

London Borough of Richmond-Upon-Thames
DRAFT OUTLINE SERVICE SPECIFICATION
Supported Living and Residential Care for People with a Learning Disability

Contents

1.	Introduction	Page 1
2.	Description of the services	Page 1
3.	Requirements of the care and support service	Page 2
4.	The Financial model and the care and support service	Page 3
5.	Accommodation and landlords	Page 3

1. Introduction

The London Borough of Richmond upon Thames is located on the western edge of London and is characterised by its large areas of parkland and historic built-up areas. The population of 198,000 is on average older and wealthier than the rest of London. It is the location of Normansfield Hospital, founded by Dr Langdon-Down, which closed in the 1990s when many of its long-term patients moved to some of the services included in this specification. The key challenges and aims for the recommissioning of learning disability social care services in Richmond include:

- A higher proportion of people with a learning disability live in a residential care home than average for England – our aim is to reduce this proportion and offer a wider choice of options
- A disproportionate number of people with a learning disability live in shared accommodation – our aim is to increase the number of self-contained flats alongside the shared accommodation
- Reflecting the general population, we have a relatively large cohort of older people with a learning disability – our aim is to create living environment options that are better able to meet age-related needs
- Younger adults with a learning disability have differing needs and expectations than their older peers – our aim is to ensure that they have accommodation and support that is responding to their needs and expectations

2. Description of the services

The services consist of 16 residential care homes and 19 supported living schemes that provide care and support for up to 172 adults with a learning disability. Two new supported living schemes in development will house up to 12 people. Two of the services are provided in accommodation supplied by the Council and the remainder are supplied by seven Registered Providers of social housing.

The service users' needs are in the moderate to severe range. Some of the service users need support to manage challenging behaviour and some of the services are specialised in meeting this need. Some of the service users are autistic. As would

be expected, many of the service users have additional long-term conditions or disability.

Nine of the care homes were purpose built and seven are in houses that were converted into a care home. In some of the care homes the service users are all of older age groups and voids can be hard to fill when they arise; in these circumstances the Council needs providers that are able to work creatively with it to find solutions that enable buildings to be re-used for younger adults with a learning disability. At least one of the care homes is expected to be deregistered and converted to supported living in the next year.

Eleven of the supported living schemes are shared houses with on-site support. One shared house is leased from a private landlord and the lease will expire in 2028. Four are blocks or converted houses of self-contained flats with on-site support, with two more in development. Four are schemes of flats (shared and self-contained) with outreach support.

The services are currently provided by six providers and in all cases where they have been rated by the CQC they are rated as Good overall or Outstanding.

3. Requirements of the care and support service

The Council's requirements are for services that:

- Provide outcomes based support, with clear outcomes to be achieved for each service and for each individual
- Have robust standards and practice for safeguarding, the Liberty Protection Standards (which will replace the Deprivation of Liberty Standards in 2022), the Mental Capacity Act, risk management, and infection control
- Build on each person's strengths to support them to be as independent as they can be
- Are personalised and person centred, enabling each person to have dignity and to exercise choice and control in the decisions that matter to them
- Support people to get the most out of digital technology and promotes its uptake
- Enable each person to have a fulfilling and active life, including the opportunity of employment for those who are of working age
- Help each person to be socially connected with their family, friends, and neighbours, and, if they want, to have a romantic relationship
- Promote good physical and mental health for each person
- Use psychology informed practice to manage behaviours of concern
- Coproduce the care and support with the service user and, when relevant, their family carer
- Support people to move to more suitable accommodation when their home no longer meets their needs
- Support people to manage their money and get the most out of a limited income

- Employ staff who are motivated and trained to support people with a learning disability
- Are of good quality including maintaining Good CQC ratings and a culture of continuous quality improvement, and as measured against priorities coproduced with service users and their family carers
- Have optimal occupancy rates, with providers working in partnership with the Council to redesign services with low demand to meet emerging demands

4. The Financial Model and the Care and Support Service

The Council will use CareCubed as a Resource Allocation System to inform its decision about the appropriate service to be commissioned for each individual service user. This will comprise of individual support hours, shared support hours, night-time support, non-staff costs, and accommodation costs as relevant to the setting. This data will be combined with the provider’s hourly cost and, if relevant, sleep-in cost to calculate an Individual Service Fund for each service user.

5. Accommodation and Landlords

The Council requires providers to:

- Enter into an agreement with the landlord of each property that defines responsibilities for maintenance and any property related costs (for some landlords this will be in the form of a lease)
- Ensure repairs are reported promptly
- When a repair is a provider responsibility to ensure that it is completed as quickly as is practically possible, and when it is a landlord responsibility to remind the landlord of outstanding repairs
- Keep any communal areas, gardens, and exterior clean and tidy
- Cooperate with plans to refurbish and modernise accommodation

In addition, in supported living, the Council requires services that:

- Support people to claim welfare benefits to cover their housing costs and ensure that their rent account does not fall into arrears
- Support people to understand and exercise their responsibilities and rights under the terms of their tenancy or licence agreement
- In shared houses, include the cost of utilities in service charges

Version Control		
Version number	Purpose	Date
2.	Soft market Testing	3.6.21