

Falkland Islands Government

Department of Health and Social Services



Sheltered Housing Policy

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Amendment History:

Version	Status	Summary of changes	Date of issue
1.0	Withdrawn		Unknown
2.0	Active	Reviewed and re-issued by Head of Social Services	02.2022
3.0	Draft	Amended to include circumstances in which Tussac House may be allocated for sheltered housing. Submitted to ExCo for approval.	09.2025

1. Introduction

Sheltered Housing

The purpose of Sheltered Housing (SH) is to provide a supported and protective living environment for people with additional needs so they can live as independently as possible within their own home. Allocation of sheltered housing is based on a needs assessment and a care plan will be in place which will identify who is best placed to provide support and at what level. This support may come from a family member, the Community Support Team (CST) or the Supported Living Service (SLS). A 24-hour response will be available via CST/SLS.

SH provides single and double units in three different sites across Stanley – Yates Place (8 units) and Thatcher Drive (11 units), and in certain circumstances, Tussac House (apartments only- 27 units). Previously, St Mary's Walk accommodation has been used as sheltered housing, but with the opening of Tussac House has now been returned to the general housing pool, although some existing tenants will still remain under the Sheltered Housing scheme.

SH provides accommodation, in either specialised or adapted homes, for those who need it and continue to meet the criteria for admission following a multi-disciplinary needs assessment.

Tussac House

Tussac House (TH) offers accommodation in an extra care capacity. This provides 24-hour on-site staffing where residents require an enhanced level of care and support that the community support service is unable to provide. There is an eligibility criteria and assessment that is completed to identify needs and accommodation type ranging from a single ensuite to a one/two bed apartment.

Allocation of sheltered housing at Tussac House under this policy will only be considered in conjunction with the criteria specified in 3.6 to 3.8.

2. Aims

Aims of this policy is to set out:

- a) eligibility criteria
- b) the application and allocation process
- c) roles and responsibilities of Falkland Islands Government staff
- d) conditions attached to accommodation

3. Definitions

'Allocation Panel'- consists of the Head of Social Services, Head of Care Services, CST Manager and Housing Officer. Each of these can delegate as necessary to a member of staff with an appropriate level of seniority and experience. Other professionals may be consulted as necessary and appropriate. The three services (Community Support Team, Housing and Social Services) should be present for quoracy.

'Couple' – any 2 people who choose to live together in a sheltered housing unit.

'Community Care line' – an emergency call system set up within each unit. In an emergency the tenant can press a button to get a direct line to a pre-set number. The button can be on a cord that the tenant can wear around their neck or on the base unit. The pre-set number is usually set to a family member in the first instance or to the lead service if this is assessed as being the most appropriate option.

Tussac House offers a call system that is linked through the building and assistance can be raised through the room, bathroom, toilet pull cords or individuals can have a pendant or wrist strap alarm. This will alert staff the the need of support.

'Daily living skills' – Daily living skills, sometimes referred to as activities of daily living (ADLs), are routine, self-care tasks in which most people participate on a daily basis without assistance. Basic daily living skills include showering and bathing, dressing, eating and drinking, using the toilet and transferring between a bed and chair.

'DHSS' – Directorate of Health and Social Services. Government Directorate that operates Tussac House and provides care and support in the community via the Community Support Team.

'Needs assessment' – an assessment of the individual needs (physical, social, emotional and mental health, housing, mobility, daily living skills etc.) completed by members of the multi-disciplinary team.

'Housing support'- part of the Falkland Islands Government Income Support Scheme, which provides assistance with the cost of housing i.e. rent and service charge costs to individuals living in rented accommodation. This is administered and managed by the Income Support Worker based at Social Services.

'Lead Service' – the service that takes the lead in providing care/support for an individual.

4. Scope

There are three sites of sheltered housing within Stanley, Yates Place, Thatcher Drive and Tussac House Extra Care Facility. This policy applies to all three sites.

5. Approval

This policy has been recommended by the Sheltered Housing Allocation Panel for approval by ExCo.

6. Document Control and Review

This policy shall be held by the Head of Social Services who will be responsible for keeping it under review with the Head of Care Services and Sheltered Housing Allocation Panel.

This policy will be reviewed as indicated on the front page. Changes that do not fundamentally alter the intent of this policy may be made by the Sheltered Housing Allocation Panel, in consultation with the Director of Health and Social Services.

7. Dissemination of Procedures

This policy will be made available to all Directorate of Health and Social Services staff via its quality management system, Ideagen. Hard copies will be shared with other staff as necessary, including the Housing Officer.

Information will be disseminated to service users via a tenant's handbook which is given to each tenant on application for Sheltered Housing and a resident's handbook for Tussac House.

8. References

This policy should be read in conjunction with the following documents:

- Assessment of Adults with need for Care and Support Policy
- Eligibility Criteria for all Adult Community Care Services Policy
- FIG Housing Policy

Operational Procedures

1. ELIGIBILITY CRITERIA

1.1 SH is available for people 18 years and over who have a physical and / or learning and / or emotional and or mental health need but can live in the community with care/support. The adult's needs arise from or are related to an underlying physical or mental impairment or illness and not as a result of a temporary incapacitation or situation that is expected to resolve.

The adult must be "unable" to normally achieve two or more of the following outcomes without assistance or prompting or where doing so causes considerable pain, distress or anxiety, or puts the adult or others at risk:

- Managing and maintaining nutrition and hydration.
- Maintaining personal hygiene.
- Being appropriately clothed.
- Managing toilet needs.
- Being able to make use of the home safely.
- Maintaining a habitable home environment.
- Developing and maintaining family or other personal relationships.
- Accessing and engaging in work, training, education or volunteering.
- Making use of necessary facilities or services in the local community including health and recreational facilities or services.
- Carrying out any caring responsibilities the adult has for a child.

This must be assessed in accordance with the *Assessment of Adults with need for Care and Support Policy*.

Furthermore, as a consequence of these unmet needs, there must be, or likely to be, a significant impact on the adult's health and wellbeing and/ or a significant risk of later crises or escalation of care needs that would impact public services.

1.2 Applicants who wish to live in sheltered housing should be able to live there without requiring more than the maximum care package provided by the CST (if the lead agency is CST). Where the lead agency is the SLS, the assessment should identify that sheltered housing is the most appropriate option and a support package has been agreed/provided.

Where applicants' needs are beyond the availability of care and support in SH then consideration should be given to TH.

1.3 For SH, applicants must be assessed as being able to live safely without constant higher levels of supervision. For direct admission to TH, which is not via the SH route, applicants will require higher levels of supervision

and require support staff to be readily available. This is detailed in the *Eligibility Criteria for all Adult Community Care Services Policy*.

- 1.4 The level of need is identified during a joint assessment of need which is undertaken prior to consideration by the Allocation Panel.
- 1.5 In common with the *FIG Housing Policy* and *Eligibility Criteria for all Adult Community Care Services Policy*, to be eligible for SH the main applicant must be a Falkland Island Status or Permanent Residency Permit (PRP) holder who has been ordinarily resident in the islands for the most recent 24 months prior to SH being allocated. Exceptional circumstances will be considered in accordance with the *Eligibility Criteria for all Adult Community Care Services Policy*.

2. APPLICATION FOR SHELTERED HOUSING.

- 2.1 Whilst first point of contact for the applicant may be with either the DHSS or the FIG Housing Department, an application form for SH should be initially made through the FIG Housing Department. If it is assessed that the applicant has care or support needs, then the application will be forwarded to CST or SLS (whichever is likely to be the lead service) for a needs assessment to be undertaken in accordance with the *Assessment of Adults with need for Care and Support Policy*.
- 2.2 If an applicant for SH does not meet the criteria for admission to SH the person will be informed in writing that their application has been unsuccessful, by the staff undertaking the assessment. If the assessment has identified unmet care or support needs, the application/assessment will be considered by the Allocation Panel, and they will be informed of the outcome in writing.

An application for Tussac House should be submitted to the Head of Care Services where a joint assessment of need will be undertaken. If the applicant for TH does not meet the criteria for admission, then the applicant will be informed in writing by the Community Support Team Manager.

- 2.2 When an application for SH has been accepted the applicant is allocated a unit or their name is placed on the sheltered housing waiting list, depending upon availability of an appropriate unit. The applicant will be informed of this in writing.

3. PROCESS FOR ALLOCATION

- 3.1 If a unit is vacant, and there is a waiting list, the Allocation Panel will decide who has the greatest need based on the objective outcomes of the multi-disciplinary needs assessments which has been undertaken by a member of the multi-disciplinary team.
- 3.2 The needs assessment is shared with the Allocation Panel who consider the level of need of current applicants and the type of accommodation available.
- 3.3 A decision will be made to allocate a single or double unit/apartment to an individual or couple based on needs. Couples will not be allocated a single unit/apartment due to space restrictions and the impact of this on providing safe care.
- 3.4 In the case of a couple applying for SH the allocation is made on the basis that one or both of them meet the eligibility criteria.
- 3.5 The offer of a unit/apartment will be provided in writing by the Allocation Panel to the individuals involved.
- 3.6 In the event that an individual or couple is eligible for sheltered housing but there are no suitable units available for allocation at either Thatcher Drive or Yates Place then the panel may consider whether allocation of a unit at Tussac House may be offered.
- 3.7 This is strictly conditional on capacity being available to be allocated at Tussac House that would not be to the detriment of service users that meet the core eligibility criteria for Tussac House as defined in the *Eligibility Criteria for all Adult Community Care Services Policy*. In these circumstances the applicant must only meet the eligibility criteria specified in this document.
- 3.8 If it is assessed that the allocation of sheltered housing at Tussac House is likely to affect the availability of accommodation to persons meeting the cored eligibility criteria, then the Allocation Panel will be able to cap the number of apartments available for allocation at Tussac House as sheltered housing under this policy.
- 3.9 Once an offer of a unit/apartment has been made and accepted by the individual concerned, the Housing Officer/CST Manager will liaise with the prospective tenant/resident regarding the tenancy.
- 3.10 The form of tenancy agreement will be the same as that applying to other Falkland Islands Government tenancies taking into account that the offer is conditional based on the eligibility criteria continuing to be met. For Tussac House the residency agreement is based on care and support need and separate from the FIG Tenancy.

- 3.11 The tenant will be informed of the expectations that apply when living within the supportive and protected environment of the SH. The tenant will be asked to sign to say that they understand the conditions of tenancy and that they agree to live by this code of conduct. An individual's capacity will need to be given full consideration in relation to this.
- 3.12 Residents within TH will be given a copy of the residents' handbook that outlines the services offered and the responsibility of the individual with regards to the apartment offered. The residents will have an agreement that outlines the agreement between the resident and DHSS.
- 3.13 The conditions of the tenancy/residency are set down in the tenancy/residency agreement. The Housing Officer and the lead service will be available to explain the agreement if assistance is required. Tenants/residents are asked to sign the tenancy/residency agreement before they move into SH/TH. An individual's capacity will need to be given full consideration in relation to this before signing.
- 3.14 Units/apartments will be allocated on assessed needs of the couple/individual, as well as the safety of carers providing the care/support. To this aim double units/apartments are generally only allocated to couples and single people will generally be allocated single units.
- 3.15 In the two bed roomed apartment within TH if the person requiring care is no longer residing in the service the remaining person may be assessed as eligible for care and support as per the eligibility criteria. If the assessment results in an offer of accommodation, then this would result in the offer of a one bed apartment. If not eligible for or accommodation within TH then application for SH would be made as per above.

4. ADMINISTRATION

- 4.1 Residential properties at Thatcher Drive and Yates Place are maintained by the Public Works Department (PWD) and Tussac House is maintained by the DHSS.
- 4.2 The tenancy/residency agreements are administered by the Housing Officer at PWD in the case of Thatcher Drive and Yates and the Head of Care Services in the case of Tussac House.
- 4.3 The Allocation Panel makes a recommendation based on the needs assessment and appropriateness of units/apartments available at any time. If there isn't a consensus the decision regarding allocation will ultimately be made by the Head of Social Services or Head of Care Services. If the other members of the Allocation Panel are unhappy

with that decision it can be referred to the Director of Health and Social Services for review.

- 4.4 Allocation Panel meetings are held on an ad hoc basis whenever a unit/apartment becomes vacant and when new applications are received.
- 4.5 Where issues outside of the tenancy, resident agreement or care plan arise in a unit or for a tenant, the tenant and/ or their family will be expected to make efforts to resolve these in the first instance. In situations where resolution can't be achieved, the lead service for each tenant will consider how any such issues may be escalated or referred for onward action.

5. RENT

- 5.1 Tenants/Residents are required to pay a monthly rent for use of the accommodation. The rental will be set in accordance with the normal Falkland Islands Government procedures and will be reviewed at appropriate intervals. Fees and charges applicable to Tussac House are set by the Directorate of Health and Social Services.
- 5.2 SH units are rented unfurnished. TH are rented part furnished.
- 5.3 Advice can be sought from the lead service or from the Income Support Worker regarding applying for Housing Support, Winter Fuel Allowance, and any other such financial assistance as may be available.

6. OUT OF HOURS

- 6.1 Where possible tenants will be expected to contact family members when they need support out of hours. Tenants will also be provided with the Out of Hours phone number for the lead service responsible for providing their care. TH residents may contact a member of the care and support staff as appropriate.

7. SAFETY

- 7.1 When not already in place, SH Tenants can choose to have a care line fitted, which is routed to a family member in the first instance, or to the lead service.
- 7.2 The lead service has a master key or duplicate key for each unit/apartment in case of an emergency.
- 7.3 The lead service will only enter a unit/apartment when the tenant is not there, with prior permission of the tenant and will always be accompanied by an appropriate adult, apart from in an emergency.

- 7.4 Each unit is equipped with a fire blanket and powder extinguisher provided via the Housing Department/DHSS.
- 7.5 Other digital care solutions will be considered for provision on an individual basis based on assessment of need and care planning.

8. SERVICES

- 8.1 **Cleaning and laundry**
Each tenant is responsible for the house cleaning within their unit and for their own personal laundry (including bed linen and towels). If assistance is required, an assessment will be undertaken and appropriate arrangements will be sought.
- 8.2 **Heating**
The costs of central heating will be specified in the tenancy/residency agreement. The amount of charge will be discussed with each tenant before they sign the tenancy agreement.
- 8.3 **Electricity**
The supply of electricity to the accommodation will be metered separately and the cost of this will be the responsibility of the occupant. TH electricity is included within the resident's charges.
- 8.4 **Service Charge**
Tenants are responsible for paying the service charge. Each tenant is informed of the cost of the service charge before they sign the tenancy agreement.
- 8.5 **Advice on income support, including housing support as well as winter fuel allowance can be provided by the Income Support Worker.**
- 8.6 **Maintenance**
Scheduled Annual Maintenance is carried out by the Public Works Department/DHSS. Anything outside of this should be referred to the Public Works Department/DHSS through repair requests.
- 8.7 **Aids and Adaptations**
An assessment to consider if a person requires aids or adaptations are required will be undertaken by the Occupational Therapist (or a suitably trained person in their absence). The Disability Adaptations and Facilities Grant (DFAG) may also be available as a source of support.
- 8.8 **Car Parking**
Car parking across the sites is limited, and stipulations specified in the tenancy agreement or resident's agreement must be adhered to.

- 8.9 Grass Cutting
Grass cutting/garden maintenance for the private garden/ yard of each unit remains the responsibility of the tenants as per the tenancy or resident's agreement.
- 8.10 Meals on wheels is a service available after assessment of need, for eligible tenants, and is a chargeable service. It can be provided in line with the *Meals on Wheels Policy*.
- 8.11 Medication - following assessment and appropriate training, support with medication will be provided by the lead service where assessed as necessary.

9. VACATION OF UNITS

- 9.1 Admittance to Hospital
If a tenant is admitted for an extended period, then a review of eligibility for SH/TH will be subject to regular assessment and reviews by the multi-disciplinary care team, in partnership with the tenant/resident and/or their representative or family. The Allocation Panel may recommend terminating the tenancy if it is felt that the care needs are beyond what could be provided in sheltered housing.
- 9.2 By death
When a tenant/resident dies then the designated next of kin or designated person are asked to vacate the unit of the tenant's belongings within 8 weeks (2 weeks in the case of Tussac House), unless an extension is agreed due to exceptional circumstances. The accommodation should be returned in accordance with the tenancy/residency agreement.
- 9.3 Where there is a joint tenancy in the event of one partner predeceasing the other then after 3 months if resident in a Tussac House unit, or after 5 months if resident in other sheltered housing, the remaining partner will have their needs reviewed in their own right, to assess whether they continue to meet the eligibility criteria to remain in sheltered housing.
- 9.4 If following this assessment, eligibility criteria are not met, the individual will be supported to make a referral to the FIG Housing Department for them to assess suitability for the general housing pool. If an individual is assessed as no longer being eligible for sheltered housing, the ineligible person will be asked to leave sheltered housing within a further 5 months (10 months in total following the bereavement).
- 9.5 If eligibility continues to be met following assessment, the individual may be required to move to a single unit after 10 months (3 months for individuals at Tussac House) or at the tenant's request.

- 9.6 The above process and timescale will be followed if one part of a couple leaves sheltered housing or Tussac House for any other reason.
- 9.7 In all cases, due process will be followed in the even of termination of tenancy, and appropriate notice will be given.

10. APPEAL AND COMPLAINTS

- 10.1 If an applicant wishes to complain about the process or decision to allocate sheltered housing, they should contact the Head of Social Services or Head of Care Services in the first instance.
- 10.2 If the person and/or their recognised representative remain unhappy regarding the outcome of their appeal they may pursue the matter through the Department of Health and Social Services Complaints Procedure. This can be found via the Reception of the KEMH, Tussac House or Social Service or via contacting the Healthcare Governance Manager.