



Extra Care / Strand Court & Burchester 2024

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Introduction

About Healthwatch North East Lincolnshire

Healthwatch provides an independent voice for the residents of the North East Lincolnshire. We listen to people's lived experiences of health and social care services and report these experiences back to service providers. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure people's experiences help make health and social care better.



Our approach – what is important to us?

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with the Government, health and care services and the voluntary and community sector to make care better whilst retaining our independence.

What Is Extra Care Housing?

Extra Care Housing (ECH) schemes provide housing support on-site for people over 55 as their needs increase (or younger people by exception). The planned care packages, where people are eligible for this, is also provided by onsite care staff. This support might include help with things like cooking meals, personal care (for example washing, getting up or into bed), taking medicine or just getting around. The care provider can also offer wrap around services on a private basis such as domestic and shopping tasks. There will also be a 24/7 emergency staff member to support with unplanned emergency needs for Tenants.

Extra Care Housing offers support and independence to all Tenants, with added safety and security, which means that people will not need to move as their circumstances change. Extra Care Facilities are different to a Care Home as Tenants will have their own front door, with Tenants rights and the freedom to live independently within the community.

Tenants who are eligible for support with their care needs following an assessment will be able to access 24-hour care from a care provider within the facility. This support will ensure that all Tenants will have a person-centred approach to individualised care and have a say on how they live their life.

In North East Lincolnshire there are currently two Extra Care Housing Schemes that are in operation. The facilities are Burchester Court and Strand Court. There are currently long waiting lists for both Extra Care Housing Schemes. The All-Age Housing with Care Strategy North East Lincolnshire predicts that further Extra Care Facilities need to be developed to meet projected demand within the next 5-10 years.

Burchester Court Extra Care Housing.

Burchester Court is located on Winchester Avenue, Nunsthorpe, Grimsby. The ECH is operated by a collaboration between Housing Provider, Places for People and Care Provider, Willow Care. The ECH has a Care Provider on site 24 hours a day, 7 days a week. There is also a Non-Resident Management staff. New Tenants are generally accepted from the age of 55. Burchester Court has 60 individual apartments, and these are a mixture of 1 and 2 bedrooms. Each apartment has its own front door, open plan living space, contemporary kitchen and stylish bathroom. There is also a Communal Lounge, Hairdressing Salon and Activity Room. The modern apartments enable people to live independently but are adaptable and 'care ready' with access to showers and wet room bathrooms. At the heart of Burchester Court there is a bright and airy Atrium which leads to the communal areas such as the Café, in which Tenants can have three meals per week as part of their Tenancy agreement. Facilities such as the café promote social activity and can be used by the Tenants family and friends. There is also an assisted bathroom with a spa bath, main lounge, quiet lounge and a hobby/reminiscence room. The external area of Burchester Court is landscaped to create and stimulate interest, including activity zones, with planting and seating areas.

The Housing Provider at Burchester Court is Places for People. They are a Social Enterprise that specialise in communities where everyone can thrive. They provide and manage every kind of housing and plan and build new developments across the country. The Care Provider for Burchester Court is Willow Homecare and Support Services who provide private and socially funded support to enable the Tenants to live independently within a safe and secure environment. A concierge is available 24 hours a day to support with emergencies and to liaise with the housing association team, families and professionals. The support provided by Willow Care is responsive and flexible around individuals needs, and can include support with meal preparation, personal care, medication assistance or help with moving around their property.

Strand Court Extra Care Housing

Strand Court is located on Albion Street, Grimsby. The ECH is operated by a collaboration between the Housing Provider, Inclusion Housing and the Care provider, Hales Group. The ECH has a Care Provider on site 24 hours a day. There is also a Non-Resident Management staff and a Careline Alarm System in place. New Tenants are generally accepted from the age of 60. Strand Court has 60 individual apartments, and these are a mixture of 1 or 2 bedrooms. Each apartment has its own front door, with an open plan living space, bathroom and Kitchen. There is also a Lift, Lounge, Laundry, Garden and Car Parking facilities. There is also usually a cafe on site, however this is currently not in use, as the provider is trying to find an organisation to lease this to. Strand Court is close to main roads, served by public transport and close to local community facilities, to enable the Tenants to live as independently as possible.

The Housing Provider at Strand Court is Inclusion Housing. They are a Social Enterprise and were initially launched in 2007 with the determination to make a positive impact on the way vulnerable people live their lives. Their unique approach not only enabled people to live in a good home with the right healthcare, but it also enables community integration and independent living. The Care Provider at Strand Court is Hales Homecare Group. The Care Team provides assistance and support with daily tasks or on specific occasions. Hales Homecare work closely with their main Grimsby office to deliver person-centred care to the Tenants of Strand Court when required.

Aims of the Project

In May and June 2024 the Project Officer for Adult Social Care began to visit Burchester Court and Strand Court to gain the views of the Tenants regarding Health and Social Care in North East Lincolnshire. The Tenants were also given the opportunity to talk about the Extra Care Housing where they currently reside. This project had the following aims;

- To gain the views of seldom heard groups and communities.
- To engage with The Tenants of Extra Care Housing.

- To build strong relationships and collaborate with the Care Provider and Housing Provider of Burchester Court and Strand Court and how we could support them going forward.

Information Gathering

The Project Officer for Adult Social Care at Healthwatch North East Lincolnshire began initiating contact with the on-site Manager of Burchester Court and Strand Court to gain the views of the Tenants of Extra Care Housing. This would include the primary aim of gaining the views of a seldom heard group. Most of the Tenants at Burchester Court and Strand Court are over the age of 60 and many of the Tenants have varying needs that may need extra support including those with Physical Disabilities and Learning Disabilities. The Engagement was carried out at the Coffee Morning within each of the ECH facilities. The Project Officer visited each ECH on a monthly basis. The Burchester Court Coffee Morning was on a Tuesday 10-12pm and Strand Court Coffee Morning on a Thursday 10-12pm. During each visit the Project Officer initially met with the on-site Housing Manager to discuss any existing or new issues that may have presented. The Manager would also inform the Project Officer if there were any specific Tenants who would like to speak to Healthwatch regarding issues/compliments. These Tenants were signposted accordingly. The Project Officer would go to the Coffee Morning within each of the facilities. Each ECH facility was very different regarding Engagement. Burchester Court usually had the same Tenants attending, and very rarely had any friends or relatives in attendance. However, Strand Court, usually had the same friends and relatives attending on a weekly/monthly basis. At Burchester Court the Tenants would like to tell Healthwatch how they had fundraised for various activities within the facility. The Tenants also said that the local Police Teams visit on a regular basis to support the Tenants with concerns, such as anti-social behaviour.

The following Themes and Trends were identified from the Engagement at Burchester Court and Strand Court ECH;

Access to GP Appointments

Both Burchester Court and Strand Court Tenants expressed issues in booking GP appointments at their respective GP Practices. The Tenants felt that they were waiting a considerable amount of time for the phone to be answered by the Practice and not being able to get an appointment with their GP at Raj Medical Centre. Some of the Tenants also raised an issue stating that they had never seen a GP at their Practice and appointments were always with the Nurse. The Tenants also said that there was always different GPs at their local GP Practice at Open Door/Quayside Medical Centre in Grimsby, resulting in a lack of continuity of care. One Tenant expressed that they may move to another local GP Practice at Stirling Street to have better access to a GP appointment. However, this can cause further issues in getting to these Practices due to transport issues and medical conditions that can prevent them using conventional transport, such as buses. The Tenants of both Burchester Court and Strand Court preferred to make appointments with their GP and rarely considered

making an appointment with a Nurse or Health Care Assistant. Some of the Tenants did not realise that a Nurse Practitioner could help with a specific condition and that many have specialisms within a GP Practice. The Tenants were also not aware of the roles of a Pharmacist, and a Care Navigator, seeing them as being intrusive.

Experience

“I want to see my own GP”

Digital Exclusion and the use of Smart Phones

Many Health and Social Care organisations and providers are moving to paperless administration and outsourcing for letters regarding medical appointments. This is therefore creating barriers for some people who do not have access to the internet or a smart phone. Some GP Practices will ask patients to use the online appointment system, such as Ask My GP, but again this is causing issues and barriers for older Tenants at both Burchester Court and Strand Court, without the use of a smart phone or laptop. One Tenant who did have a smart phone had received some correspondence from her GP and had asked Healthwatch what it was for. This is prime evidence that online correspondence does not work every time. Many organisations are relying on online services without looking at the potential health inequalities that this can cause. Most Tenants would like to receive a letter with their appointment time and date.

Experience

“I would rather receive a letter with my appointment details”

Medication Deliveries from the Local Pharmacy

Another key theme is the use of local pharmacies. One local Pharmacy is Cottingham on Wellington Street in Grimsby. Most of The Tenants at Strand Court use this particular pharmacy and prescriptions are sent here from most of the GP Practices that they use. Tenants are having a lot of issues having their medication delivered on time. One Tenant said that they were waiting for their inhalers to be delivered. This delivery took nearly two weeks to arrive. The Tenant was using oxygen at the time, but also needed the preventative inhalers to help with her COPD. The Tenant said she didn't want to go back into Hospital when this medication would help with her condition. Another issue that the Tenants have raised is the pharmacy not answering phone calls when they call the Pharmacy. Cottingham Pharmacy offers services including Medical Supplies, such as appliances, Inhaler disposal and Prescription Delivery Services.

“I would like to have my Inhalers delivered on time, so I don’t have to go back into Hospital”

Summary

The Project surrounding Extra Care Housing within North East Lincolnshire aimed to engage with local people of a seldom heard group and listen to their views regarding Health and Social Care. The purpose was for the community within Extra Care Housing to have a voice regarding how they interacted with local services and enable them to put their point across in an effective way. The effectiveness of the project could be measured by the following evidence.

Engagement within Extra Care Housing

- Healthwatch have interacted and listened to the voice of over 30 Tenants within Burchester Court and Strand Court.
- The Engagement activity has allowed Healthwatch to gain a rapport and have in-depth conversations with the Tenants regarding Health and Social Care.

Intelligence Gathering

- Three Key Themes and Trends were identified across the Extra Care Housing Facilities, exposing clear barriers within Health and Social Care amongst a specific Target Audience.
- Digital Exclusion is becoming more apparent and has exposed a gap and potential health inequalities.

Partnership Building

- Monthly Engagement meetings are being held by Healthwatch at both Extra Care Housing Facilities, strengthening collaboration with both the Tenants and with Management. This has also included the Home Care Provider and Housing Provider.
- Healthwatch have been invited to attend Tenants meetings at both Burchester Court and Strand Court. This will also include one to one conversations with Tenants as required.

Impact of the Project

- The data collected from the Engagement at both Burchester Court and Strand Court has allowed Healthwatch to see the bigger picture, bringing Key Themes and Trends to the forefront, and therefore highlighting and producing larger impactable projects, such as Accessibility to GP’s and the Pharmaceutical Needs Assessment.

- The Tenants of Burchester Court and Strand Court have been given Information, Advice and Guidance (IAG) regarding the roles of various Medical Professionals to support them in making informed choices when making medical appointments and who they make the appointment with.

The All-Age Housing with Care Strategy recognises that care and housing needs are constantly changing. Both Burchester Court and Strand Court have high occupancy and long waiting lists. Burchester Court currently has a higher proportion of Tenants with lower-level support needs. North East Lincolnshire Council and the Housing Learning Improvement Network have estimated that a further 300 Units would need to be available in Extra Care Housing Facilities to comply with the Health and Care Partnership commitment made in 2021. This would then bring the required number of Units to the recommended number for North East Lincolnshire. The current tenants will be able to share their views on what currently works and what improvements could be made for future developments.

Next Steps

- The experiences of the Tenants will support with the GP Appointment Access Survey Report.
- Tenant feedback will also support the Pharmaceutical Needs Assessment.
- Tenants will share their views with Healthwatch North East Lincolnshire on a regular basis, this in turn will be shared with those that have the power to make changes within the system.

Acknowledgements

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