

Sutton Housing Partnership Limited

Dementia & Complex Needs Policy

Company Registration Number: 05589014

OUR VISION

“By listening to and involving our residents and others, Sutton Housing Partnership will create and maintain **neighbourhoods where people feel at home**”



Dementia & Complex Needs Policy

Policy statement	<p>Sutton Housing Partnership aims to provide a safe environment in which service users can maintain their independence whilst maximising their well-being.</p> <p>Where Sutton Housing Partnership service users are experiencing difficulties in respect of Dementia or other complex needs, Sutton Housing Partnership aims to support them either directly or through referral to other specialist agencies.</p>
Objectives	<p>The objective of the policy is to ensure that Sutton Housing Partnership adopts a consistent, fair and transparent approach in the way it deals with dementia and dealing with complex needs of sheltered housing residents living within council properties managed by Sutton Housing Partnership or other service users supported by Sutton Housing Partnership staff.</p>
Scope	<p>This document explains how Sutton Housing Partnership will support staff to manage people with dementia, mental health issues and/or challenging behaviour and other complex needs as well as to identify how Sutton Housing Partnership staff will support these service users.</p>
Definitions	<p>Sutton Housing Partnership has defined Dementia as being a condition which as a result of damage to cells in the parts of the brain that deal with thought processes has led to difficulties in life skills. The most common forms of dementia in older people are:</p> <ul style="list-style-type: none"> • Alzheimer's • Vascular Dementia <p>Dementia may also be the result of illnesses such as Huntington's Disease, Parkinson's Disease, brain tumours, or alcohol and drug abuse.</p> <p>Sutton Housing Partnership has defined 'complex needs' as those needs of service user which by virtue of their complexity or nature result in challenging behaviours or mental health needs requiring more support than would normally be required by other individuals of a similar age and condition.</p>
Responsibilities of staff	<p>All sheltered housing and mobile support staff receive Dementia Awareness training to enable them to identify signs of dementia and/or mental health problems, and to</p>

Dementia & Complex Needs Policy

	<p>help them to support residents and service users who are experiencing these difficulties.</p> <p>Sutton Housing Partnership considers that it the responsibility of all staff who suspects a person is suffering from dementia or any other kind of complex need, to ensure that the appropriate procedures as outlined with the Sheltered Housing Procedure Guide are followed, and managed, in conjunction with the appropriate support agencies.</p> <p>Staff must make themselves aware of the signs of dementia and/or mental health conditions. They are also to familiarise themselves with Sutton Housing Partnership's dementia and managing complex needs policy and procedures.</p> <p>Where a service user is displaying characteristics that give cause for concern, staff should undertake a review of the service user's support plan to ensure that appropriate measures are being taken to support the service user.</p> <p>Where staff are concerned that a service user is at risk as a result of their condition, they should highlight this and refer the service user to other appropriate agencies for further advice as a matter of urgency.</p> <p>Where staff are concerned as to the safety of other service users or staff as a result of a service user experiencing Dementia or other complex needs, they have a responsibility to report this to their line manager as a matter of urgency.</p> <p>Wherever possible staff will support service users to maintain their independence through the use of additional equipment and services such as Telecare technology and will refer the service user to the appropriate agency to access these services.</p>
<p>Responsibilities of Sutton Housing Partnership</p>	<p>Sutton Housing Partnership acknowledges that they have a responsibility to both staff and residents to ensure that all relevant staff undertake training. This is to be reviewed to ensure that staff are up to date with current practises.</p>
<p>Dementia & Complex Needs Characteristics</p>	<p>Dementia and complex needs are often (though not exclusively characterised by some or all of the following symptoms:</p>

Dementia & Complex Needs Policy

	<ul style="list-style-type: none">• Deterioration in concentration, memory and reasoning.• Difficulty in completing simple tasks and solving minor problems.• Continued forgetfulness and confusion• Lack of orientation in place and time.• Changes in mood and behaviour.• A small number of people may become verbally or physically aggressive.• Difficulty in finding the right words and understanding verbal communications.
Equality and Diversity	<p>This policy and associated procedures will apply to all.</p> <p>SHP is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of race, age, disability, gender, sexual orientation, religion, belief, class, financial status and any other difference that can lead to discrimination or unfair treatment.</p>
Related Documents	<p>The following documents are available to support this Policy:</p> <ul style="list-style-type: none">• Safeguarding Adults (Elder Abuse Policy)• Sheltered Housing Procedure Guide