

Adapting for Change



Module 1

Housing Solutions Trainers Pack

Introduction

✔ 9.30am – 10.10am

Course introduction and objectives

Intro exercise



- ▶ Ask participants to say who they are, and....**what does 'Home' mean to them/what is 'Home'?**
- ▶ Highlight common themes and also the different things that are very personal to individuals.
- ▶ Trainers to add key themes to post-its and add to flip-chart paper....these themes can be referred to later in the case study sessions.

Module programme

- ▶ Briefly talk through course programme. Clarify timings may change but will still aim to finish on time.

House keeping

- ▶ Confirm fire alarm/exit; toilets; tea/coffee facilities/water; heating; mobile phones etc..

Course objectives



- ▶ Show Course Objectives slide and talk through these, clarifying/confirming participants' expectations.

Objectives

By the end of the training module(s), staff will be able to:

- ▶ describe the key principles and aims of the AfC programme
- ▶ outline the key considerations for the effective identification of housing based solutions (housing options, technology, equipment, and adaptations) across all tenures
- ▶ describe the key elements of 'acting early' and having 'right housing conversations'
- ▶ explain their role in supporting people to understand the options available to them

Wider improvements

This course will also help provide information and ideas that will help shape both local and wider AfC service improvements!

Key principles and aims of AfC

🕒 10.10am

Adapting for Change Programme: Key Themes

Explain each of the headings using notes below



▶ PARTNERSHIP GOVERNANCE AND MANAGEMENT

Strategy and management is jointly developed, has shared priorities, jointly accountable meeting national and local priorities. Better use of all partners' resources (including money). Shared/common standards and access

▶ BETTER DESIGN

Fewer adaptations are removed, or can be removed with less waste and re-cycling facilitated

▶ STREAMLINED SERVICES

Reduction in numbers, waiting times, transaction costs for people across tenures using services. Reduced complexity...tenure neutral

▶ WIDENED SCOPE

People with a wider range of needs, especially dementia, have access to adaptations and wider range of options available (e.g. self-help)

▶ INTEGRATED

People receive a range of services with easier access and seamless processes, including signposting to other services and supports... better information and advice.

▶ PERSON CENTRED

Service design and delivery focused on supporting people to achieve their personal outcomes, with high satisfaction levels

▶ PREVENTION

More people are receiving adaptations and related services before crisis

Additional info

Highlight link to ihub web pages in hand-out pack/slides for more info from demo-sites; individual areas could also include link to local Housing Need and Demand Assessment and Local Housing Strategy

Examples of work to date



Use slides to discuss key work themes and examples of the different work being tested across the AfC programme and in each area

▶ ABERDEEN

▶ BORDERS

▶ FALKIRK

▶ FIFE

▶ LOCHABER

Best practice in identifying housing based solutions

🕒 10.30am

Housing based solutions: What are the potential options?

Overview slide and group discussion to define what these solutions are, and what they may involve.

Use questions to clarify the Group's understanding of local arrangements/service access etc

► HOUSING SOLUTIONS

What are 'housing solutions' ... being realistic ... emphasise the importance of exploring this with people at an early stage...sowing the seeds of the need to consider their housing circumstances.

How do we anticipate changing needs ... use of personal housing plans ... ? ... Reinforcing themes raised around preventative approach....encourage group to consider what this looks like.

Explain Falkirk booklets

► TECHNOLOGY

Discuss how technology can be used, identify common solutions ... e.g. alarms and sensors ... Important to further draw out and reinforce the normalisation of these solutions in simple ways in people's homes/general needs housing.

Identify good practice example – explain Aberdeen example

► EQUIPMENT

Discuss how equipment can help people remain in their own homes, clarify the groups understanding of potential solutions ...

► ADAPTATIONS

Define adaptations, and use this to explore the groups understanding of what constitutes an Adaptation/the range of options available ...

Speak to Mr Forrest slide explaining positive impact of Housing Solutions approach

Defining Adaptations

Scottish Government Advice Note regulations definition:

'any alteration or addition to the structure, access, layout or fixtures of accommodation and any equipment or fittings installed or provided for use in accommodation, for the purpose of allowing a person to occupy or to continue to occupy, the accommodation as their sole or main residence'

Public Bodies (Joint Working) (Scotland) Act 2014

 **Group exercise (40 mins)**

‘Acting early ‘

Use Case Studies that illustrate the problems caused by intervening too late.

Divide into 2–3 smaller groups to identify how ‘acting early’ could have made a difference in each case study (2 examples):

- ▶ **WHAT ARE THE TRIGGERS THAT SHOULD HAVE PROMPTED EARLY INTERVENTION?**
- ▶ **‘WHO’ COULD/SHOULD HAVE DONE ‘WHAT’, AND ‘WHEN’?**

Allow 20 mins for group discussion and then use remaining 20 mins for feedback.

Record key themes on flipchart that suggest improved solutions/approaches to more effective ways of engaging with people about potential housing solutions

🕒 5 min comfort break 11.30am

 **Group exercise (25 mins)**

Having the ‘right’ housing conversations...

10 mins for Group

15 mins for group discussion and feedback – using the previous Case Studies, get the Group in the same small groups to identify

- ▶ **WHAT THE ‘RIGHT HOUSING CONVERSATIONS’ WOULD SOUND LIKE...WHAT SHOULD HAVE BEEN/EXPLAINED/ASKED?**

Again reference Falkirk booklets ... other examples?

Session needs to acknowledge the responsibility of all agencies/staff to provide consistent, accurate information which outlines a wide-range of potential options/outcomes.

Roles and responsibilities

🕒 12.20pm

Roles and responsibilities: Supporting personal outcomes

▶ PROVIDING THE RIGHT INFORMATION AT THE RIGHT TIME

Explain that the purpose of this session is to help the group fully understand their own roles and those of others.

Also explain that this is not just about the knowledge that staff should have but also about the **behaviours and attitudes** that support effective person centred service provision ... even when the perfect solution cannot be provided!! E.g. the 'role' is to provide effective personal outcomes ... not just to provide an adaptation!

Group exercise

Explain that the exercise will help to identify the key roles and responsibilities that support the identification of effective housing solutions.

Ask the whole group to reflect on the previous case study examples but also on their own experiences to highlight what they feel are the most important aspects of their role.

Record feedback on flipchart and get consensus from the Group around the key and most important messages

Highlight the following themes in the feedback



- NEED TO CHALLENGE 'GATE-KEEPING' BEHAVIOUR
- CHALLENGE 'RISK AVERSE' BEHAVIOUR
- THINK SIMPLE SOLUTIONS...REALISTIC & PRACTICAL
- FOCUS ALWAYS HAS TO BE ON A PERSONAL OUTCOMES APPROACH..THINK OF 'MR FOREST'
- MAKE HOUSING CONVERSATIONS PART OF EVERYDAY PRACTICE
- HAVE CONFIDENCE TO HVE THESE CONVERSATIONS
- YOU MAY NOT HAVE ALL THE ANSWERS BUT TOOLS LIKE THE FALKIRK LEAFLET ARE A GREAT WAY TO INTRODUCE THE TOPIC

Course summary and evaluation

🕒 1pm

Recap on key themes and check if there are any additional questions/points that the Group want to make

Issue Evaluation forms and explain the importance of getting full feedback on the course in order to ensure it is appropriately targeted and meets the needs of the relevant staff.

Thank everyone for attending.

🕒 Course finish 1.15pm



The Improvement Hub (ihub) is part of Healthcare Improvement Scotland



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