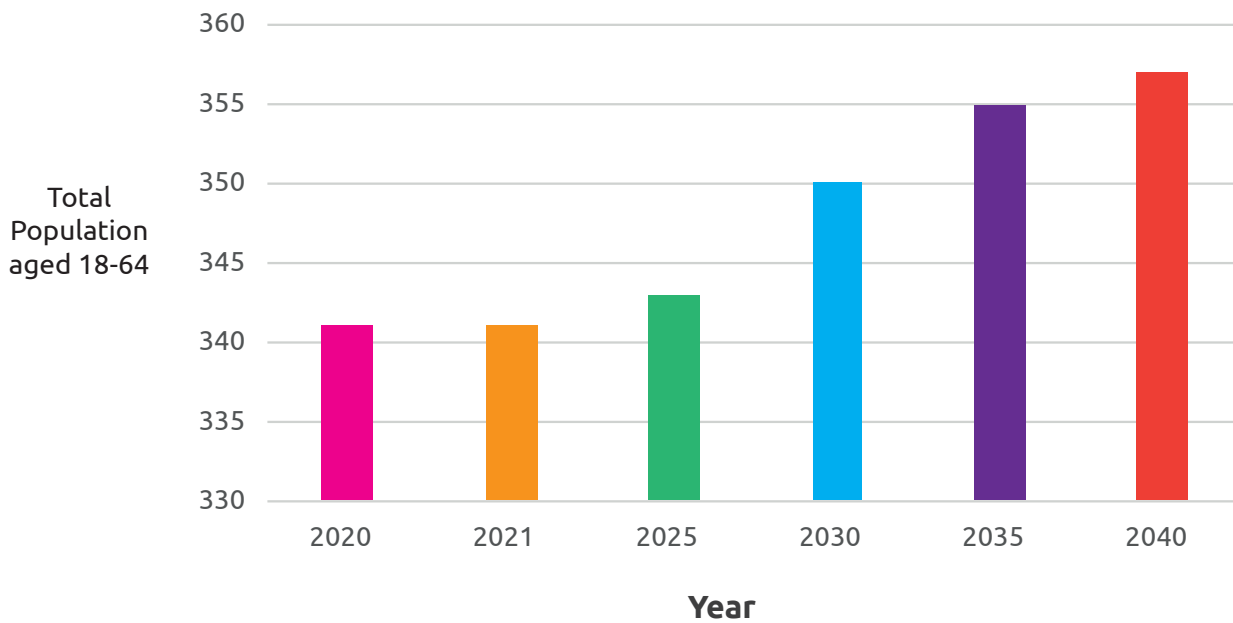
Age	2020	2021	2025	2030	2035	2040
18-24	127	125	124	137	141	135
25-34	186	186	179	166	170	184
35-44	218	223	242	256	250	236
45-54	241	235	222	226	249	262
55-64	240	248	267	260	240	243
Total Population aged 18-64	1,011	1,017	1,035	1,045	1,048	1,060



What is our Shropshire data telling us about Adults with a Learning Disability?

People aged 18-64 predicted to have moderate or severe learning disability and be living with parent, by age, projected to 2040

Age	2020	2021	2025	2030	2035	2040
18-24	84	83	83	91	94	90
25-34	95	95	92	85	87	94
35-44	85	87	94	99	97	91
45-54	54	52	50	52	57	59
55-64	22	23	24	23	21	22
Total Population aged 18-64	341	341	343	350	355	357

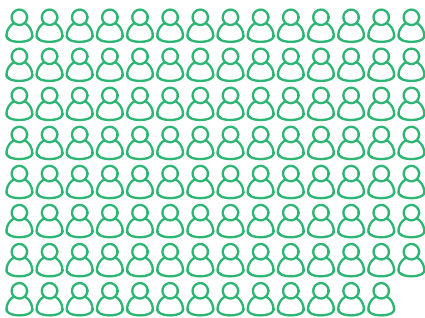


What is our Shropshire data telling us about Adults with a Learning Disability?

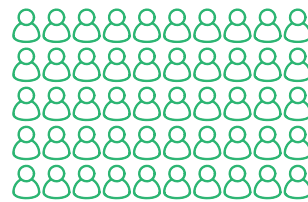
We recently carried out some analysis to establish how many adults with a Learning Disability and Mental Health needs are living in a Residential or Nursing placement between the ages of 18-65 years. Here are our findings:

Adults with a Learning Disability

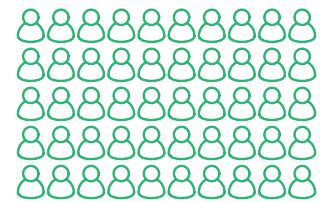
111 individuals in the 18 – 65 age Groups



40 individuals were identified as cohort 1 for consideration to move into Supported Living



Of the **40** identified for cohort 1 -The average age is **37 years**



16 individuals are based in the North of the county



11 individuals are based in the Centre of the county



13 individuals are based in the South of the county



Adults with Mental Health needs

27 individuals in the 18 – 65 age group



4 individuals were identified as cohort 1 for consideration to move into Supported Living



Of the **4** identified for cohort 1 – The average age is **30 years**

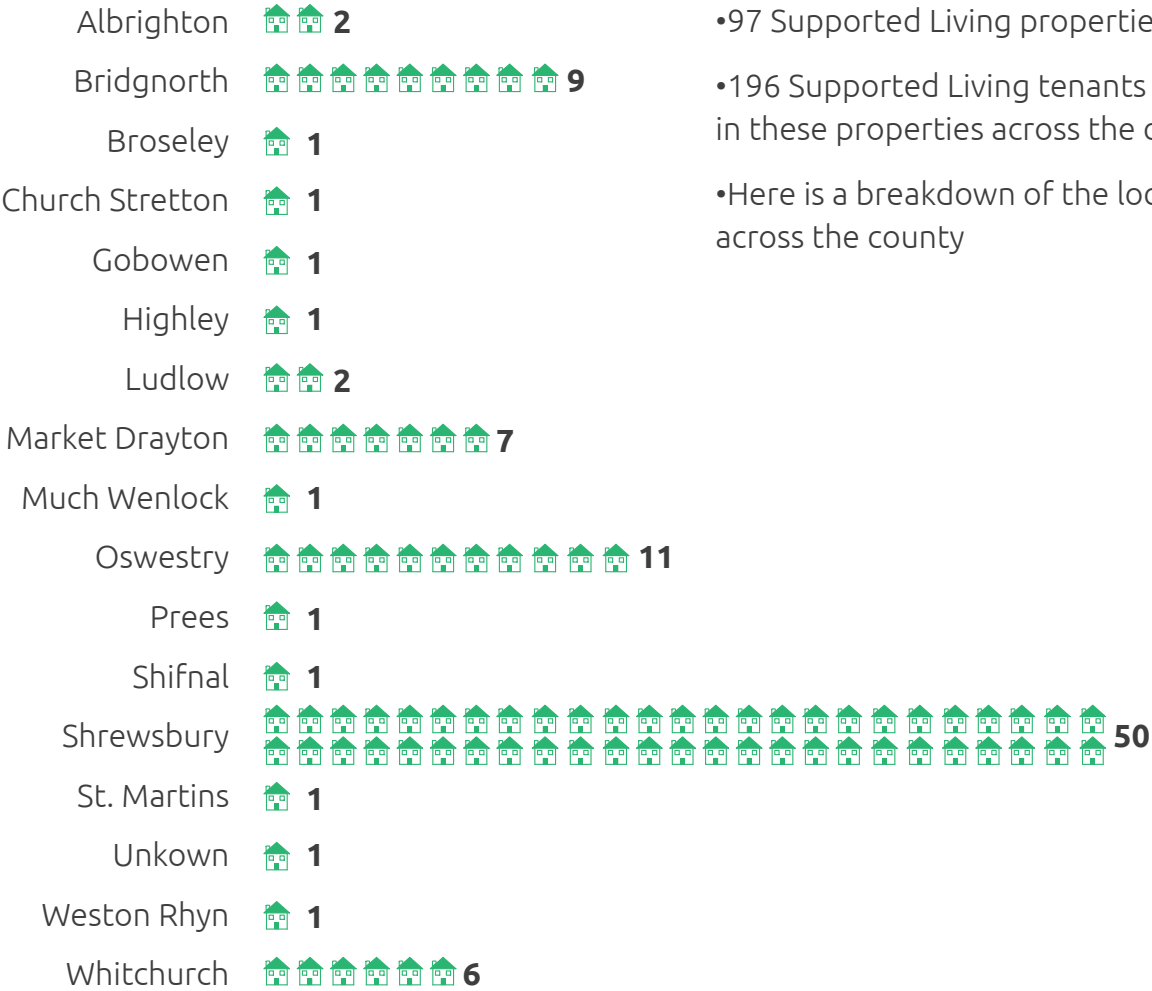


Combined, we have the need to provide Supported Living opportunities to the **44** individuals identified for cohort 1.



What is the current situation across Supported Living?

Number of properties in each town

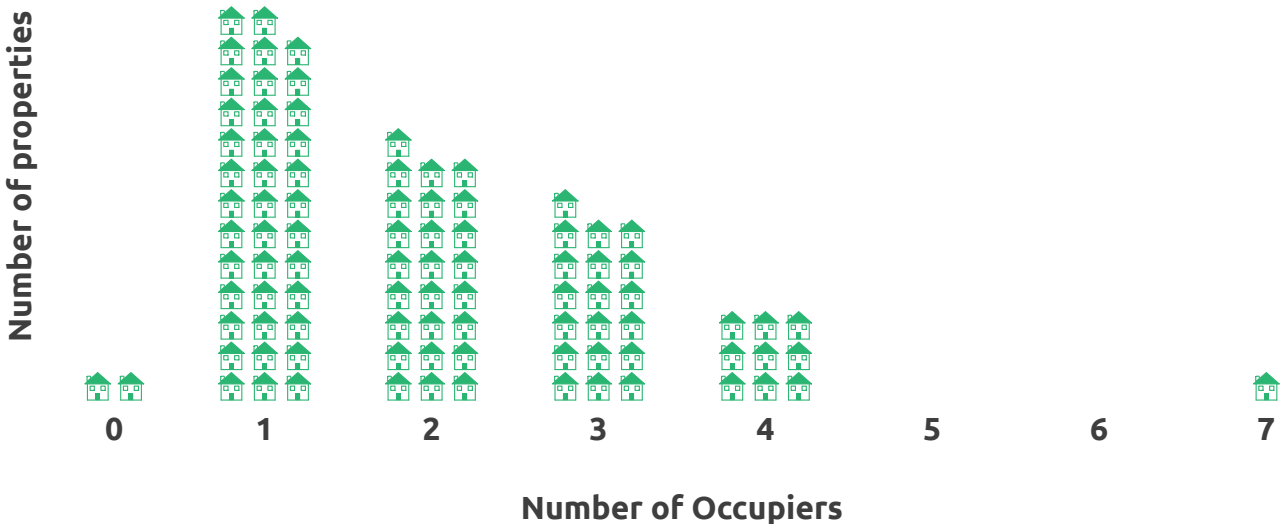


•97 Supported Living properties currently occupied

•196 Supported Living tenants reside in these properties across the county

•Here is a breakdown of the locations across the county

Total number of properties by number of occupiers



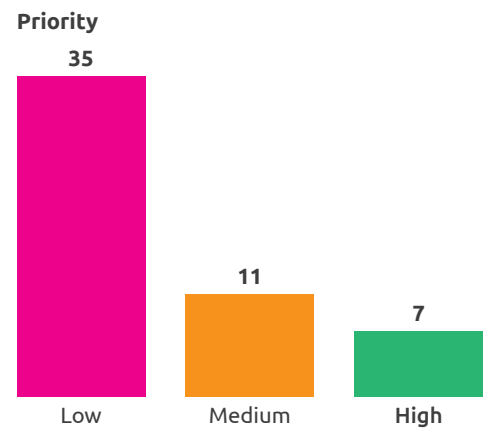
What do we need to expand on and develop further?

Below is information detailing the number of individuals who require Supported Living accommodation in Shropshire, we are also able to identify the locations individuals would like to live in the type of property and the priority need. We are prioritising any new developments for these individuals, in the hope that in the next 12 to 18 months we have increased availability of accommodation for individuals with complex needs in Shropshire.

Adults with a Learning Disability

- 43 individuals are awaiting a Supported Living property
- Town selection varies with a keen interest in Shrewsbury and the north of the county
- Their priority status

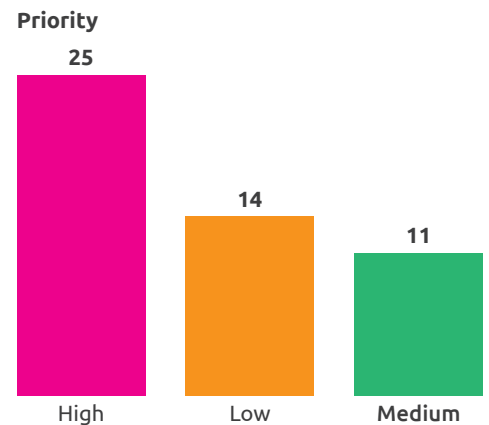
Of the high priority cases detailed above we know that 1 individual needs a single service accommodation and the remaining 6 need to live with others as a shared occupancy in a large property. This data helps us to plan for our further housing needs for individuals with Learning Disability needs and enables us to provide clear information to developers and Housing Providers who are looking to invest



Adults with Mental Health needs -

- 50 individuals are awaiting a Supported Living property
- Town selection varies with a keen interest in Shrewsbury and the north of the county
- Their priority status

Of the high priority cases detailed above we know that 20 individuals need a single service accommodation and the remaining individuals require shared occupancy in a large property. This data helps us to plan for our further housing needs for individuals with Mental Health needs needs and enables us to provide clear information to developers and Housing Providers who are looking to invest in supported accommodation.



For our local accommodation needs, we have developed a Property Platform for internal use, allowing us to capture and hold all information on the properties currently in use in Shropshire, including voids and new developments. This helps to inform our future commissioning intentions by examining the need for accommodation across the towns in Shropshire.

Please note, the data frequently changes and so please contact the team for a detailed discussion or to receive up to date figures if required.

Respite needs

Adult Services currently commissions 2 types of respite for adults with a Learning Disability:

Residential respite service,

Many of the individuals and their families have been accessing residential respite services for years and have developed routines with their respite. There is a cohort of people who use the service and continue to use day services during their stay. Due to the impact of the pandemic a number of these scheduled respite breaks have been delayed.

Shared Lives Respite

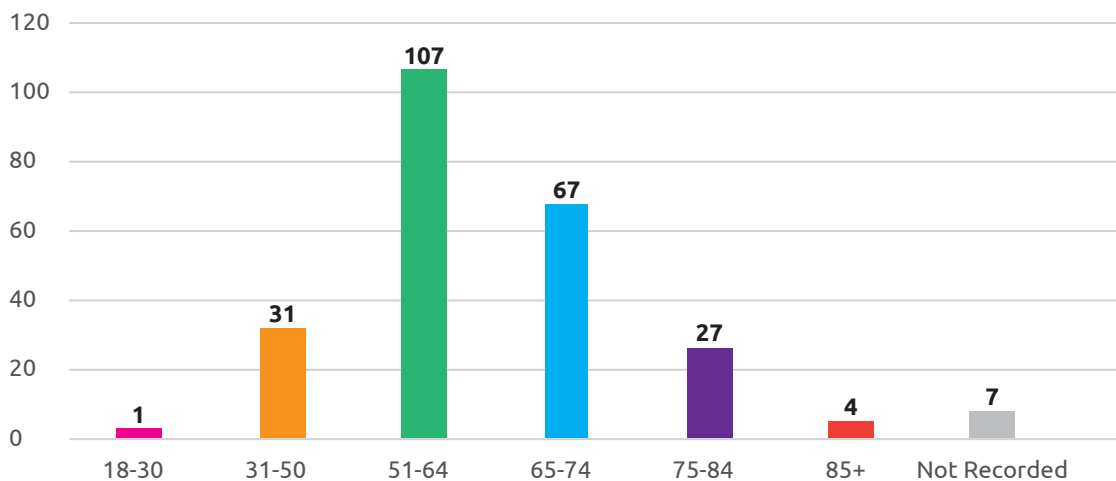
In addition to residential respite, respite is also commissioned through our Shared Lives contract. Shared Lives offers people an alternative and highly flexible form of respite and/or care or support using the Shared Lives carer's home as a resource. Shared Lives arrangements are set up and supported by Shared Lives schemes and the care and accommodation people receive is provided by individuals, couples or families in the local community. Individuals and their Shared Lives carers enjoy shared activities and life experiences.



Future Plans for Respite

There are a number of individuals living in their own accommodation, either independently or supported, which reduces the need for respite placements but it is recognised that there are still a number of individuals living with their families, though they are able to access commissioned respite through block contracts, currently 70 placements per year are available, there is also a need to consider future planning for these families.

The diagram below demonstrates the age ranges of the families/friends continuing to provide support to individuals in their family home.



There are 94 informal carers looking after loved ones at home who are over the age of 64, and it is recognised, that, although a number of these families will be accessing respite services, there is an anxiety amongst some of these family cares over who will support their loved ones if they are no longer able to.

Adult Services has a robust offer of accommodation and support to individuals with Mental Health and / or a Learning Disability / Autism. However we recognise the need to continue to work with families and other stake holders to identify any service gaps and ensure that the right services are available to support individuals at the right time and in the right place for them and their families. We want to ensure that individuals are able to have choice and maximise their independence as much as they are able, whilst preventing carer breakdown.

Further Information

In summary, we are continuing to look for innovative ways to provide respite support, particular to those with complex needs. We continue to develop our provider market for supported living and our accommodation offer, in particular we recognise there is a lack of accommodation for adults with Mental Health needs, where there is a requirement for single service accommodation. We are working closely with our preparing for adult hood team, to ensure we have the information about young people well in advance of them requiring Supported Living accommodation so that we have time to plan ahead for these individuals. In contrast, as detailed above, we also want to focus on further developing our supported living offer for individuals still living in their family homes and looking for their next move, regardless of their age.

If you would like further information or would like to discuss potential development opportunities,

please email **ASCSupportedLiving@shropshire.gov.uk**