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A Protocol For

Moving Homes Safely

How City of York Council will support the residents of registered care homes which are facing planned closure

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Purpose of this document

This document describes the process that will be followed when a registered residential or nursing home (whether run by the council, private or independent sector) faces planned closure, and its residents need to be re-assessed and moved to a new home.

Once we know that a home is expected to close we will make sure we tell you as soon as we can. We know this will be worrying news for everyone concerned, and so we will make sure we tell you in a way which gives you as much support as possible. We will explain things clearly and simply. We will involve families and friends, and we will ensure that you know who to speak to if you have any questions.

Following this, there are four main stages within the process:

- Stage 1 – Re-assessment
- Stage 2 – Choosing a new home
- Stage 3 – Moving to a new home
- Stage 4 – Reviewing the move.

This document outlines what will happen at each stage of the process, and who will be involved in supporting you (the resident) along the way.

We recognise that moving home can be a stressful event for anyone. The aim of this document is to help reassure you and your family and friends that we plan to do everything possible to ensure that your move to a new home is well planned and carefully managed. You will be involved in all aspects of the decision as to where you move.

Basic principles underpinning the process

There may be some occasions where a decision has to be made urgently but if we have to decide to close a home we will, wherever possible, consult with residents before a decision is taken.

We will make you aware of the reasons why a move is necessary.

When re-assessing your needs and planning your move to a new home we will ensure that:

- Your wishes, preferences and hopes are identified and considered.
- Your current support needs are taken into account, and that changing or future support needs are also considered.
- Discussions are conducted in your preferred language and in a way that suits you.
- You can have support from your family and friends and/or an independent advocate to support you if you wish (we talk more about advocates on page 6).
- All available options will be fully shared with you – we will be open and honest about the reasons if any preferred option is not available.
- Your re-assessment will be timely, efficient and comprehensive and will be carried out in a sensitive way.
- You will be kept up to date with what is happening.

Stage 1 – Re-assessment

Adult Social Services will lead the process to re-assess your needs and help you move to a new home.

You will have a Care Manager allocated to you to co-ordinate your re-assessment and support planning. The Care Manager will work with you and with a number of other people and professionals, for example:

- Your family and friends
- An independent advocate
- Care home staff – and especially your key worker
- Occupational therapist
- District nurse
- GP
- Anyone else you want to be involved

You will have a detailed assessment of your needs including your mental health needs, your emotional needs, your cultural needs, your spiritual needs, and your physical needs.

The registered care home manager in your current home will be asked to complete a short Risk Assessment, which will highlight any areas of support where you may have specialist needs or be vulnerable.

The manager and staff in your current care home know you well and will be heavily involved in supporting you through the whole process of re-assessment, choosing your new home, and moving into it.

Advocacy is a very important part of the moving home process. You may be happy for a friend, family member, or an organization who knows you to help you to think about what the move means for you. If you do want more advice and support you and your family/friends will have access to one of two independent information, support and advocacy services.

- Older Citizens Advocacy York (OCAY) is a local advocacy service, which offers support to people who are able to make their own choices but may find it helpful to have someone to talk things over with.
- Cloverleaf is a specialist advocacy service for people who do not have the mental capacity to make a reasoned choice, and an IMCA (Independent Mental Capacity Advocate) will be appointed to talk to the person and to try and understand how their wishes for the future can be met.

We will ask you if you would like this help. If you want help contacting an advocacy organisation, or another organisation that you would trust to help you, we will help you to do this. Please let either your Care Manager, or a member of staff know.

Life Profile. Many care homes already complete a 'Life Profile' with each resident as a means of recording personal aspects of them and their life. The content is decided by the person and can include such things as a personal history, likes and dislikes, relationships, education, memories, and interests and photographs both past and present. This profile can go with the person when they move. A member of staff at your current care home, probably your key worker, will work with you to ensure that you have such a Life Profile and that it is fully up to date before your move.

Care Support Plan. At the end of the re-assessment process, you will have been involved in producing your new and detailed Care Support Plan. This document will provide clear information on current and future support needs and the preferred way in which this care should be provided.

The Care Support Plan will need to be agreed and signed by you, and you and your family will be given a signed copy for your information and records. A copy of your re-assessment and new Care Support Plan will move with you to your new home so that the staffs there are clear about how they need to support you.

Stage 2 – Choosing a new home

It is important for you to feel that you have choice and control over your future home and support arrangements. This means making sure that you are able to:-

- Consider all available options
- Make a positive choice about which future support service you prefer

The options for you to consider will include: –

- Another registered residential or nursing care home in York or an area nearer family and friends.

Some people may want to think about other options that can increasingly help people live with support in their own homes. If you are interested in thinking about other options these may include:

- Extra Care Housing, where you would have your own apartment with on site support and a flexible care team for residents
- Sheltered Accommodation with monitoring & support available
- Independent/supported living
- Living with family and others.

If you have friends in your current care home that you would ideally like to move with, it is important to discuss this with them and your Care Manager as you explore the various options. If you have a pet that you would like to move with you, you will need to make this known. It may affect the options open to you, as some homes may not be able to accept pets.

Once you have decided which option you want to pursue, your Care Manager will find out as much information as possible about what support and services are available. We will encourage and support, with the help of the current care home staff, opportunities to visit potential homes.

If we have any information that suggests some of the options may not be suitable we will discuss this with you. For some people we recognise the number of choices may be limited.

Adult Social Services will have up-to-the-minute information on vacancies in registered care homes and extra care/sheltered housing units and will try, as far as possible, to match people's preferred choices with available places.

We will be able to give you a list of all the registered care homes in York and other housing options. This information can also be accessed at <http://www.york.gov.uk>.

The Care Quality Commission is another source of information on the quality of care provided by different homes, see <http://www.cqc.org.uk/>. Your friends, family, or advocate may help you to get information you want, but we can also help you get information on the homes you are interested in.

The financial implications of the various options being considered will be discussed and, where necessary, welfare benefit checks and financial assessments can be done so that you have all the information you need about future costs before making a final decision about which is the best option for you.

Stage 3 – Moving to a new home

Moving to a new home is a significant event for anybody, and needs to be carefully planned.

Staff at your current care home will work closely with you in the lead up to the move to ensure that everything that needs to be done is done. We have developed a series of checklists which will be worked through with you to ensure that everything is covered. For example, we will help notify everybody who needs to know about your move (e.g. GP, bank, pension).

We will make sure the new home has all the information they need to care for you properly and ensure continuity of care for you.

In terms of your own furniture and possessions, you will need to think about what you want and are able to take with you to your new home. We will provide opportunities for you to visit your new home before the move, and, wherever possible, involve you in choosing the decoration of your room, the date of your move, and the staff who will support you on the day of the move. We will also provide help with packing up your belongings and unpacking them in your new home.

The actual day of your move will be carefully planned so that the right staff support and transport is available, to ensure the move is managed as smoothly as possible.

Wherever possible, we will try to ensure that the manager and key worker from your old care home will visit you in your early days/weeks in your new home to help you to settle in. If you have any worries or problems we want to know about them as soon as possible so that we can try to sort them out.

Stage 4 – Reviewing the move

A review of your new care arrangements will be co-ordinated by your Care Manager 28 days after you have moved into your new home. An earlier review can be arranged if required. A review can involve you, a relative or friend, your Care Manager, the manager from your new home, and anyone else you would like to involve (e.g. advocate, your key worker or manager from your old care home).

The review will consider what went well with your move and what is working well in your new home, but it will also explore any difficulties that may have arisen. It will consider what you had hoped to experience in your new home and consider whether your actual experience has met these expectations. It will also identify whether there are new opportunities you would like to access in your new home, and how this might be achieved. Your Care Support Plan will be amended as necessary as a result of the discussion at the review.

Even if the first review does not raise any issues of note that need attention, your Care Manager will continue to be your allocated worker for a further 28 days to ensure consistency in case of any issues that arise. At the end of this period the responsibility for your case file will transfer back to the team responsible for reviewing placements.

Your ongoing needs will then be monitored on a regular basis by the home you live in, and reviewed by an Adult Social Services care manager every 12 months.

For more information

For more information please speak to your current Care Home Manager in the first instance. He or she should be able to help you or advise you on who is best placed to deal with your specific query or concern.

If, however, you wish to speak to someone else please try the following contacts.

Care Management Team	(01904) 553818
Older Citizens Advocacy York (OCAAY)	(01904) 676200

Our complaints procedure

If you have not been able to sort out a concern or problem through talking to us, or you are unhappy about the service you have received please contact the Complaints Manager, who will agree with you how best to deal with your complaint - Tel: (01904) 554080 or email haveyoursay@york.gov.uk.