



NORTH
YORKSHIRE
COUNCIL

1 April 2023

Extra Care Housing update May 2023



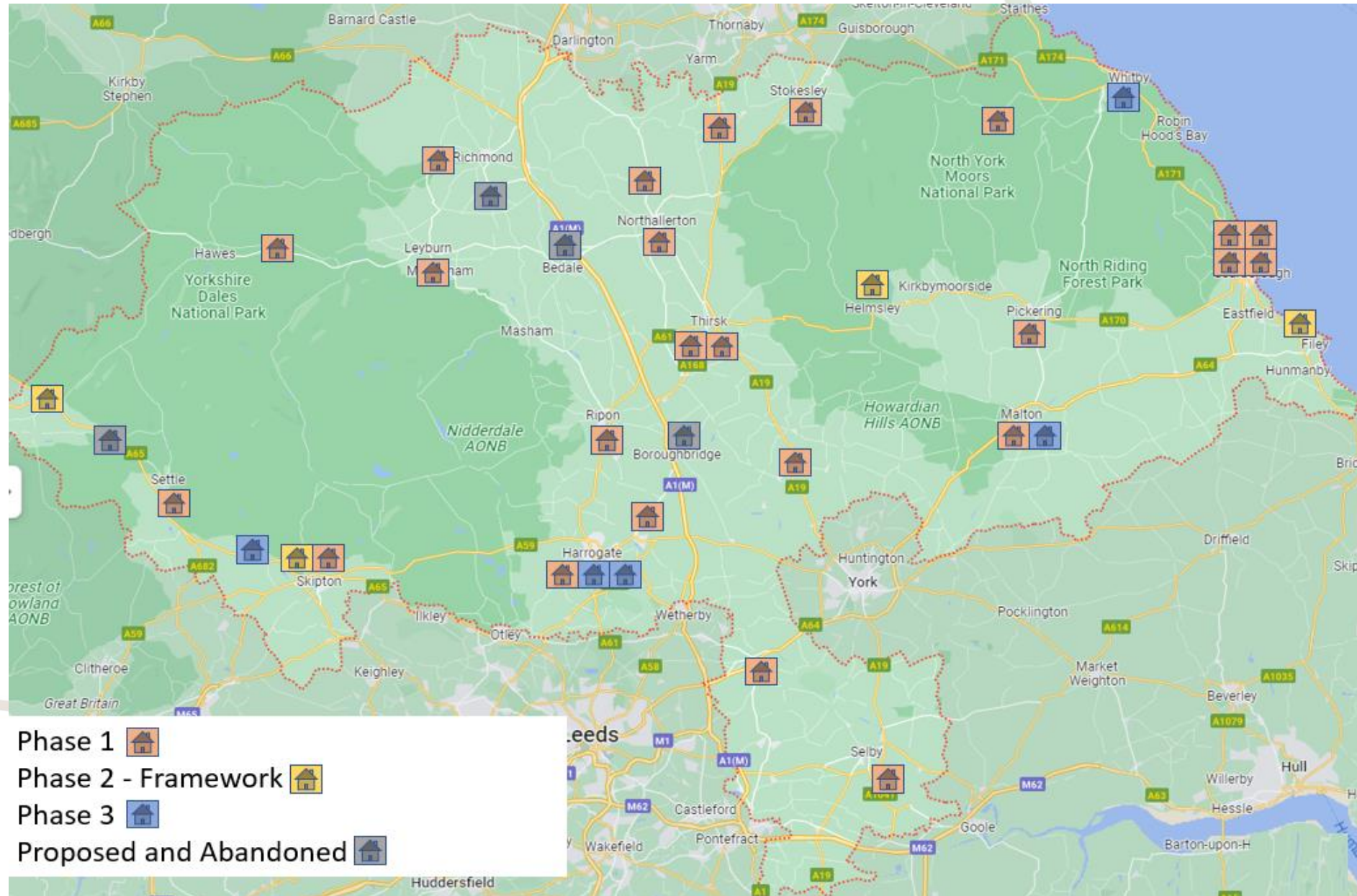
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What is Extra Care?

- Extra Care schemes are places where people can live independently, in their own home with their own front door whilst also having the benefit of 24 hour on site support should they need it.
- Scheme usually comprise a block of apartments (between 40-60 is standard), often with accompanying bungalow accommodation
- Everyone has their own tenancy and their apartment is their own home which they are free to decorate and make their own including having pets

- North Yorkshire currently have 28 operational Extra Care schemes with 1540 units of accommodation, this is one of the largest programmes anywhere in the country
- Since 2020 we have delivered 5 schemes
 - Webb Ellis Court, Scarborough
 - Fry Court, Great Ayton
 - Eller Beck court, Skipton
 - Bowland View , Bentham
 - Filey Fields, Filey

Extra Care Programme – May 2023



1 April 2023

Extra Care for Everyone, Everywhere



Extra Care can work in a wide range of locations and communities, from central Tadcaster (Left) to rural Castleton in the North York Moors (Right)

The Team

In North Yorkshire, we have a dedicated extra care team within the Housing, Technology and Sustainability Team including:

- Head of Housing, Technology and Sustainability
- Strategic Service Development Manager – Extra Care & Assistive Technology
- 2 Senior Service Development Officers (East & West)
- Service Development Project Officer

Having a dedicated team has been fundamental in the delivery success of our extra care programme. The wealth of knowledge across the team has enabled us to focus on our commissioning and strategic intentions for extra care as well as planning a programme of procurements.

The team has formed close working relationships with the 28 operational schemes and provide support to our partners through the planning, design and development phases through to day to day support to the operational schemes.

Demand

- Demand remains high across the County with vacancies typically in single figures across the programme.
- As of May 2023, an additional 316 expressions of interest had been received for existing schemes evidencing a clear and sustain demand for Extra Care Housing.
- Whilst demand is highest in Harrogate due to the large population and minimal capacity (1 scheme), EOIs are high all across the County in both rural and urban areas.

Financial Implications

- Each Extra Care scheme saves ~£300,000 annually by reducing costs for people who would otherwise need to live in residential or nursing care
- Through a programme to replace in house care homes with Extra Care, NYC has made significant savings since 2015
- Rents and some service charges are eligible for Housing Benefit and Care costs are assessed under NYC's financial assessment so there should be no financial impediment to anyone moving into Extra Care.

Commissioning Model

- North Yorkshire currently operates a framework of 6 providers who deliver Extra Care Housing:
 - Equans
 - Housing 21
 - Lovell Later Living
 - Places for People
 - Vistry
 - Your Housing Group

NYC commissions each new scheme based on an independent analysis of need, meaning providers make the final decision on size

Schemes are funded by the provider, Homes England and via grant allocation from NYC

Added Value

- Extra Care works best when it is at the heart of the local community. Schemes within North Yorkshire host:
- Step up / step down and respite units
- Community libraries
- Village shops
- Hairdressing and other retail units
- Public communal areas that host a range of activities such as parent and toddler groups

Short Stay Apartments

Extra Care Scheme	Locality	Capacity
Kirkwood Hall, Leyburn	Richmondshire	2 SUSD
Orchid House, Thirsk	Hambleton	2 SUSD
Sycamore Hall, Bainbridge	Richmondshire	1 SUSD
The Orchards, Brompton	Hambleton	2 SUSD
Town Close, Stokesley	Hambleton	1 SUSD
Cedar Court, Scarborough	Scarborough	1 Respite
Deansfield Court, Norton	Ryedale	1 Respite
Limestone View, Settle	Craven	1 Respite
Sycamore Hall, Bainbridge	Richmondshire	1 Respite
Webb Ellis Court, Scarborough	Scarborough	1 Respite

Case Study

- My mum used to live in a 1 bedroom bungalow until she started having falls at home and early onset of dementia. My sister and I had a routine of going each day to see her, do her washing, make her a sandwich, give medication etc. She had meals on wheels but she was very lonely and got scared at night and started to not feel safe in her home. We would get phone calls from her in the middle of the night so we would have to go round to her.
- We knew there had been flats built at the local Extra Care, her doctor and age concern friends thought it would be good for her there as there were staff of hand if she needed help and it would make it considerably easier on me and my sister. It took some convincing mum to even go and have a look round it. But she did and like the flats so we applied for a flat for her.
- On moving day she got a bit upset and confused, and it took her a while to get used to where she was and using the lift to get downstairs etc.
- Its now 10 months since she moved Extra Care and she loves it. She has her dinner downstairs in the café everyday as well as a coffee in the morning. She thinks the staff are wonderful, as they help her with showers, administer her medication and make sure she gets a sandwich for tea. She has made friends with other residents there as well.
- She now says it's the best move she has ever made. She is not lonely and since moving there she has only fallen once and she pressed her alarm and staff were by her side in 2 minutes. She says she feels safe which she hadn't felt in a long time. Up until 5 years prior to moving there she used to walk up and back to the shops every day but lost all her confidence after falling. She now has her hair done once a week at the hairdressers there which she loves and occasionally joins in with entertaining things that go on at the scheme. Its like she has had a new lease of life, she is very happy and now we don't have that worry anymore on our minds.
- I certainly would recommend Extra Care to anyone. Now when we go to see Mum we haven't got that worry in the back of our minds if she is ok because we know she is. She still has independence and we her family have peace of mind. So to anyone who is hesitant about moving to a place like this, don't be. Extra Care is like a little community and the help is there if you need it or not if you don't/ Mum had her 89th birthday in June and it's the happiest I've seen her.



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Quotes from extra care residents

- You're independent, once you're in your flat you do what you like

Thank goodness I live in a beautiful place like this

There are a lot of things going for it and I haven't yet found anything against it

We don't think of it as somewhere that old people live, we think of it as home

There's always someone to talk to, you're never alone

I thank all the tenants and staff for causing my life to be a joy, because that's what it is living here

Next Steps

- Demand for ECH remains high and plans are in place to deliver an additional 5 schemes under the current framework
- Emerging demand for ECH to support people with more complex needs, as well as for smaller schemes in rural areas will be addressed under a new contracting mechanism from 2025 onwards