

Committee: Healthier Communities and Older People Overview and Scrutiny Panel

Date: 23rd February 2012

Agenda item: **8**

Wards: All

Subject: Scrutiny Review of Supported Housing for People with Mental Health Problems

Lead officer: Director for Community and Housing, Simon Williams

Lead member: Cabinet Member for Adult Social Care and Health, Councillor Linda Kirby

Forward Plan reference number:

Contact officer: Housing Needs and Enabling Manager, Steve Langley

Recommendations:

A. To report on the progress of actions detailed in the action plan.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. To update members on the progress on the set of recommendations arising from the final report of the scrutiny review on the supported housing for people with mental health problems.

2 DETAILS

2.1. In March 2011 there was a scrutiny review on supported housing for people who suffer from a serious mental illness. This report represents the action plan with updates on the recommendations.

3 ALTERNATIVE OPTIONS

3.1. None for the purposes of this report.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. The mental health scrutiny panel consulted widely when formulating the recommendations including consultation with customers and carers.

5 TIMETABLE

5.1. As detailed in the action plan.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. Progress against the action plan requires input from a number of people. There are no additional resource implications.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. The council's housing duties to people in housing need are set out in the Housing Act 1996 Parts 6 and 7 (as amended by the Homelessness Act 2002).

- 8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
- 8.1. None for the purposes of this report
- 9 CRIME AND DISORDER IMPLICATIONS**
- 9.1. None for the purposes of this report
- 10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
- 10.1. None for the purposes of this report
- 11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- Action Plan –Appendix 1
- 12 BACKGROUND PAPERS**
- 12.1. None

Appendix 1

Mental Health Accommodation Scrutiny Recommendations Action Plan

Recommendations	Proposed Action	Lead Responsibility	Timescale	Progress and Position to date
<p>Recommendation 1</p> <p>We recommend that the council should identify those on their housing list who suffer from serious mental illness. They must also record those who are under section 117 of the Mental Health Act as the local authority has a statutory duty of care to these clients.</p>	<p>Work with the Associate Director for Social Work in Mental Health and the General Manager Merton Adult Community Services to identify clients with a serious mental illness and record information on clients housing file.</p>	<p>Housing Needs and Enabling Manager</p>	<p>S117 list completed. Information to be recorded on clients housing file by September 2011.</p>	<p>This information is recorded on the customers care plan and brought to the housing application panel for all new customers requiring supported accommodation and also those being housed using the mental health quota.</p>
<p>Recommendation 2</p> <p>We recommend that a protocol with landlords (for tenants who obtain housing through the council or are in receipt of housing benefit) on agreed standards in private accommodation is developed and implemented.</p>	<p>Develop protocol regarding standards for private sector housing where the dwelling is procured by the council through its rent deposit scheme.</p>	<p>Housing Needs and Enabling Manager</p>	<p>October 2011.</p>	<p>Before lettings are agreed through the council's rent deposit scheme officers visited properties to assess suitability and to check that certain health and safety requirements are met which include electrical, gas and energy checks. Officers</p>

					also check to confirm that prospective landlords have not committed any offences under the Protection from Eviction Act 1977.
Recommendation 3				November 2011	All Care co-ordinators will assess this as part of their initial investigations when looking for accommodation. Direct debits arrangements can only be made when the customer is in agreement with this or if they are subject to appointee ship because they lack capacity to make a decision in relation to managing their finances.
	Research housing benefits safe guarding policy in relation to direct payments to service users.	Associate Director for Social Work in Mental Health to work with Housing Needs and Enabling Manager to find out the process for this approach with other customer groups. Ability to pay bills could be incorporated into accommodation panel process.			
				March 2012	Increasing supply through the private rented sector is a central plank in meeting housing need and the council's homeless
Recommendation 4					
	To develop a private sector strategy to increase the supply of private sector homes.	Housing Needs and Enabling Manager and Environmental Health (housing) Manager			
Recommendation 3	We recommend that care co-ordinators assess client's ability to pay their bills to ensure that people with mental health problems do not fall into rent arrears. This could include paying landlords directly or setting up direct debits if necessary.				
Recommendation 4	We recommend that work be carried out to increase the number of private landlords, possibly through initiatives such as the				

<p>Rent Guarantee Scheme.</p>				<p>prevention strategy and officers work well with private sector landlords through the landlord's forum. Officers have also sought to recruit additional landlords through advertising. Unfortunately, the supply of private rented sector homes available for letting has declined in recent months and officers are monitoring the situation closely.</p>
<p>Recommendation 5</p> <p>We recommend that the council housing officers should be made aware of the local authority's housing obligations to patients under section 117 and social workers work with council staff to obtain suitable housing.</p>	<p>Ensure that council officers are aware through training of its housing obligations, in accordance with relevant housing and social care legislation.</p>	<p>Housing Needs and Enabling Manager and Associate Director for Social Work in Mental Health</p>	<p>January 2012</p>	<p>Training to be offered by MH social workers to Housing Officers to raise awareness about the council's duty to customers subject to S:117.</p> <p>The Level 3 accommodation panel meets monthly to assess all applications for supported accommodation to find the best resource for customers needs.</p>

			March 2012	The Housing panel terms of reference will be reviewed to ensure that there is a transparent process for prioritising supported housing applications.
Recommendation 6	We recommend that the Council and South West London and St Georges Mental Health Trust work in partnership to reduce unplanned discharges from hospital	Review the existing protocol between the council and mental health trust to minimise unplanned discharges from hospital. Plan in the Trust to strengthen the role of the Discharge co-ordinator.	Housing Needs and Enabling Manager and the Associate Director for Social Work in Mental Health	December 2011 The Discharge Coordinator has significantly reduced the number of delayed transfers of care, and produces a weekly report which identifies customers who are likely to be discharged from hospital so that their accommodation needs may be met in a planned way.
Recommendation 7	We recommend that a requirement that every effort is made to impose a ban on smoking outside designated areas be stipulated in all contracts developed by the Supporting People	Explore implementation of healthy living options with provider and customers.	Head of Access and Assessment and General Manager Merton Adult Community Services and Associate Director for Social Work in Mental Health	March 2012 The ADSW will work with the Supporting People team to audit a sample of providers, and link them with the Trust Smoking cessation worker.

<p>Team.</p> <p>Recommendation 8</p> <p>We recommend that the council and NHS Sutton and Merton work together to ensure that residents in supported housing are helped to access smoking cessation services</p>	<p>To maximise referrals to smoking cessation services</p>	<p>Head of Commissioning</p> <p>The Head of Access and Assessment and Associate Director for Social Work in Mental Health</p>	<p>July 2011</p>	<p>The SWLSTG Trust employees smoking cessation workers to support customers to give up smoking.</p>
<p>Recommendation 9</p> <p>We recommend that all staff that work in supported housing are trained to understand the needs of people with mental health issues and that good practice that exists within the houses is shared across similar provision in Merton.</p>	<p>Continue to monitor training policies and programmes through the contract monitoring process.</p> <p>Associate Director for Social Work in Mental Health to provide training and attend the Shared Lives meetings with carers.</p>	<p>Head of Commissioning</p>	<p>March 2012</p>	<p>ADSW has attended two meetings with Shared Lives Carers and has agreed to meet with them every quarter. The manager of the Shared Lives team will arrange these dates.</p> <p>The Housing panel (including the ADSW) will develop a quarterly forum to meet with other providers and offer support, guidance, and training where required.</p>

<p>Recommendation 10</p> <p>We recommend that further investment should be made in preventative work for people with mental health issues, including developing evening and weekend activities since this could prevent more expensive provision being needed further down the line.</p>	<p>Recovery College already planned to meet this need. Also Personal budgets.</p>	<p>Mental Health Trust</p>	<p>February 2012</p>	<p>The Recovery College offers a range of preventative courses to aid customers self care and identify recovery goals. Some of these are evening courses.</p>
<p>Recommendation 11</p> <p>We recommend that research is carried out into accessing grants, EU funding, using existing resources and working in partnerships with other boroughs to increase the range of daytime services available for people with mental health problems supported housing. Examples include; guided walks, Celebrating Age in</p>	<p>Local resources directory planned for Mental Health customers listing zero cost resources in the community.</p>	<p>Associate Director for Social Work in Mental Health</p>	<p>January 2012</p>	<p>The IAPT (Improving Access to Psychological Therapies) service have developed some resources, and this will be extended to mental health services in Merton and then fully developed as part of the Community Adult services Review.</p>

<p>Autumn, Ramblers Association, Cooking Clubs, 2012 events, internet social networking and museum visits.</p>				
<p>Recommendation 12</p> <p>We recommend that clients in supported housing should receive cooking lessons and nutritional training. This could be delivered by volunteers and managed by the Community and Mental Health Team and Supporting People Team.</p>	<p>To ensure that care plans are outcome focused and opportunities for customers to receive cooking lessons and nutritional training are maximised.</p>	<p>Head of Access and Assessment, and Associate Director for Social Work in Mental Health and General Manager Merton Adult Community Services</p>	<p>February 2012</p>	<p>Contracts being reviewed.</p> <p>At present all care plans must have recovery goals for which nutrition and meeting physical health needs are key.</p> <p>A review of Community Mental Health services will mean that a Recovery team will be created, and promote improving physical health outcomes, for example better diet and nutrition, for mental health customers as part of their recovery journey. The team will also look at resources in the community that mental health customers can tap into to support</p>

Recommendation 13	We recommend that assessments are carried out on residents in supported housing on a regular basis by social workers/care co-ordinators and incorporated into the care plan. We further recommend that clients in supported housing are set meaningful goals and encouraged to move on into more suitable housing when appropriate		Ensure that care plans are developed with a move towards outcome focused care and a recovery approach.		Associate Director for Social Work in Mental Health.		March 2012 (ongoing)	them in this respect.
								All care plans are regularly reviewed every 6 and 12 months as part of the Care programme Approach. In accordance with Trust guidelines all care plans must have at least one goal which customers have identified as part of their recovery journey. This will include maximising their skills for independent living.
Recommendation 14	We recommend that the council and South West London and St Georges NHS Mental Health Trust work together to improve the take up of personal budgets for people with mental health needs.		Deliver the Trust business plan objectives for 2012.		Associate Director for Social Work in Mental Health and Head of Access and Assessment		March 2012	The Trust 'Making Lives Better Together' promotes a recovery approach, with achievable outcomes, and better self management where possible. Self Directed Support and personal budgets fit in well with this agenda. All teams

				have an SDS champion; the social worker, to improve utilisation of personal budgets and to assist health colleagues with the processes involved.
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