



Wellbeing Service

Mick King, *Agency Director*
Lincolnshire Home Independence
Agency

Lincs Independent Living Partnership



**Lincolnshire Home
Independence Agency**
Assessment, Advice, Adaptation ■■■■



**LINCS
INDEPENDENT
LIVING
PARTNERSHIP**
STRONGER TOGETHER

Wellbeing Service

– What will it achieve?

- *Promote* **health, wellbeing, independence** and **choice** to anyone 18 years and over, meeting defined criteria;
- by *increasing* the **number** of **people** who are able to **live independently** with support and technology in their own home;
- by *providing* more **proactive, integrated, high quality care** - through multi-disciplinary working;
- by *joining up* **information** and **advice** services;
- by *making* **equipment, minor adaptations** and **assistive technology** *available quickly* on a low level preventative basis.
- Discharges the commissioner's duty under **The Care Act 2014**



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– What does it cover?

Lot 1, Countywide Monitoring Service

- Monitoring of TeleCare equipment and triggering a response, and provision of proactive wellbeing phone calls – *Mears 24/7*

Lot 2, Wellbeing Support and Response Service

- Delivered by four of the six members of *Lincs Independent Living Partnership* in Boston Borough, City of Lincoln, South Holland, South Kesteven and West Lindsey;
- Delivered by East Lindsey District Council and North Kesteven District Council respectively in their districts...but *Home Safe* delivered by *LILP*



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– Who delivers what?

Trusted Assessment *(7 days from referral)*

- an holistic, whole-person, whole-house assessment of an individual's needs and their support networks, creating a bespoke person-centred support plan – *Lincolnshire Home Independence Agency & Age UK Lincoln*

Generic Support *(10 days from assessment)*

- Short-term generic support for up to 6 weeks, where needed as determined by the trusted assessment, to put in place arrangements for the future – *Lincolnshire Home Independence Agency & Age UK Lincoln*



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– Who delivers what?

Minor Adaptations *(7 days from assessment)*

- simple repairs, maintenance and minor adaptations, e.g. fitting hand rails, banister rails and alterations to steps – *Lincolnshire Home Independence Agency*

Equipment *(5 days from assessment)*

- Installation of low cost equipment, e.g. raised toilet seats, bath seats / boards, shower seats, chair raisers – *Lincolnshire Home Independence Agency*

TeleCare *(7 days from assessment)*

- fitting key safes; installation, programming, training for users, battery changes, updates and decommissioning of TeleCare equipment: 36p/ week rental (Mears) – *Age UK Lincoln & Boston Mayflower*



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– Who delivers what?

Wellbeing Response – *Stay Safe*

- 24 hr/ 7 day a week Responders who will go out to the individuals home if an alarm is activated (for those who do not have their own arrangements): £1.50/ week subscription – *Age UK Lincoln*

Wellbeing Response – *Home Safe*

- 10am - 10pm/ 7day a week Transport and Resettling Service for patients returning home from hospital wards or A&E, who need support to do so safely – *Age UK Lincoln & LACE Housing*



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– How to access it?

- Referrals for assessments –
LCC Customer Service Centre
dedicated number 01522 782140;
- Updates on cases –
Wellbeing Service Coordination Centre
dedicated number 01522 516318;
- Referrals for *Home Safe* –
LCHS Contact Centre
dedicated number 01522 707274;



Wellbeing Service

– What is the impact?

Scale & scope

- £ multi-million, two-year contract (initially);
- Integration & cost saving (4 providers c.f. 25-30);
- Supply chain development;
- Up to c.7,000 new clients per year (5 districts);
- 85 new jobs

Overarching Outcomes

- Public Health, NHS, Adult Social Care Outcomes Frameworks;
- Individual's outcomes;
- Big Society, Localism, personalisation agenda;
- Social & economic inclusion, participation in community life



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– What are the outcomes?

- 1st April 2014 – launch;
- 1st July 2014 – *Home Safe* goes countywide;
- First year:
 - 83% of clients met their desired outcomes;
 - < 5% of new clients referred to Adult Care Services;
 - External referrals to LCC for Adult Care have reduced in recent months;
 - Assessment: 73% very satisfied, 21% fairly satisfied;
 - Support: 69% very satisfied, 23% fairly satisfied;
 - Adaptations & Equipment: 72% very satisfied, 22% fairly satisfied;
 - TeleCare: 76% very satisfied, 19% fairly satisfied;
 - Response Service: 68% very satisfied, 25% fairly satisfied



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– What are the outputs?

- First year (numbers & % of Wellbeing clients):
 - 2976 clients assessed (1384 existing, 1592 new);
 - 2231 TeleCare installations (765 Wellbeing (48%), 1466 Adult Care – 66% of all);
 - 344 (22%) minor adaptations;
 - 129 (8%) clients supplied with equipment;
 - 666 (42%) generic support cases;
 - 565 (35%) *Stay Safe* clients
 - 591 *Stay Safe* call-outs;
 - 434 *Home Safe* discharges;
 - Engagement with Health and community



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– What are the outputs?

- Second year:
 - 55 new referrals / week (c. 2860 p.a.);
 - 62 Adult Care TeleCare referrals /week (c. 3220 p.a.);
 - Service take-up:
 - 15% TeleCare
 - 26% minor adaptations;
 - 6% equipment supply;
 - 58% generic support;
 - All performance indicators (PIs) met;
 - Negotiated extension for third year



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– What did the Independent Evaluation say?

First year:

- **The service is delivering what is intended**
Enhanced through co-design
- **The service is seen as effective**
Popular with those who fund it, refer to it and receive support from it
- **Pioneering in terms of range of people it helps and the consortium delivery**
Tailored / person-centred
- **The service is performing well and making a difference**
3706 of 4442 (83%) clients would have had no support otherwise



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– What did the Independent Evaluation say?

- **The service has reduced the number of people needing acute health and wellbeing support**

If only 5% of clients are prevented from needing hospital or residential care the annual saving would be £6m

The 60 cases who were prevented from an A&E admission alone saved £21k

The social return on investment is £4.15 for each £1:00 invested, against a national benchmark of £3.85



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service – Recognition

Local Government News

Health & social care

Finding Lincs to better health

Finding new and effective ways to tackle complex public health issues is challenging enough even when the going is good. Doing it during a period of unprecedented budgetary constraints and shifting government policy would appear nigh on impossible.

Yet that's the challenge facing local authorities. In an effort to address health inequalities, reduce the burden on hospitals and tackle many of the issues brought by an ageing population, the Government wants resources to be increasingly focused on prevention and early intervention.

With that in mind it has created the Better Care Fund, a pooled budget for clinical commissioning groups and councils aimed at joining up health and care.

Councils therefore find themselves tasked with improving local health – working more closely with NHS partners,

taking the lead in their areas and ultimately being judged by results on the ground.

In searching for the most cost-effective solutions, local government commissioners can be confronted by conflicting and fragmented provision on the ground. Who is best positioned to deliver, how will they work with other organisations to ensure maximum impact, will they get the most out of limited resources?

On the other side of the fence, in times of such rapid change many service providers – whose knowledge and insight should be helping to shape strategic priorities – struggle to have their voices heard. With that comes the danger that some of the most effective solutions, such as home-based support to help people live independently, aren't reflected in the way services are commissioned locally.

Yet the picture that's emerging

Organisations have come together in Lincolnshire in a bid to deliver wide reaching health and care services in the region, Austin Macauley reports.

in Lincolnshire offers inspiration to parties on both sides.

In November, six local organisations signed a joint venture agreement to form a consortium capable of delivering a wide range of health and care services, from home adaptations and needs assessments to respite support and practical help in the home. Lincs Independent Living Partnership (LILP), which will officially be launched in March, brings together two social landlords – Lace Housing and Boston Maxflow – Lincolnshire Home Improvement Agency, Age UK Lincoln, St Barnabas Lincolnshire Hospice and community support provider Adults Supporting Adults.

It effectively creates a one-stop shop for support for vulnerable people, offering them a comprehensive service while creating economies of scale for the organisations involved.

pilot, Lincolnshire HIA launched a campaign aimed at bringing together commissioners, service providers and others concerned with promoting independent living. A think-tank was launched and a series of discussions held which eventually brought LILP's six partners together with commissioners.

'We felt that collectively we could effectively respond to people's needs and avoid the need for people to be referred back into the system,' says Nick Chambers, chief executive of Lace Housing. 'It has involved organisations coming together who under normal circumstances wouldn't do so. But together we can deliver joined up and holistic services.'

'The beauty of this is the six are regulated, not for profit organisations with their own governance arrangements that are well known to local people, well established, and have an excellent reputation.'

'As charitable organisations our surpluses are reinvested into future provision. Elected members see it as a better approach, it feels right and I think it's the way forward to provide services in a more cohesive manner.'

Mick King, agency director at Lincs HIA, believes the six members can deliver anything anyone ever asks of it. Feedback from the county council and Lincolnshire's three health trusts has been positive. 'They understand the joined up approach we are offering and how it should lead to seamless delivery,' he says.

The seeds for LILP were sown in 2012 when Lace Housing, Age UK Lincoln and Adults Supporting Adults were asked by one of the local NHS trusts to pilot a new approach to supporting vulnerable people when they had been discharged from hospital.

Working together, they offered a package of support designed to help people live independently and reduce the risk of re-admission to hospital. The project proved so successful it has since been rolled out countywide.

Around the same time of the

Ask MYB

Q What percentage of Lincolnshire's residents are aged 65+?
A: 21%

A countywide Wellbeing Service, to be launched in April, will aim to make care and support services easier to access and drive earlier intervention to enable people to live independently and reduce the need for long-term care or hospital visits.

It reflects the council's aim to have fewer – and therefore larger – commissions and to put the emphasis on prevention by focusing on outcomes such as reduced falls and the use of assistive technology in the home.

The contract to deliver the Wellbeing Service was due to be awarded as *Local Government News* went to press, but it would appear to be an ideal fit with LILP.

'Lincolnshire's rurality makes it difficult for service providers to recruit and retain staff,' according to Tony McGinty, the county council's assistant director of public health.

'Where really good initiatives like the consortium development come in is through helping to address a lot of these things. The better the service offer, the more likely you are going to get good quality people coming to work in them.'

Andy Chaplin, director of Foundations – the national body for England's 200 home improvement agencies and handy-person services – believes what's happening in Lincolnshire could provide a blueprint for similar areas.

'What the consortium is doing is enabling each member to focus on delivering what it's best at. It's a better experience for the customer and it's better for commissioners who are watching the pennies,' he says.

By bringing the partnership together it also makes it easier for commissioners to see what innovation and integration can look like.

'It transfers the burden of responsibility from them to those in the consortium and that way you will get more creativity and give those organisations the chance to shape the services, not just deliver them.' ■



**LINCS
INDEPENDENT
LIVING
PARTNERSHIP**
STRONGER TOGETHER

Wellbeing Service

– Recognition

Health Service Journal



Local providers can step up to trump national players

25 June, 2014 | By Mick King

Beating national organisations to contracts means local providers striving to offer a more attractive solution, as a county-wide effort in Lincolnshire has shown, says Mick King

Whenever a national organisation wins a health related contract, there tends to be a collective sigh from local providers along the lines of "why not use us?" or "how can they possibly have the local knowledge and reputation to do the job properly?"

'The consortium is able to offer a variety of support to vulnerable people, ranging from home adaptations to end of life care'

But look at it from a commissioner's point of view: the pressure to get results is immense and continues to rise at a time when resources are diminishing.

More often than not, they are confronted with a highly complex and fragmented picture of local third sector provision, with myriad organisations

providing different, but frequently overlapping, services.

The alternative is an all in one national provider with a clear brand that is probably already doing the job somewhere else.



Locally based providers must present commissioners with a clear and attractive proposition to win health contracts

It is up to locally based providers to present commissioners with a clear and attractive proposition.

That is precisely what has happened in Lincolnshire, and as a result, four local organisations are now delivering a new county-wide wellbeing

service, with the likelihood of taking on additional services in the future.

- **HSJ/ commission scoping report: Pave the way for better elderly care**
- **Off the page: profile improve patient centred care**
- **Visit Resource Centre for more in-depth features and analysis on commissioning, innovation and leadership**

Local complexity

With a county council, seven district councils, four health trusts and four clinical commissioning groups, Lincolnshire is about as complex as it gets.

The Lincolnshire Home Improvement Agency, social landlords Lace Housing and Boston Mayflower, Age UK Lincoln, St Barnabas Lincolnshire Hospice and community support provider Adults Supporting Adults joined forces earlier this year to form the Lincs Independent Living Partnership.

The consortium – bound by a joint venture agreement and a shared vision – is able to offer a variety of support to vulnerable people, ranging from home adaptations to end of life care. Through the partnership, the six partners can offer better quality and seamless services that are more easily understood by both users and commissioners.

The consortium's roots partly lie in the coming together of Lace Housing, Age UK Lincoln and Adults Supporting Adults in 2012 to pilot a new approach on behalf of a local trust to support vulnerable people when they have been discharged from hospital.

'Provision can actually be extended at a time when resources are stretched, and in many areas, services are being cut back'

This collaboration sparked discussions between the three about how they could join forces to deliver better services, outcomes and value. Those conversations then drew in three more local organisations to eventually form the partnership.

Around the same time, the Lincolnshire Home Improvement Agency led a

campaign to promote independent living and engage commissioners in a conversation about how the county should improve the way it supports people to live independently.

With an ageing population, rising care needs, and an NHS at breaking point, it is clear we cannot continue down the same path. The shift towards greater integration between health, social care and, crucially, **housing support** must happen if we are to create a system that makes prevention its goal.

The partnership aims to improve preventative work and community based support by reducing the burden on NHS acute services through the achievement of key health outcomes.

- **Japan's integrated total care vision for an ageing population**

These outcomes include reducing unplanned hospitalisation for chronic conditions and ensuring that more people aged 65 and older are still at home 91 days after discharge from hospital, and that they are taking part in rehabilitation services.

By working together, the partners can also create economies of scale, remove duplication and waste, and share best practice, so that provision can actually be extended at a time when resources are stretched, and in many areas, services are being cut.

Users benefit from a more joined up approach from organisations they are familiar with, and are better able to manage long term conditions.

Rapid response

After the county council's wellbeing service went live in April, members of partnership assessed 1,018 clients in the first four weeks to identify their needs and put interventions in place. Most are in receipt of supported housing services and many have long term conditions such as dementia.

There are now 36 rapid responders across the county, and while there were concerns over how quickly they would reach clients, they have so far proved to be as fast as onsite wardens.



**LINCS
INDEPENDENT
LIVING
PARTNERSHIP**
STRONGER TOGETHER

Wellbeing Service

– Recognition The Commissioning Review

THE COMMISSIONING
review incorporating
Practical
Commissioning

Insight: For better, for worse

[Share on linkedin](#)

By Andy Chaplin | 3 June, 2014 16:39

Social prescribing can help commissioners to effectively deliver preventative healthcare.

Norman Lamb recently described the Better Care Fund (BCF) as “the biggest ever shift towards preventive healthcare”. But for that to happen, the care and support minister said BCF plans would need to deliver care centred on individual needs and which integrate health and social care. Crucially, they must ensure early action so people can stay healthy and independent at home and avoid going into hospital or to accident and emergency.

Let’s consider that final point. Early intervention will clearly have to play a central role if we are to move away from our reactive, hospital-centred healthcare system and relieve pressure on overstretched acute services.

...My own organisation, Foundations – the national body for nearly 200 home improvement agencies (HIAs) in England – has been tracking the progress of BCF discussions and the formulation of plans. Hull’s submission, for example, places strong emphasis on care and support in the home. But in some cases, references to housing support are implied rather than made explicit.

...HIAs are right on the frontline of prevention, supporting vulnerable people to live independently by assessing their needs, carrying out home adaptations, providing advice and enabling them to access support for everything from dementia to debt problems. They are also one of the main participants overseeing work carried out through disabled facilities grants (DFG) – now part of the Better Care Fund.

Yet it’s difficult to see how we will achieve a shift towards prevention if housing support isn’t part of the integration picture. Safe, warm homes mean vulnerable people are less likely to be hospitalised as a result of falls or suffer from deteriorating health conditions that necessitate repeat GP visits. And as much as home support prevents hospital admissions it also has a role to play in facilitating safe, swift and sustainable discharges. Helping people to choose the right changes to their home environment presents a tremendous opportunity to help individuals enjoy a better later life.

...Fortunately we have plenty of examples of areas where housing support’s role is already being recognised.

For example, Lincolnshire HIA has just been successfully mandated to deliver a countywide wellbeing service that will include trusted assessment, minor adaptations, daily living aids, telecare, a rapid response service to support vulnerable people in their homes and generic provision such as help to apply for grants and benefits. It will run the service with fellow members of Lincs Independent Living Partnership (LILP), a consortium comprising the HIA, two social landlords, a hospice, a community support provider and an Age UK partner.

Andy Chaplin is director of Foundations.



LINCS
**INDEPENDENT
LIVING
PARTNERSHIP**
STRONGER TOGETHER

Wellbeing Service

– Recognition National Awards

- June 2015: **Foundations** (*national body for home improvement agency and handyperson services*) – Winner in ‘Better Together’ award for integrated service delivery



Foundations

THE NATIONAL BODY FOR
HOME IMPROVEMENT AGENCY
AND HANDYPERSON SERVICES

- December 2015: **National 3rd Sector Care Awards** - *Finalist* in Collaboration (Integration) award

THE 3RD SECTOR CARE
AWARDS 2015



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service

– What is the future?

- Alignment with...
 - Single, countywide equipment supply?
 - Coordinated, countywide Disabled Facilities Grant (DFG) delivery?



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP
STRONGER TOGETHER

Wellbeing Service & Lincs Independent Living Partnership – Contact details

- **Wellbeing Service**

- Mick King (Wellbeing Service lead)
- Agency Director, Lincolnshire Home Independence Agency
- mking@lincshia.org 01522 516307

- **Lincs Independent Living Partnership (LILP)**

- Nick Chambers (LILP Chair)
- Chief Executive, LACE Housing Association
- nchambers@lacehousing.org 01522 514444

