

Bringing lived experience into 'Housing Options' Information & Advice delivery

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EAC Mission

“To help older people make informed choices about meeting their housing and care needs.”

. . and to live safely and well at home in older age



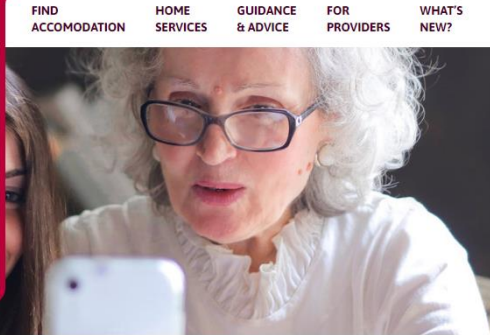
A housing & care options I&A service



Information and advice for older people

Housing Options

There are several options you may wish to consider if your home is no longer as suitable for you as it once was.



FIND ACCOMMODATION HOME SERVICES GUIDANCE & ADVICE FOR PROVIDERS WHAT'S NEW?

Be open to thinking about moving, but also look into services that might help you 'stay put' successfully. This section aims to talk you through the most available for older people.

If you are not sure where to start, you may wish to use our Housing Options questionnaire to identify your current housing-related issues and makes suggestions, be improved. You can access HOOP here.

The screenshot shows the 'Housing Options for Older People' questionnaire page. At the top, it says 'EAC Housing Options for Older People' and 'Sponsored by onefamily'. Below the header is a navigation bar with 'QUESTIONNAIRE', 'RESULTS', 'ABOUT', and 'PARTNERSHIPS', along with a 'LOG IN' button. The main heading is 'How well does your home suit you?'. There is a search bar for 'Location: postcode or town/city...' and a 'START HERE' button. Below this is a three-step process: 1. Answer our HOOP questionnaire, 2. Read our suggestions, 3. Get further advice from EAC. At the bottom, it states: 'Our questionnaire will help you think about different aspects of your home and how you live in it. HOOP works best for users in England and Scotland.'

Meet some of the team

Warwickshire County Council employs *Kiren Chuttha* and *Sam Braddish* for the FirstStop Warwickshire service

Leeds Care & Repair employs *Ali Mitchell* to take on casework for FirstStop clients in and around the city

Sefton Pensioners Advocacy Service makes available *Pauline Adderley* and *John Colby* as Housing Options Advocates for FirstStop clients



John Plimsoll



Nick Coote



Dominic Regan



Debbie Currivan



Frances Auger



Kiren Chuttha



Sam Braddish



Ali Mitchell



Pauline Adderley



John Colby



Rosalind Barnes



Sue Adams

Information & advice:
Helping deliver the social care
reform agenda

Guidance

Care Act factsheets

Updated 19 April 2016

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[Factsheet 1: General responsibilities of local authorities: prevention, information and advice, and shaping the market of care and support services](#)

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Factsheet 1: General responsibilities of local authorities: prevention, information and advice, and shaping the market of care and support services

How can I&A help deliver the Care Act vision?



Investable Proposition 3: Everyone should be able to access the right **information and advice** at the right time to understand the different options available to them that best meet their preferences and circumstances, including options for where care and support would best be delivered, and costs they may need to meet.

How can I&A help deliver the Care Act vision?



One Stop Referral Service

Volunteer Responders



COMMUNITY NAVIGATORS

Social Prescribing

A unique approach to health pioneered at the Bromley By Bow Centre.

Inviting older people into I&A delivery

Older people as peer mentors



Connecting older people



Home is important.

It is the place we spend most time and can make all the difference to being able to live independently and well.

As we get older our home may not suit us as well as it used to. Using stairs or the bath can become a challenge. Illness or bereavement may prompt us to consider moving.

Talking to someone who has faced a similar situation can help. Knowing about possible options, such as adaptations or alternative housing, can enable us to make an informed decision.

This is why we set up Silverlinks ...



 social care
institute for excellence

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Promising practice in housing with care and support

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 - Models of housing with care and support
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 - Case study: Silverlinks**
 - Alternative models
 - Principles of excellence

Silverlinks case study

This case study exemplify one or more of the Principles of Excellence that was identified during the research and engagement work of the Commission on the **Role of housing in the future of care and support**.

Model of housing or service: community support

Principles of excellence: enabling choice and control; person centred and outcome focused

Introduction and overview

Initially funded by the Big Lottery Silver Dreams Fund, Silverlinks was a Care & Repair England initiative which ran for four years from April 2014 to March 2018. It was hoped that following this, the project model would be adopted by a range of different organisations working with older people across England. The key objective of the scheme was to enable older people, who are facing life-changing choices about their homes and living situations, to make well-informed decisions about what is right for them. Silverlinks projects were delivered in seven areas spread right across England. Workshops and awareness-raising events were also delivered in a wide range of other locations.



News

Webinar recording: Future options for housing and care
Covering the SCIE Commission report. Future options for housing and care: Improving housing that facilitates care and support for older people



Blog by Aileen Evans, Group Chief Executive, Grand Union Housing Group
"Housing and social care can work well together"



[View more: News](#)

Ask about tailored training or consultancy support for housing providers



[ENQUIRE](#)

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Older people rating the
retirement or extra-care
housing they live in

The EAC Resident Consultation Service

Residents' views matter!

The opinions and observations of residents are essential to help maintain the highest standards in all sheltered and retirement housing schemes.

The EAC Resident Consultation Service (RCS) is an interactive, stimulating and entertaining way to engage all residents, for as little as £35.



ELDERLY
ACCOMMODATION
COUNSEL



www.housingcare.org

The main feature of the RCS is EAC's popular **Card Game** which invites residents to discuss a topic before agreeing a score, while allowing individual responses as well.

The information provided by residents is analysed by EAC and presented in a confidential **RCS Provider Report**, which shows what the residents think about all aspects of living in their retirement housing scheme - everything from the availability of social events to the views from their windows!



Capturing & sharing service user views



Capturing & sharing service user views



Davidson Villa Nairn, Scotland

Residents' views

A number of residents have taken part in the EAC National Housing for Older People Awards, or used the EAC Residents Consultation Service (RCS); they have given **top marks** to this scheme for:

- ✓ Maintenance
- ✓ Number / size of facilities
- ✓ Overall ratings
- ✓ Practicality of the individual apartments
- ✓ Privacy
- ✓ Quality of design
- ✓ Quality of the building and facilities
- ✓ Quality of the facilities
- ✓ Quality of the individual apartments
- ✓ Safety and security
- ✓ Space standards of individual apartments

National Housing for Older People Awards

Gold award winner in the EAC Housing for Older People Awards 2013.

Category: Retirement housing and Housing-with-care, Under 30 units.



Celebrating success



Thank you