

Open Report on behalf of Glen Garrod, Executive Director, Adult Care and Community Wellbeing

Report to:	Adults and Community Wellbeing Scrutiny Committee
Date:	28 November 2018
Subject:	Wellbeing Service and Telecare Update

Summary

The Wellbeing Service has recently been recommissioned by Lincolnshire County Council and successfully went live on 1 April 2018, delivered by Wellbeing Lincs. Wellbeing Lincs is a consortium of all seven District Councils. East Lindsey District Council (ELDC) is the contracted lead provider. The service continues to operate with a preventative focus, reducing and delaying the need of the local population for more costly Adult Care and Acute Hospital services.

Lincolnshire County Council's contracted Telecare service is now delivered separately to the Wellbeing Services by NRS Healthcare (NRS) as part of the Integrated Community Equipment Service (ICES). In addition, there remain a number of commercial telecare services locally and nationally, promoting customer choice.

Actions Required

The Adults and Community Wellbeing Scrutiny Committee is asked to note the successful re-procurement of the Wellbeing Service and the transfer of the Telecare Services to the Integrated Community Equipment Service contract.

1. Background

Wellbeing Service

Lincolnshire County Council has commissioned a Wellbeing service since 2014. The Service enables people to live as independently as possible for as long as possible, preventing or delaying entry to health and care services. Initially, the service was delivered by 3 providers: North Kesteven District Council and East Lindsey District Council, in their respective district areas, and by a voluntary sector consortium known as Lincolnshire Independent Living Partnership in the other five district areas.

Whilst the service aims and required outcomes were consistent for all three providers, this model meant that service delivery varied across the county. Whilst this approach provided valuable learning to support a full re-commissioning exercise, it was decided to establish a single countywide service from 1 April 2018. This means that service delivery is now consistent for all residents in all parts of the county, and that referral routes are better understood by other agencies, ensuring that the right people are sign-posted to appropriate support more effectively.

A successful re-procurement exercise resulted in Lincolnshire's new Wellbeing Service going live on 1 April 2018. The transition to the new contract requirement was made with no service disruption, despite the transition coinciding with the four-day Easter bank holiday weekend.

The new Wellbeing Service consists of the following six components:

- Trusted Assessment – by telephone triage and home visit.
- Generic Support – providing up to a maximum of twelve weeks support based on the needs established in the assessment.
- Small Aids and Adaptations – installation of aids and adaptations that the service user purchases, based on their needs assessment.
- Resettlement – a resettlement service which meets individuals at home after a stay in hospital or care facility, ensuring needs are assessed and planned for upon returning home.
- Telecare Response – a 24 hour response service to telecare alerts where the individual registers and pays for the service, with the ability to provide falls assessment, lifting, and emergency personal care where required.
- Hospital and care in-reach – a promotion function to develop a better referral pathway into urgent healthcare.

Some case studies from the first six months are attached at Appendix A.

Further detail on each of the six service components and the eligibility criteria can be found in the briefing note at Appendix B.

Referrals into the Wellbeing Service are currently averaging 21 per day (based on a five day week) across the county which is in line with expectations. The service is achieving a high level of outcomes and user satisfaction with 95% of service users reporting positive improvements across their self-determined outcomes.

Since Wellbeing Lincs took launched the new service in April, over 270 different organisations have referred people into the service, including GP's, Adult Social Care, United Lincolnshire Hospitals NHS Trust, District Councils, food banks, victim support, citizens advice, P3, and many third sector organisations. The in-reach and partnership team are embedded in neighbourhood teams and other partnerships, developing local intelligence and contacts to raise awareness of what Wellbeing Lincs can offer and enhancing the opportunities for generic support services within communities.

Telecare

As part of the Wellbeing Service re-procurement exercise the Telecare equipment and monitoring element of the previous service was removed from the service specification. This had previously been included as an element of the re-procurement of the ICES contract in 2016 so transfer of the services could be done smoothly. This has been carried out through a phased approach with the monitoring of Telecare moving over to NRS (Sub-contracted to Centra) on 1 April 2017. The supply and installation transferred to NRS from 1 April 2018.

Work has been ongoing to ensure that all 7,000 service users who were in the Telecare service prior to handing over to NRS were moved across as easily as possible. As part of the transfer, NRS have developed a local retail offer which allows service users greater choice and easy access to a wide range of assistive technology, which enhances the Council's preventative offer and supports Lincolnshire County Council to manage demand for more costly care services. That said, it should be noted that NRS are one of several Telecare providers operating within Lincolnshire. This gives customers choice over the services they receive. To ensure that Lincolnshire County Council remains compliant with the Care Act 2014, the Council continues to fund the full Telecare package for an individual where Telecare forms part of a care package that meets an assessed need.

2. Consultation

a) Have Risks and Impact Analysis been carried out??

N/A

b) Risks and Impact Analysis

N/A

3. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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Wellbeing Lincs Case Studies

75 yr. old from Sutton on Sea

S was struggling with getting out into the garden and had recently lost her husband, who was her main carer. Her daughter had stepped into the breach but was struggling with finance since becoming the main carer for S.

Outcomes

With support, an application was made for a Blue Badge and Bus Pass which will help S when she wants to leave the property. An application has been made for pension credit to enable S to have enough money to support her living at home and manage her finances without getting into debt. Information was also provided about Carers First to ensure there was no relationship breakdown in the caring role.

S's daughter had no income but advice and guidance has enabled her to submit claims for carers allowance so she will be able to afford to support her mother.

30 yr. old from Boston

M had been experiencing some problems with both physical and mental health, which caused M to have her Employment and Support Allowance (ESA) stopped; subsequently rent and council tax arrears had built up.

Outcomes

M was supported to get ESA reinstated without having to re-apply, by providing the Department of Work and Pensions with the necessary information. A budgeting plan was completed with M, to help avoid further debt problems arising in the future and M was then able to start paying her bills, avoiding further court action and preventing further deterioration in her mental health. Affordable payment plans for rent and council tax arrears were arranged and additional support was given from an allocated housing support officer, to provide ongoing support with rent and housing issues. The Wellbeing worker also arranged additional time and tutoring for M to complete her education course over the following months.

87 yr. old from Mablethorpe

M initially contacted Wellbeing for support with a benefits check. A Trusted Assessment was conducted which identified a range of further needs and support for the customer and her husband.

Outcomes

Following a benefits check, an application for benefits was completed by Age UK to increase the couple's income. M's Husband/carers uses oxygen at home, and a home safety check was arranged through Lincs Fire and Rescue, new smoke detectors

were fitted and evacuation advice given. The Fire service put a marker on the property, in case of an incident, to alert crews that a disabled person resided there. Advice and referral for a lifeline, including the Wellbeing Response Service, made the customer feel more confident and independent within their home. A referral to Carers First, for a carer's assessment and the development of an emergency care plan left M's husband feeling more at ease, knowing that if anything suddenly happened to him M would be looked after. Wellbeing Lincs were also able to provide information on Dementia. The couple were put in touch with a befriending service to help them get out into the community more. Finally, the couple expressed difficulty in putting their bins out, often missing collection days. An assisted bin collection was put in place so the customer was less likely to come to any harm from putting bins out.

65 yr. old from West Lindsey

P struggled with his mental health after losing both parents, who he had cared for over 15 years. P had multiple health issues of his own and requested help with sorting out his paperwork and help around the home. P was identified as being very isolated, he was using expensive chat rooms for company and P requested information about access to befriending services as an alternative.

Outcomes

P was supported to access bereavement counselling which he said helped him feel more motivated to get more on top of things around the home. Wellbeing put him in touch with the Red Cross who supported him with decluttering his home and accessing their befriending services. P was hoping to attend some community events in his area over the following weeks and was also signposted to a local organisation that was supporting him with organising his paperwork and correspondence.

30 yr. old from Boston

A referral was received from the Boston crisis team for Wellbeing Lincs to support C with debt and housing. C was street homeless, living in his van and suffering mental health difficulties. At the Trusted Assessment it was identified that C had no food or income and had lost a lot of weight as result of not eating and anxiety.

Outcomes

C was provided with initial food provisions and supported to access a local food bank and collect regular food parcels. Consistent support from a Wellbeing worker enabled C to re-engage with P3 street outreach who arranged a meeting and contacted a GP to get a sick note so benefit applications could be started. The department for ESA was contacted and a claim made on behalf of C (with C present) and support through to confirmation of an ESA award. With continuing support C was investigating a caravan pitch which would provide access to shower/toilet and laundry facilities.

Health and Wellbeing Board Update Lincolnshire Wellbeing Service

Background

The Wellbeing Service (WBS) has recently been re-commissioned by Lincolnshire County Council (LCC) and successfully went live on 1 April 2018, under the branding of Wellbeing Lincs. The WBS is now delivered by a consortium of all seven District Councils, with East Lindsey District Council (ELDC) the contracted lead provider. The service continues to operate with a preventative focus, reducing and delaying the need of the local population for more costly Adult Care and Acute Hospital services.

LCC's contracted Telecare service is now delivered separately to the WBS by NRS Telecare. In addition, there remain a number of commercial telecare services locally and nationally, promoting customer choice.

The new service now delivers an enhanced generic support service which can be utilised for up to twelve weeks rather than the six in the old model, and a health and care in-reach and partnership function which will develop the service into key referral pathways. There is also a non-injury falls lifting service for customers of the Telecare Response Service, which service users make a weekly contribution to.

Progress to Date

Wellbeing Lincs is now fully mobilised with all key staff in post, its own website and Facebook page. The new service was formally launched at the Lincolnshire Show in June and was well received and supported.

Service Overview

The Wellbeing Service (WBS) is available to individuals aged 18 years and delivers a service to eligible residents throughout Lincolnshire. The service promotes independence and supports the trend towards independent living in an individual's own home through the delivery of community based support and facilitation within care and health settings.

The WBS consists of following six components:

- Trusted Assessment – by telephone triage and home visit
- Generic Support – providing up to a maximum of 12 weeks support based on the needs established in the assessment,
- Small Aids and Adaptations – installation of aids and adaptations that the service user purchases, based on their needs assessment,
- Resettlement – a resettlement service which meets individuals at home after a stay in hospital or care facility, ensuring needs are assessed and planned for upon returning home,

- Telecare Response – a 24 hour response service to telecare alerts where the individual registers and pays for the service, with the ability to provide falls assessment, lifting, and emergency personal care where required.
- Hospital and care in-reach – a promotion function to develop the referral pathway into urgent healthcare better.

All referrals made to LCC Customer Service Centre (CSC) are screened for eligibility, using the triggers below. Eligible individuals are referred into the ELDC Wellbeing Hub for a full assessment of need, using a telephone triaged model followed by a home visit.

The service aims to deliver positive outcomes for the individual across the following areas:

- Managing Money
- Participation
- Social Contact
- Physical Health
- Mental Health and Wellbeing
- Substance Misuse
- Independence
- Staying Safe

The key specific objectives for the WBS are:

- to provide a timely support service which enables and empowers people to live healthy independent lives;
- to reduce or delay escalation into more costly health and care services;
- to coordinate and simplify the process for a person to access the help required, when they need it, in order to remain safe and well in their home;
- to increase the number of people who are able to live independently with support and technology in their own home;
- to provide proactive, integrated, quality care delivered through multi-disciplinary working which has the potential to generate a reduction in attendances at A&E, emergency admissions, and length of stay in residential care; and
- to improve, or prevent the deterioration of, Service Users' health and wellbeing and overall quality of life.

Wellbeing Service Eligibility Criteria

The following criteria were developed using current evidence as predictors for future Adult Care and/or Acute Care needs. To be eligible for the WBS an individual must meet four or more of the following:

- Is over 65 years old
- Is unable to manage their long term health / medical condition
- Regularly visits the GP for the same medical condition or for non-medical reasons
- Has had an unplanned hospitalisation or A&E attendance in the last 90 days
- Has accessed social care services in the previous 12 months including: assessment, day care, home care, re-ablement or residential care services

- Has had a bereavement (spouse / partner) or divorce in the past 12 months
- Has had a fall in the past 3 months, either at home or away from the home
- Is unable to manoeuvre around the home safely
- Lacks social support and/or interaction with family, friends or carers, or feels isolated
- Feel stressed, depressed or anxious
- Is unable to sustain work, education, training or volunteering
- Is unable to manage money or is in considerable debt
- Has poor lifestyle management and behaviours which impact on their overall health and wellbeing.

Description of Each WBS Component

Referral and Triage

Wellbeing Hub staff carry out a short telephone triage within 24 hours to gather key information.

Trusted Assessment

A Trusted Assessor visits the customer in their home, within seven days of referral. Together, through a needs assessment, they develop a support plan. The Assessor addresses any urgent issues before passing the case to a Generic Support Officer.

Generic Support

Generic Support starts within 10 days of referral and lasts for up to 12 weeks, reviewed every 2 weeks. It combines direct support and support to access other agencies and services to achieve the customers' specific outcomes.

Small Aids and Minor Adaptations

Wellbeing Lincs provides small aids and adaptations to support independent living. Dedicated staff deliver / install equipment. NRS may deliver some items directly. Fees apply.

Telecare Response

Anyone living in Lincolnshire with Telecare equipment can apply to use the Wellbeing Response service. If they raise an alarm, a Wellbeing Responder can respond within 45 minutes where their family or other nominated responders are unable to attend. The service runs 24/7, 365 days a year and costs £2:50 per week. The Responder can make onward referrals to the Wellbeing Service, and to the GP after a fall.

Resettlement

The Resettlement Service (10am to 10pm daily) is triggered by hospital discharge teams. A Responder meets the patient at their home, settles them in and makes an onward referral to Wellbeing Lincs if necessary.

Hospital and Care In-reach:

Two In Reach Officers work with hospitals in and around Lincolnshire to help staff identify and refer those who are eligible for Wellbeing Lincs services. Support can start while they are still in hospital to help when they go home.

Partnerships and Networks:

Four Partnerships and Networks Officers work with District Councils and a wide range of statutory, voluntary and community organisations to help refer people to Wellbeing Lincs. Wellbeing Lincs also connects people with services and with groups and activities to keep them socially connected. The officers also work with partners to raise awareness and develop training to support wellbeing and prevent ill-health.

Outcomes

Referrals into the service are currently averaging 21 per day (based on a 5 day week) across the county. The service is achieving a high level of outcomes and user satisfaction with 95% of service users reporting positive improvements across their self-determined outcomes.

Over 270 different organisations have referred people into the service, including GP's, Adult Social Care, ULHT, District Councils, food banks, victim support, citizens advice, P3, and many third sector organisations. The in-reach and partnership team are embedded in neighbourhood teams and other partnerships, developing local intelligence and contacts to raise awareness of what Wellbeing Lincs can offer and enhancing the opportunities for generic support services within communities.

The spread of referrals across the county (below) shows that good access has been maintained in East Lindsey and North Kesteven where the service was previously delivered by the respective District Councils, but has increased in the 'new' areas to be covered by Wellbeing Lincs. All service trends continue to be mapped by an Insight Analyst to identify and target localities and populations who may benefit from additional activity to promote access to the service.

Table One: Wellbeing Service Referrals received spilt by district.

Referral District	ELDC	WLDC	CofL	Boston	NKDC	SKDC	SHDC
Average - Old Model	31%	9%	10%	6%	19%	15%	10%
April - August 2018	28%	12%	13%	7%	15%	14%	11%

Summary

The new delivery model for the WBS is now fully operational and is delivering a countywide service across a consortium of all seven District Councils. Further information is available at:

www.wellbeinglincs.org

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