

APPENDIX 4

GLOSSARY

This glossary covers the main terms used in this document.

Alarm

A community alarm service provides peace of mind for people who feel at risk in their own homes. It is a 24 hour 365 day monitoring service giving the freedom to live independently knowing that alarms can be used to summon help. They are also called emergency alarms or social alarms. A typical emergency alarm can be activated in several ways:

- By pulling a cord in your home.
- By pressing a button on a neck pendant.
- By pressing a button on a wrist band.

A message will be sent to a monitoring centre that is staffed 24 hours a day. The monitoring centre will know the address of the call and will either try to speak to the resident or will alert a neighbour, family or the emergency services. Monitoring centres are provided by local councils, charities and commercial companies.

Assistive Technology

The Social Care Institute for Excellence defines assistive technology (AT) as an umbrella term for any device or system that allows an individual to perform a task they would otherwise be unable to do or increases the ease and safety with which the task can be performed. It regards AT as any product or service designed to enable independence for disabled and older people. AT includes telecare, telehealth and a range of high and low level technologies.

Close care

Close Care schemes are a relatively new concept and consist of independent flats or bungalows built on the same site as a care home. Residents often have some services (such as cleaning) included in their service charge and other services can be purchased from the care home. Close care schemes can either be rented or purchased. Purchasers may receive a guarantee that the management will buy back the property if they enter the care home.

Equity release

There are a number of financial products or 'plans' which help older home owners to turn some of the value of their homes into cash - a lump sum, regular extra income, or sometimes both. There are different names for this type of scheme, including Equity Release Plan, Capital Release Plan and Home Income Plan.

Extra Care Housing

Extra Care Housing (ECH) can broadly be defined as housing into which a range of care and support services can be delivered on-site 24 hours a day. Extra care housing is designed to provide full mobility access with residents living in their own flats. Care is tailored to meet the individual needs of residents, and care

staff can help with all types of personal and practical care including bathing, dressing, changing beds, cooking and doing laundry. There is no universally accepted definition of extra care housing and a wide range of service models.

Floating Support

Support provided to tenants and owner-occupiers "attached" to the person, not the property, and which can follow a service user if they move to another address. It only lasts for as long as the client needs it.

Home Care (also known as domiciliary care)

Care provided in an individual's home, normally of a personal nature, eg, help with dressing, washing, toileting etc. It can be arranged by Social Services following an assessment of need, or can be arranged privately by the individual themselves, or someone acting for them.

Home Improvement Agency

Home Improvement Agencies (HIAs) are local not for profit organisations funded and supported by local and central government. They provide advice, support and assistance to elderly, disabled and vulnerable people who own and live in their own property. They help people to repair, improve, maintain or adapt their home to meet their changing needs. The purpose of the service is to help people to remain independent, in their own homes, warm, safe and secure, through offering information, advice and support on:

- Problems relating to their property including repairs and adaptations.
- All their housing options.
- Completion of any necessary forms.
- Legal entitlements.
- Other available support services.
- Financial options.

HIAs sometimes also provide additional services, for example, a handyperson, decorating or gardening services.

Housing Associations

Housing Associations are independent not-for-profit organisations that provide affordable homes (for rent or to purchase) for people in need. Housing Associations that have registered with the Homes and Communities Agency (previously known as the Housing Corporation) are known as Registered Social Landlords (RSLs), and more recently Registered Providers.

Housing associations are now the UK's major providers of new homes for rent. Many also run shared ownership schemes to help people who cannot afford to buy their own homes outright. Over recent years a number of local authorities have transferred all or part of their housing stock, including their sheltered housing, to RSLs.

Intermediate Care

A short period (normally no longer than six weeks) of intensive rehabilitation and treatment to enable patients to return home following hospitalisation, or to prevent admission to long term residential care; or intensive care at home to prevent unnecessary hospital admission.

Lifetime Homes

Lifetime Homes is a set of 16 design features that together create a flexible blue print for accessible and adaptable housing in any setting. The Lifetime Homes concept aims to increase choice, independence and longevity of tenure, vital to individual and community wellbeing (further information is provided in Appendix 4)

Respite care

Respite care is short term care, usually in a care home, but possibly at home with the assistance of professional carers. People may consider respite care for a number of reasons:

- After a stay in hospital, while they are waiting to move somewhere permanent.
- To have a break, or to give their carers a break.
- To see whether they would like to live in the care home permanently.

Scheme manager

Scheme Manager is the job title of the person responsible for managing a sheltered or retirement housing scheme. They are also known as the Warden or House Manager.

Some housing schemes have a resident scheme manager and a 24 hour service, others have visiting and part time managers. Over the last few years there have been many changes to the scheme manager's duties, which can vary considerably between schemes. Most scheme managers are now expected to:

- Manage the scheme.
- Build up a relationship with older people living in their schemes; giving residents information on availability and access to services and encouraging them to ask for additional support from statutory and voluntary organisations when appropriate.
- Summon help in an emergency.

Shared ownership

Shared ownership is a way of buying a stake in a property if you cannot afford to buy it outright. You have sole occupancy rights, ie, you do not have to share your home with anyone else.

Shared ownership properties are usually offered for sale by housing associations. You buy a share of a property, and pay rent to the housing association for the remainder. Your monthly outgoings will include repayments on any mortgage you have taken out, plus rent on the part of the property retained by the housing association. Later, as you can afford it, you may be able to increase your share until you own the whole property.

Over time, a number of other terms have been used to describe this kind of arrangement, including part ownership, equity share and the 'Leasehold schemes for the elderly' (LSE schemes).

Sheltered Housing

Sheltered housing covers a wide range of supported housing for older people, particularly specially designed self-contained housing. Schemes may have communal facilities such as a common room, laundry and guestroom and the provision of warden services. Some have a warden service but no communal facilities. In these schemes the housing may be dispersed. Wardens do not provide personal care but offer low-level support including emergency support often through a linked alarm system. They also help older people to obtain the care and support they need, manage the scheme and organise activities.