

## Supported Independent Living Service (SIL) Update

### Background

Historically Housing Warden services were provided to residents who live in 1,218 units of DCC owned sheltered accommodation.

These properties included a mix of sole and joint tenancies. Although the support provided was bespoke it was measured by the number of properties rather than the number of persons in receipt of support. Therefore the number of units support provided exceed the number of properties. The support provided was low level and included check calls.

**Method of Warden Withdrawal** - All residents received a letter, visited at home and a needs and risks assessment carried out.

This established 'need' and only those persons with assessed need would receive a service.

At the end of quarter one 2015 SIL was providing low level support to 184 citizens and a significant number of these citizens being legacy cases who had previously received support from the previous warden service.

### Ongoing Legacy Review [coincided with restructure / alignment with CSS Reablement]

In September 2017 there were 66 legacy citizens in receipt of a service from SIL.

All legacy citizens open to SILs were written to, visited and reassessed in accordance with the Social Services & Well-being Act 2014 where focus was on reaffirming SIL service as providing **short term / outcome focussed support**.

SIL were given six months to address the situation and by March 2018 there were 7 legacy clients. It was made clear to citizens that if their situation changed they could access support via SPOA / Talking points. 2 of the 66 complained.

Supporting People funding was agreed so extend the support delivered to the 4 people below people until a more suitable service became available. To date 4 legacy clients continue to receive a service. However, this will be reduced to just 3 persons. (See table below).

Number	Person	Support	Miscellaneous
1	Female aged 104 (South)	Suffers from poor sight and hearing. Has no family. Supported by SIL with correspondence and making appointments	SP have agreed that support should continue

2	Female aged 88 (South)	Lives in remote area unable to drive. All family ages and unable to assist Supported by SIL with correspondence and making appointments	SP have agreed that support should continue
3	Male aged 77 (South)	Lives in remote area. Suffers from Glaucoma and is no longer able to drive. Has no family support. Supported by SIL with correspondence and making appointments	SP have agreed that support should continue
4	Female aged 92 (North)	Has been supported by SIL with correspondence and making appointments. Package of care identified and due to be reviewed. Above to be addressed by care agency .	SP agreed that support should continue. But will close shortly due to involvement from care agency

### **SIL Current Service Provision**

As at February 2019 SIL is providing a service to 160 citizens, 39 of who require a joint visit in order that service can manage assessed risks making a total of 199 units of support. SIL currently has 39 citizens pending assessment bring the grand total to 215 units of support, 58 live in DCC owned properties.

### **Going Forward**

Moving forward, from April 2019 the SIL service will be refocussed as a low level support service for people over 50 years of age. SIL will work closely with the Reablement Team and our Community Resource Teams in order to offer a continuum of time limited support with the prime intention of promoting independence.

### **Successes**

Staff within SIL have worked in partnership with internal colleagues within Social Services including: Social Worker, SCP's, Safeguarding, Community Navigators; colleagues from other DCC services including: Corporate Health & Safety, Housing, OPUS, Public Health etc.

External agencies include Age Connect, CAB, British Embassy, British Consulate, North Wales Police, North Wales Fire Service, Banks and financial institutions, DWP, charitable organisations, Heath Authority including hospitals, GPs and clinics.

SIL has been able instrumental in citizens recovering bank charges, unclaimed benefits from DWP and grants from charitable organisations such are the Vicars fund, SAFFA, Help for Hero's etc.

The service has been helped people access social activities including: - Dementia café, tea dances, Men's Sheds etc. Initially supporting citizens to attend. This has been very successful has citizens have been able to forge new friendships and now attend alone.