

Scrutiny Inquiry Panel - Carer Friendly Southampton

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Housing Related Support

“Housing-related support services are defined as services that aim to develop or sustain an individual's capacity to live independently in accommodation. ... Housing Related Support can be confusing, but put simply it is about 'doing with' rather than 'doing for'”

Mind Monmouthshire

Build on the strengths of the person, focussing on their abilities

Help them to set and achieve their own goals and aspirations

Linking people and communities together reducing social isolation and loneliness

Providing information and advice

Digital support

Southampton City Council Housing Related Support Service

- Approximately 3,500 tenants living in the City's Supported Housing accommodation – those with an identified support need
- 60 Plus Service – delivering support to people living in other accommodation (non-tenure specific)
- Funded through a mix of Better Care Funding and small contribution from SCC tenants (service charge)
- Individual tailored support plan

The Impact of Covid-19

- Health and wellbeing inequalities have become much more evident
- Social isolation – shielding, lockdown etc... reduced contact with family and informal carers
- Loneliness
- Mental health
- Anxiety
- Loss of independence
- Bereavement
- Ill health – including Long Covid

Supporting People in a Pandemic Safely

- Remote support – phone calls, use of IT
- Visits where essential (following strict precautions)
- More frequent support to more people – wellbeing focus
- Providing Information and Advice on other services
- Emergency support through telecare
- Reassurance and advice to family, loved ones and informal carers

Southampton City Council's Telecare Offer

- Careline Service – Commercial offer, customer pays for equipment and service through a weekly charge
- Connected Care – Referral from health/social care practitioner, equipment funded through Better Care and customer pays a contribution towards provision of the service
- Both services have an optional responding service 24/7

Not Just For Older People

- No age criteria
- Traditionally seen as a service for older people
- Advances in technology and smarter devices now available, catering for a range of needs
- Benefits the person who uses the technology as well as supporting carers
- Peace of mind to carers
- Greater independence for those who have care needs



Central Control Centre



Carer Alert



- Telecare equipment is linked to Carer Alert on site. This is suitable for someone who either lives with a carer or is in residential care
- Notifies device activated and location
- Has a volume control
- Not suitable for someone living alone

Summary

- Information and advice to the person and their carers
- Building social connections
- Supporting independence in the community
- Working in partnership with carers
- Re assurance and peace of mind to the person and their loved ones
- 24 hour emergency support through telecare