

PROTOCOL FOR DEREGISTERING RESIDENTIAL CARE HOMES TO INDEPENDENT SUPPORTED LIVING

Introduction

Northumberland County Council aims to support people's independence, choice and a person-centred approach. Our focus is on helping people to feel connected to and remain active in their own community as long as possible.

As an authority we are signed up to 'Think Local, Act Personal: Next Steps for Transforming Adult Social Care, and as such are committed to:

'working closely with private and social housing providers to continue developing a wide range of options that enable independent living'

This Protocol is specifically aimed at achieving:

'the development of suitable housing and supported-living options'

Background

The concept of Independent Supported Living (ISL) was developed as an alternative to the more institutional types of care accommodation for people with learning disabilities and introduced to the UK by the National Development Team for inclusion (NDTi) in the 1990's¹. The purpose of ISL is to deliver choice and security to tenants, enabling a settled environment.

The council have been actively reducing the number of placements in residential care homes for a number of years, as we seek to achieve our aims and objectives, and while deregistering residential care homes to ISL has been ongoing for more than ten years, there is an increased emphasis on this as an option to deliver the national agenda for Transforming Adult Social Care and reducing expenditure on residential care homes.

The Deregistration Process

The care provider is responsible for deregistering the service and must make the application to CQC. The council's objective is to ensure people remain at the heart of service delivery. We will, therefore, only support deregistration of services that adopt a person-centred approach.

¹ Kinsella P. Supported Living: A New Paradigm, NDTi 1993

The NDTi have developed a guide for changing a service from a residential care home to supported living through the 'Feeling Settled Project'. The project developed a 'person-centred' pathway, which is an 8 step process that focusses on the individual.

We strongly encourage providers to use the Feeling Settled Guide and the associated Toolkit, a step by step guide, providing examples of good practice and some useful resources for providers. Choice Support developed a resource to support the Feeling Settled Toolkit which providers will find useful. Additional resources are included in this protocol to guide and assist throughout the process.

See below a link to the documents:

[Feeling Settled Guide and Toolkit | NDTi](#)

[Choice Support resources for the Feeling Settled Toolkit](#)

The deregistration process can be quite complex and works better when delivered as a partnership between the care provider, the housing provider and the council. The council recommend using a project management approach to deregister the service and develop the ISL. As a guide the council's Project Management Framework, Northumberland Way, is provided as a resource at Step 2, this is not a requirement, but assistance.

Effective and continued consultation with residents and families is an essential part of this process. Consultation starts at Step 1 and should be planned to take place throughout the life of the project. Information on the consultation process and a consultation checklist are included as resources at Step 1.

Any provider considering deregistration must contact Adult Social Care Commissioning and Contracts before commencing the process, Contracts@northumberland.gov.uk. Adult Social Care Commissioning and Contracts will co-ordinate input from appropriate disciplines within the council, including Care Management and Finance.

We have developed a deregistration checklist, based on our experience and good practice, that identifies the elements of the process and who needs to be involved. Providers should use this to develop and plan the project. Each scheme will be different and timescales will depend on the residents and capacity within the council to complete the necessary assessments. However, we have developed a standard project plan with indicative timescales as a guide to the sequence of activities and timescales involved.

We have divided the process into 5 stages:

Pre-Project Planning – This is the approval stage, making sure deregistration is in the best interest of the residents, assessing capacity to understand the process and agree a tenancy and developing the outline proposals for ISL.

Project Start-Up – The initial stage of the process, developing detailed ISL proposals, reassessment of needs, identifying the care hours required.

Project Implementation – Finalising the support plan, applying for benefits, staffing requirements, finalise rents and service charges.

Project Completion – Deregistration of service and changeover to ISL.

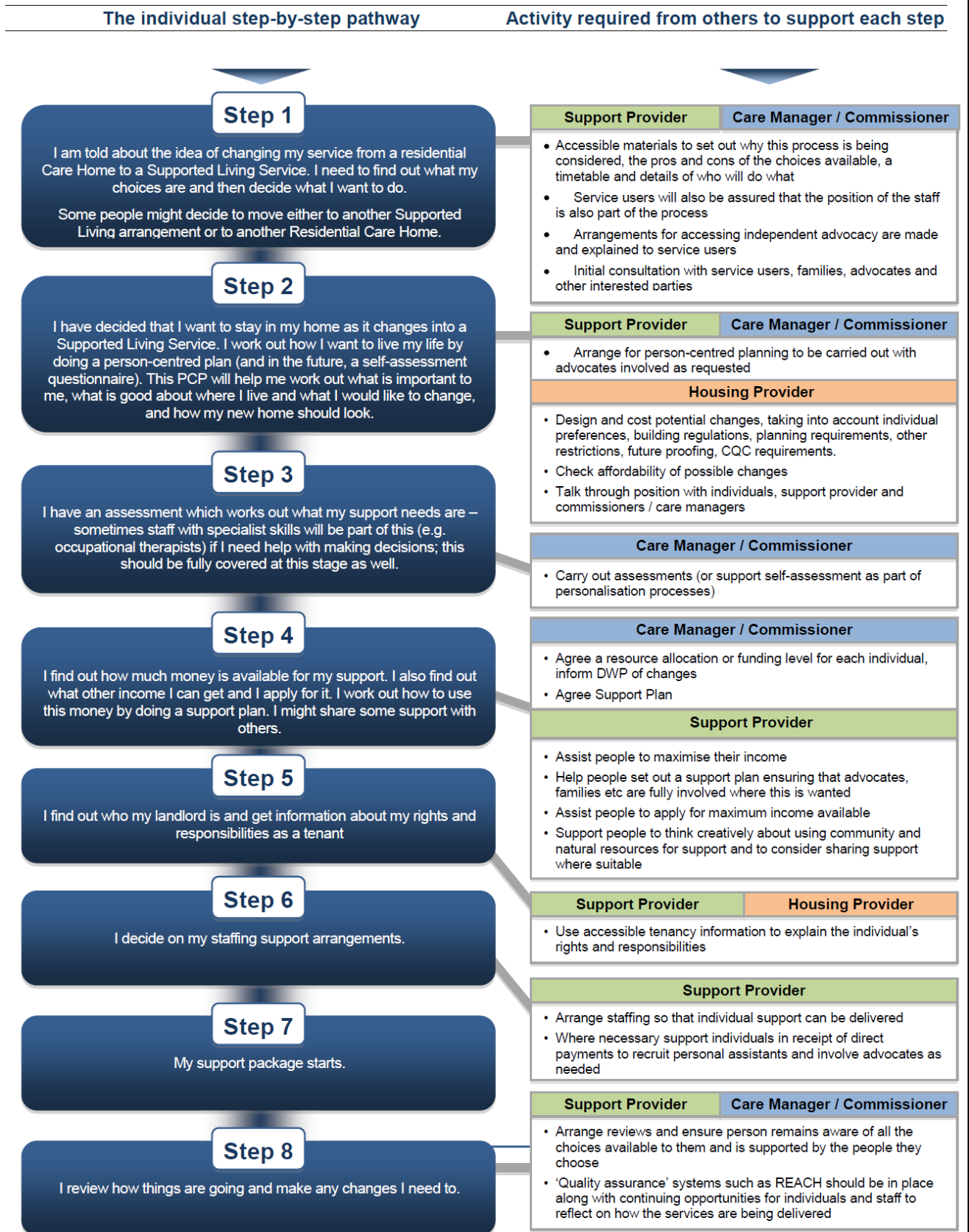
Post Project Evaluation – Review the scheme as Independent Supported Living, is it working, what are the lessons learned.

Providers can adapt the project plan as appropriate to the scheme.

Appended to the protocol are:

- Feeling Settled Individual Pathway
- Deregistration checklist
- Standard project plan

The Individual Pathway



Wellbeing and Community Health Services Planning and Implementation of Change to Supported Living

KEY:			
NCC	Northumberland County Council Adult Social Care Commissioning & Contracts	CL	Client
HP	Lead Officer representing the Housing Provider	Fam	Family carer or member
SP	Lead Officer representing the Support Provider	Adv	Advocate if one has been appointed
LD	Northumberland County Council Care Management Lead	Fin	NCC Finance

PROJECT STAGES

TASK	LEAD	OTHERS INVOLVED	DATE	NOTES
PRE-PROJECT PLANNING				
Business case for deregistering the residential care service and developing a supported living model produced	SP			The support provider must assess the client, staffing and financial implications, and establish the rationale for developing the service as Independent Supported Living.
The business case rationale is evidenced	SP			The support provider must provide evidence in support of deregistration to the council.
Contact Northumberland County Council Adult Social Care Commissioning and Contracts	SP			The service cannot deregister without support and input from the council, so contacting the council at an early stage will help with planning and implementation.
The council agree to support deregistration of the service	NCC	SP		The council will assess the business case rationale and the clients and agree if it is evidenced that this is an appropriate option for the service. If Independent Supported Living is not appropriate for the client group a partnership approach should be adopted to assess options

				and move forward.
Northumberland County Council Lead Identified	NCC			The council will identify a named officer to support the process and ensure appropriate input from relevant council departments.
Northumberland County Council Care Management Lead identified	NCC/LD			Care Management input is crucial to the process and capacity will need to be established to ensure the capacity assessments and needs assessments are completed appropriately.
Housing Provider/Landlord confirmed and named lead identified	HP	SP/NCC		The landlord needs to agree to accept the residents as tenants.
Support provider named lead identified	SP			This will be the Support Provider main contact and will take an active role in driving the project forward.
Project Board Established	NCC	HP, SP, LD		The named leads from the main stakeholder organisations will drive the project forward as the Project Board.
Project Team set up	NCC			Members of the project team will include Care Manager, Finance, Direct Payments, as well as staff from the support and housing providers.
Initial project plan and timescales developed and agreed	NCC	Project Board		The project plan and timescales will be developed by the project team relevant to the specific scheme and care management capacity.
Consultation commenced with residents, families and staff	SP	LD, HP		Initial discussions need to take place with all parties to inform them of proposals. Consultation should be planned to continue throughout the process.
Mental Capacity Assessments completed	LD	CL, Fam		This has to be completed before the process can commence.
Deputyship application submitted if appropriate.	Fin	CL, Fam		Where the client does not have capacity to understand the process or sign a tenancy agreement a Deputy will need to be appointed through the Court of Protection
Advocacy arrangements in place where appropriate	LD			Care management will make ensure appropriate advocates are appointed where there is limited or no family involvement.
Client financial assessment completed	Fin			The decision to deregister must be in the best interest of the clients and the financial

				assessment will help inform this decision.
Notify NCC Commissioning and Contracts fo changes, provide breakdown of service hours and cost	LD	Deputyship Team, Finance Team		Changes need to be made to the SWIFT system to ensure correct recording of agreed hours and prevent any delay in payment to the Care Provider.
Best Interest Decision Made	LD	CL, Adv, Fam		This is to assess if Independent Supported Living is the best proposal for the individual client.
PROJECT START UP				
Are all residents going to stay in the property	LD, SP			If the Best Interest Decision concluded this is not the best option for the client alternative accommodation will need to be sourced.
Is the service expanding to incorporate additional users	NCC, LD			
Begin process of identifying appropriate alternative accommodation if necessary	LD			Care Management will identify appropriate accommodation and plan the move for the client.
Detailed supported living proposals developed	SP	HP, NCC		This will include rent levels, managing voids and letting policies, nomination rights, model for social care support, staffing and skills requirements, HR processes to effect changes, costs and funding plan
Agreement to proceed based on detailed proposals	NCC	Project Board		
Confirm proposal to deregister to residents and families	SP	LD		This will confirm to the families that the process will continue and the service will be developed in line with the detailed proposals.
Commence formal staff consultation	SP			The support provider will need to go through the appropriate consultation process with staff for changes to roles and responsibilities associated with the change from residential care to independent supported living.
Reassessment of clients' needs completed	LD	SP		This will include an Occupational Therapy assessment and an assessment for assistive technology requirements that will help support the client in supported living.
Person Centred Plan updated	LD	SP, CL, Fam, Adv		The PCP must reflect the change from residential care to supported living.

Alternative accommodation identified and move planned where appropriate	LD	CL, Fam, Adv		
Application to deregister the service submitted to CQC	SP			The application process takes approximately six weeks
Main benefit claims submitted	Fin	CL, Fam, Adv		
PROJECT IMPLEMENTATION				
Client support planning completed and care hour requirement identified	LD	SP		This will establish the care hours required as an independent supported living scheme and inform the staffing requirement.
Agree and sign Service Level Agreement between Housing Provider and Support Provider	SP/HP			This will establish who takes responsibility for what in the new scheme.
Rent level and service charges set and agreed	HP			This will be provided by the housing provider.
Detailed staffing profile developed	SP			Once the core and individual hours have been assessed the support provider must develop the staffing rotas as independent supported living.
Deregistration Complete	SP			
Tenancy agreement signed	HP	CL, Fam, Adv		
Housing and Council Tax Benefit Claims Submitted	Fin	CL, Fam, Adv		Housing related benefits cannot be claimed until the tenancy agreement is in effect.
Benefits in Place	Fin	HP, SP		
Utility companies informed of change and individual bills established	HP			The council would prefer that utility bills are in the name of the housing provider and recharged to the tenants.
Staff training completed	SP			The support provider needs to identify the staffing skills required for independent supported living. All staff must be fully trained prior to independent supported living commencing.
Confirm service changes, breakdown of service hours and cost of service to Commissioning and Contracts.	LD			This will ensure the appropriate contract changes are made.
PROJECT COMPLETION				
Residents not remaining in ISL move to alternative accommodation	LD			The move to alternative accommodation must be planned to take place prior to final deregistration because once deregistration is complete the residents must sign the tenancy agreements.

New support plans commence	SP	LD		The scheme becomes independent supported living
Transitional period and settling in to new lifestyle as tenants	CL	Fam, Adv, LD, SP, HP		
POST PROJECT EVALUATION				
Carry out review to ensure sustaining tenancy and support plan working	LD	CL, Fam, Adv, SP, HP		

