

Developing agreed ways to describe and kitemark' different models of housing with care for older people

A 24 hour research and development workshop. 26 and 27 April at Jury's Inn, Birmingham

The research project behind the workshop and the people

The workshop is one of the outputs from 'Raising the Stakes' a research and development project funded by the Housing Corporation and CSIP (the Care Services Improvement Partnership, DH). The Raising the Stakes project aims to provide useful resources for the housing and care industry, older people and other customers about housing with care schemes, which currently have a range of terms, for example extra care, very sheltered housing, assisted living, close care, village and continuing care communities. In particular the work will result in:

- A new housing with care website (www.extracarehousing.org.uk). This is now up and running, in preparation for incorporating the other parts of the development project when they come to fruition
- New and clearer descriptions of individual schemes and services to enable both the industry and the public to be able to compare what different schemes and different types of schemes have to offer
- A voluntary kitemarking system for housing with care schemes
- Guidance on Critical Success Factors in developing and running housing with care schemes

The project builds on previous work by representatives from the Extra Care Industry Forum to develop a common understanding. It also builds on previous work for the Housing Corporation to apply common descriptions for 'social' purpose designed housing and care services for older people.

A specially formed research and development consortia is working on Raising the Stakes and the members are:

The Elderly Accommodation Counsel
Riseborough Research and Consultancy Associates
Peter Fletcher Associates Ltd
The Institute for Public Care.

Purpose of the workshop

The workshop has three main purposes:

- 1) Inform you of the work that the research and development consortia has been doing.
- 2) Test out and refine prototype tools that are intended to benefit the housing and care industry and customers.
- 3) Explore interest in developing an industry wide 'kitemarking' approach.

The prototype resources and tools

The resources and the tools developed so far are prototypes and to refine them we need your help.

Resources include information on the factors that make some developments (schemes or complexes) successful. We have some information on this and would like your views on how best to make this available.

There are two tools:

- (1) A questionnaire, which would be a refined version of the questionnaire the Elderly Accommodation Counsel (EAC) uses at the moment to collect data from housing and care providers.

This data is currently converted into descriptions about particular housing and care developments and is displayed on the EAC website. The website is used by thousands of older people, their families and commissioners. The new questionnaire would collect more detailed information and would focus more closely on matters of interest to customers. The descriptions on the website would therefore be improved.

- (2) A method for provider organizations to appraise the standards of their individual housing and care developments. The appraisal tool involves comparing the features of individual schemes/developments against some core objective standards. These are set out under four areas or domains – customer base; lifestyle; internal and external environment; and services. There would also be opportunities for providers to incorporate standards they set for themselves and measure their performance against these standards. This information would not be made public unless providers want this.

Outcomes from the workshop

At the end of the workshop we will have detailed information on the resources that the industry is likely to find useful.

We will have very precise information on what does and does not work in terms of the prototype tools and participants views on the tools.

We will also have a better understanding of the likely interest in the development of a kitemarking tool for use by the industry.

Overall the workshop will help us develop the final outputs.

People invited to take part in the workshop

A sample of 'experts' have been invited to attend and work with us. The experts include older people with an interest in housing and care issues, senior officers from a range of commercial, not-for-profit and public organizations that provide housing with care buildings for older people and, commissioners and planners from local authorities.

People running the workshop

The workshop is being organized for the Raising the Stakes consortia by Moyra Riseborough from RRCA (Riseborough Research and Consultancy) and Peter Fletcher from PFA (Peter Fletcher Associates Ltd). Peter and Moyra are also leading the work to develop the research and appraisal tools. Other people from the Raising the Stakes consortia who will present information and material at the workshop are John Galvin from EAC (Elderly Accommodation Counsel) and Deborah Clogg or Rebecca McLindon from IPC (Institute for Public Care).

PROGRAMME

Day 1: Thursday 26th April

- 16.0 Registration**
- 17.0 Welcome, Introductions and Purpose of the workshop**
Moyra Riseborough and Peter Fletcher
- 17.10 Background to Raising the Stakes**
John Galvin
- 17.25 Introducing key concepts underlying the work**
Moyra Riseborough and Peter Fletcher
- 17.45 Critical success factors: what is important to older people and the industry – the IPC case studies and how best to use them**
Deborah Clogg or Rebecca McLindon
- 18.00 The EAC website, current questionnaires and getting familiar with the prototype tools** Small groups will be able to look at the EAC website, look at the current information about housing and care developments and the questionnaire presently used to generate the information. They will then have the opportunity to try out the new prototype tools to get a feel for the difference they could make.
- 19.0 End of day 1**
- 19.45 Dinner**
After dinner speaker or debate

Day 2: Friday 27th April

- 8.45 Feedback from day 1: identifying the key issues to address**
- 10.0 Coffee**
- 10.30 Small group working: Getting a closer understanding of what is being proposed**
In 4 groups everyone will be asked to carry out task 1.

Task 1. Each group will be asked to critically evaluate a particular area ('domain') of the prototype questionnaire i.e. customer base; lifestyle;

environment; services). The groups will have access to laptops and the prototype tools.

Groups will be asked to choose one of the following additional tasks.

Task 2: Consider the critical success factors case study material and consider how this resource information could be made most useful to the industry and the public.

Task 3: Consider the appraisal tool in detail. They will specifically be asked to suggest points for improvement and they will be asked to consider the potential benefits from the appraisal tool.

Task 4: Consider the critical success factors and other resources that providers would find useful. What are people's views on how information and resources should be made available?

12.30 Feedback

13.0 Lunch

Plenary discussion. Where we are now, further issues and the appetite for an industry kitemarking approach
(Possible small group working if appropriate)

15.30 Summing up and agreeing next steps

16.00 End of workshop and tea