

Wiltshire Involvement Network

For Health and Social Care

‘CARERS AND SERVICES THAT HELP PEOPLE TO LIVE AT HOME’

EVENT REPORT

26TH MAY 2012

DEVIZES CORN EXCHANGE



This event was hosted by the Wiltshire Involvement Network's Outreach Group. Their aim was to raise awareness of services provided across Wiltshire for people wanting to live independently and safely in their own home, and to highlight services available for their carers.

The event was advertised widely across Wiltshire with the aim of attracting as many service users, community and voluntary groups and stakeholders as possible.

100 attendees signed in on the day with 20 organisations present with promotional and information display stands. A full list of these organisations can be found on page 2. The day started at 10.30 with attendees arriving for refreshments and an opportunity to take a look around the promotional stands.

The main event then started promptly at 11am with Phil Matthews, Chair of the Wiltshire Involvement Network, welcoming everyone and thanking people for taking time out of their weekend to attend this important event.

Speakers at the event were

Lindsay Poulsom, Chief Executive, Carer Support Wiltshire

Sarah White, Fund Raising Manager, Youth Action Wiltshire

Penny Church, Deputy Chief Executive, Age UK Wiltshire

Nicola Gregson, Head of Commissioning, Older People, Wiltshire Council

Carole Williams, Director of Clinical Services, Wiltshire Medical Services

Chris Bull, Contract Support Manager, Medequip



Promotional stand holders—contact details are given on page 25

Carer Support Wiltshire



Carer Support Wiltshire is an independent charity established to provide support to carers living in the County. Caring can be difficult and they understand that sometimes carers need to tell someone about these feelings. Carer Support Wiltshire aims to identify and help as many carers as possible.

Youth Action Wiltshire supports young carers across Wiltshire. Their aim is provide support to the level that a young carer may need; from advice at the end of a phone; practical assistance; a range of activities that offer respite, and a chance to relax with other young carers in similar circumstances. This support is just as important to the cared for, as to the carer.

Youth Action Wiltshire



Age UK Wiltshire



Age UK Wiltshire promotes the well-being of all older people in Wiltshire to make later life an enjoyable and fulfilling experience. They offer an advice and information service, products and services tailored for the over 50's, a befriending service for isolated older people, activities that help you to stay fit and healthy and much more.

The Wiltshire and Swindon Users' Network (WSUN) was founded in 1991 by people who use health and social care services. It was one of the pioneering user led organisations in the UK. They support people to bring about change to the services they use, promote good practice, campaign on issues that effect them and much more.

Wiltshire and Swindon Users' Network



Help to Live at Home—Customer Reference Group



The Help to Live at Home Customer Reference Group is organised by WSUN. This is a group of people, a number of whom currently use these services, who are interested in ensuring that the care and support being provided by these companies is the best it can be. Members have received training and are being supported to find out what people using these services really think about them.

Somerset Care



Somerset Care at home provides quality care and support so clients can live safely and independently at home. They offer a range of services, from one-off visits to ongoing personal care and support. They provide advice and an assessment to ensure that their services are appropriate. Their care team works between 7am and 10pm seven days a week.

Leonard Cheshire



Leonard Cheshire has been providing care and support to help people live independently for over 60 years. Their clients include people of all ages with differing needs, including those with disabilities. The support that they provide through the Help to Live at Home service helps people to manage a range of daily tasks, including personal care, getting up and going to bed, laundry and preparing meals.

Wiltshire Medical Services

Wiltshire Medical Services (WMS) provides the GP Out of Hours service across Wiltshire, managing medical problems that arise when the GP surgery is closed. They have teamed up with Aster Living to deliver a complete Telecare service. Aster Living provide and maintain the equipment; WMS provide the monitoring centre and the visiting response service. Telecare is a process that uses modern technology to keep people safe in their homes and allows them to remain independent.



Aster Living



Aster Living, formerly known as Ridgeway, is a long established provider of care and support services to thousands of customers. They are a charity based in Devizes, and work across the south and south west of England. Aster Living has around 350 professional care staff and offers a wide range of services that help people to live independently. These also support people to take part in a wide range of local activities.

Carers Emergency Card Services

Wiltshire Carers Action Group, through Wiltshire Council and NHS Wiltshire, is responsible for the Carers Emergency Card scheme. Carers carry a card and a key ring which will identify them as a carer in an emergency and will ensure that the person they care for gets help and support. The Wiltshire Passport is linked to the Carers Emergency Card and also gives carers in Wiltshire discounts of up to 30% with local businesses.



Wiltshire Accredited Learning Centre



The Wiltshire Accredited Learning Centre was formed following the merger of NVQ assessment resources which previously operated within Wiltshire Council. They are now able to offer a wide range of occupational and generic accredited qualifications which support best practice across different sectors. The delivery team consists of highly experienced and qualified staff who take pride in providing a professional service to both learners and their employers.

Active Health is a service provided by Wiltshire Council which offers a range of services to help people improve overall health and wellbeing. A physical referral is a 12 week programme available via referral from your GP or healthcare professional. A specially trained exercise professional will devise a programme tailored to individual needs. The programme can help reduce the risk of heart disease, stroke and cancer, enable people to manage their diabetes, help prevent arthritis and much more.

Active Health



ICAS



ICAS stands for the Independent Complaints Advocacy Service. They can help people who feel they have not had the service they expect from the NHS and want to complain. ICAS is free, independent and confidential. An experienced worker, known as an advocate, can help and support you to make your complaint. (ICAS advocates cannot help with matters outside the NHS complaints procedure.)

Every day Dorothy House Hospice Care helps people affected by life-threatening conditionals. It is a major local charity providing specialist nursing care at home for people with life-threatening illness in Bath, North and West Wiltshire and North East Somerset. Most patients are looked after in their home, but short term care, out patient and day patient services are provided at the hospice in Winsley. All services are provided free of charge.

Dorothy House



Alzheimer's Support



Alzheimer's Support exists to enhance the well being of families with dementia throughout East and West Wiltshire. With offices in Trowbridge and Devizes, clients and members of the public can get advice and information on all aspects of the illness. Activity based day clubs, a home and community support service where a specialist worker takes over caring duties for a time, and a range of support for carers, are available

Wiltshire Good Neighbours is aimed at older people in rural communities across the county. The service provides a range of information about statutory, voluntary and commercial services that help people to live safe, comfortable, fulfilling and independent lives. It does this through a local Good Neighbour Co-ordinator who will listen to clients and give them information and support to access a range of services such as help with personal care, a befriending service, advice on benefits, healthcare needs, social activities and much more.

Wiltshire Good Neighbours



Arts Together



Arts Together is an award winning charity which improves the health, well being and quality of life for frail and isolated older people by providing creative arts projects and the support they need to be able to take part. It brings professional artists and older people together at regular workshops. It is for people over 60, especially those who have become physically or socially isolated.

The Wiltshire Bobby Van Trust, the first of its kind in England, was established in 1998. The Bobby operators comprise of skilled carpenters and lock fitters, trained crime reduction officers, and trained fire safety advisers. They wear uniforms similar to those worn by Police Officers and carry formal identification. The Trust has three vans in operation and they aim to reduce the fear of crime, reduce the incidence of re-victimisation and to reduce the incidence of burglary amongst older, vulnerable and disadvantaged people in Swindon and

The Wiltshire Bobby Van Trust



Event Speakers

Lindsay Poulson—Chief Executive, Carer Support Wiltshire

What is a Carer?

Carers are people looking after their relatives or friends who, because of a disability, illness or the effects of old age, cannot manage at home without help. A Carer could be a parent, a child, a partner, a spouse, a neighbour or a friend. Some may care for a few hours a week; others may care for someone all day, every day. They provide unpaid care.

Facts about Carers

Nationally:

- Many Carers live with the people they care for, or they may visit the person in their own home.
- 1 in 8 adults (around six million people) are Carers
- By 2037, it is anticipated that the number of Carers will increase to 9 million
- Every day another 6,000 people take on a caring responsibility - that equals over 2 million people each year.
- 58% of Carers are women and 42% are men
- Over 1 million people care for more than one person
- Nationally Carers save the economy £119 billion per year, an average of £18,473 per Carer
- Over 3 million people juggle care with work, however the significant demands of caring mean that 1 in 5 Carers are forced to give up work altogether
- The main Carer's benefit is £55.55 for a minimum of 35 hours, equivalent to £1.58 per hour - far short of the national minimum wage of £6.08 per hour
- People providing high levels of care are twice as likely to be permanently sick or disabled
- 625,000 people suffer mental and physical ill health as a direct consequence of the stress and physical demands of caring
- 1.25 million people provide over 50 hours of care per week

In Wiltshire:

- 43% of Carers are men and 57% are women
- 969 Carers are aged 18 and under – 2.43% of Carers in Wiltshire
- 405 Carers are 85 or over – 1.02% of Carers in Wiltshire
- 2001 Census 39,886 people said that they provided unpaid care in Wiltshire
- True figure is likely to be higher than this, as many people do not see the support they provide to their family or friends as unpaid care and so would not have identified themselves.
- In 2011, Carers UK estimated that the value of unpaid care given by Wiltshire Carers is £727.6 million per year.

National Drive to:

- Prevent unnecessary hospital admissions and send people home as soon as medically fit – hospitals are not good places to be! Risk of infection, reduced mobility, unfamiliar routines, loss of confidence, anxiety
- Keep people in their own home – own familiar surroundings, routine, diet, with friends & family, less likely to have falls, infections etc

Wiltshire Drive:

- Around 1200 people receiving services from 'Help to Live at Home' a single service meeting a wider range of needs
- Ensuring focus on helping people learn or re-learn skills they may have lost as a result of illness, or losing confidence
- Making sure these services are focused on doing what people want and helping people to live independent and fulfilling lives

Carer Support Wiltshire: Where Every Carer Counts:

- Over 7000 Carers registered with us, the majority of whom have come to us in crisis
- Aim to enable Carers to continue in their caring role (or not if that is their choice) through:
 - Confidential and free information, advice and support (1 to 1, Support groups, specialist advice)
 - County-wide Training Programme (new for 2012)
 - Breaks from the caring role – including paying for replacement care to allow Carer to attend
 - Focus Groups
 - Working with GPs and other services to identify Carers

CSW & Help to Live at Home

Many of those receiving services from Help to Live at Home will have a relative or friend caring for them, and probably a number of service users will be a Carer themselves. By supporting the Carer and ensuring that they look after themselves more people will be able to live safely at home.



Questions to Lindsay from members of the public:

1. What about the carers we don't hear about – children and young carers?

Young Carers (5-25) are supported by Youth Action Wiltshire (Community First); any Young Carer we identify is referred directly to them for support.

2 What about Respite Care, is that in your domain?

This is not within our remit but we will be working with Wiltshire Council in the near future to look at what Carers want and undertaking a consultation with them – more to follow!

3. How do you find the people, families that need care?

We work with any statutory or voluntary sector organisation we can in order to identify unpaid carers – this includes GP surgeries – and we promote our services wherever and whenever we get a chance through newsletters, leaflets, website and so on.

4. If providing a limited service – is it an issue for continued caring?

We receive funding from a range of sources including the Council, NHS Wiltshire, The Big Lottery and Carers Trust – and we continually seek opportunities for diversifying funding sources. We do not have any eligibility criteria other than a waiting list from time to time – and all our services are free to the carer.

5. What about Carer input into Schools and Colleges – is this looked at? Can this be done by Carer Support?

This is probably the remit of Young Carers so as such we don't go in to schools at present – this may change as we work more closely with colleagues, but currently we support carers aged 18+.

Sarah White—Fundraising Manager, Youth Action Wiltshire

A Young Carer has significant caring responsibilities for a seriously ill or disabled family member. They care for relatives with:

- Physical disabilities
- Chronic, long term or terminal illness
- Learning disabilities
- Speech, sight or hearing loss
- Mental health problems

What support do they give?

- Household chores
- Shopping and paying bills
- Support with communication
- Safety, and helping with mobility
- Emotional support

Young Carers in Wiltshire

- 175,000 Young Carers in UK
- 1100 Young Carers registered with us
- 300+ per year attend our programme regularly
- Age 5-25



Services we provide

- Regular respite activities (e.g. paintballing, ice skating, sports, crafts and many other activities) for over 450 young carers a year
- Targeted healthy living project for young carers and their families
- Mentoring 1:1 sessions with around 100 young carers every year that cannot access our activities
- Advocacy to ensure young carers are receiving the services that they are entitled to
- Chances for young carers to directly influence the services that are provided to them and a young carers strategy which includes most agencies and organisations in Wiltshire
- C4CK young carers volunteering programme
- Special activities for young carers to do issue based work around safe caring and particular issues (e.g. mental health and substance use)
- An initial needs assessment for every young carers to make sure they are safe at home in their caring role and help them get the help they need

How we are funded:

- Wiltshire Council
- Charitable Trusts & Grants
- Major Donors
- Individual Donors
- Sponsorship
- Events



Questions to Sarah from members of the public:

1. If a young carer is away at residential/respite - how long does it take if a carer is not there to arrange another carer?

It depends on the individual family how long this can take. Often the family will arrange for a relative or friend to be there. Sometimes we will work with social services to arrange for professional care. Other times the parent or relative is already receiving professional care and it's just a question of arranging times.

2. What happens to young carers that are hidden, i.e. parent doesn't want it to come to light that they are being cared for?

We work closely with Social Services who refer young people to us who they believe are young carers but who have not yet been identified. During our assessment of the family we try and get as accurate a picture as possible of the caring role that a young person or child is performing interviewing both the child and the parent. When a parent is reluctant to agree with the assessment we have made that their child is a young carer. We cannot force them to accept support from our service but we do pass relevant information back to Social Services which they will use as part of their ongoing work with the family.

3. *How does support continue after bereavement of Parent/Guardian?*

Our service supports young carers who have lost a parent or guardian for a number of months after the bereavement depending on the needs of the individual and their family. The focus is on mentoring and signposting to other services and organisations that can support the young person now they are no longer a carer. We work through a bereavement pack with each individual according to their needs and circumstances. We are also currently working with Relate Mid Wiltshire and Wiltshire Council and hope to be able to offer bereavement counselling for young carers who need it in the near future.

4. *How does a young person get to know about the Young Carer Support organisation?*

We work with all sorts of agencies and professionals who might be working with young people who might benefit from our service. This includes schools, the integrated youth service, GPs, hospitals, health visitors, Social Services and others. We are only a small team of staff (5) working across Wiltshire but we also try and take part and run events and activities to promote our Service.

5. *How does the transition from young person to adult service materialise?*

We currently work with young people until the age of 25 some of whom have been referred from the Adult Care service. We also sign post to this service but plan to work together better with Adult Care to strengthen our support to 18-25s so that they are aware of what is on offer as they reach adulthood and also play a part in developing services for this age group

Penny Church—Deputy Chief Executive, Age UK Wiltshire

Feedback from older people receiving help at home

- Age UK Wiltshire has a commitment to ensuring that the views of older people are heard on issues affecting them
- We have been compiling evidence on the effects of the new arrangements for providing help to live at home

Three approaches

- Recording issues raised by Age UK Wiltshire service users about their care
- Consulting with the wider population through our consultation panel and day centre users
- Seeking evidence from other organisations

Issues from service users

- We have been keeping a record of all care issues from October last year
- 17 issues recorded from 9 service users

Consultation panel

- Questionnaire sent to 131 people
- 63 responses received
- Asked which aspects of care were good and which need improvement

Evidence from other organisations

- Feedback requested from others working with older people through networks and joint working
- Responses received from Good Neighbour Scheme and Wiltshire Blind Association

Initial concerns

- Losing well established and familiar carers
- People being contacted by agencies not awarded contract suggesting they could continue with existing carers if they arranged to receive direct payments
- Anxiety of carers over employment changes transferred to clients

Some common themes

- Person centred approach
- Maintaining independence
- Dignity and respect
- Improving wellbeing

Person centred approach

- Organisation and continuity of service provision
- Competence of carers

Organisation of service

- Large number of different carers
- Rota and names not provided in advance
- Carer not turning up to put client to bed
- Service user put to bed at 6pm
- Meals up to an hour late for client with diabetes



Competence of carers

- Given undiluted squash
- Burnt food offered
- Carer 'forgot' to get client up in morning so left in bed until lunch time visit
- Dish cloth used to mop up spilt commode then put back in sink
- Forgetting to put stockings on in winter

Maintaining independence

- Three clients have decided to move to residential care
- Quality of care was a factor in this decision with particular concerns about the uncertainty of times, the number of different carers provided and that they all have access to key safe codes

Maintaining dignity

- Carer walking between clients so left sandwich and cake for lunch, leaving client unable to get to lavatory
- Spilling commode on carpet while emptying
- Emptying commode while service user eating
- Left in bed for 14 hours leading to incontinence
- Soiled incontinence pad left on wheelchair through two visits

Improving wellbeing

- Repeated calls from agency for feedback when crisis care ceased
- Carer causing anxiety to service user through over disclosure of personal problems
- Personality and emotional wellbeing not taken into account
- Anxiety caused by lack of communication of times carers due to visit

Positive responses

- 'Independent budget from Wiltshire Council means I can employ my own carers. This is excellent'
- 'The service was reliable and well recorded'
- 'Although not enough time to go to different places (the carers were) very polite'
- Appreciation also recorded from a family of having the carer 'keep an eye' on things relative has done

Case study 1

Consultation response

This was a service provided to a friend. I felt it gave brief, minimum attention to her physical needs and little attention to her emotional and psychological needs. Some carers responded to her personality and illness with decreasing sympathy to rudeness. She is now in a care home

Case study 2

Service user is mobile but very deaf. Because she does not always hear the door bell the agency requested that a key safe be installed. The service user has become increasingly concerned about the large number of different carers who all have access to her home. She believes that she is not always aware when people come in and has found her papers disturbed. Her concerns have reached such a point that she has removed her key from her key safe.

Conclusion

This feedback has to be seen in the context of being mainly provided by people who contact organisations because they have problems. Nevertheless, concerns have been raised around the quality of care provided which we hope to see addressed as the service is developed.

Questions to Penny from members of the public:

1. Who is giving supervision and monitoring quality of care?

It is everyone's responsibility to ensure that the services being delivered to the people of Wiltshire meet our quality requirements. However, specifically, there are monthly contract monitoring meetings of the Help to Live at Home contracts, and other large contracts. Others such as Age UK Wiltshire, WSUN etc are monitored quarterly, half yearly or annually as appropriate. Regular comments on all services being delivered are received via the customer reference group and the Council's Care Line, Wiltshire Council, NHS, CQC and other staff. For those services such as residential and domiciliary care, the Care Quality Commission has a legal responsibility for ensuring the services meet the legal requirements in terms of quality.

2. Quality of Care – carers don't get paid for travel time – will this be addressed?

Help to Live at Home services that are being provided by Leonard Cheshire, Aster Living, Enara and Somerset Care have an aim of improving the workforce and promoting the role of carer as one with real career opportunities and excellent working conditions. To achieve this the Council is working with these providers to develop the role, move staff from being paid on an hourly basis to one where they are paid salaries and have good terms and conditions of employment. This results in staff being paid for the work they do including their travel time. From the autumn these providers will be paid for the outcomes they achieve for customers and not the time they spend with those customers. This will mean a move away from the Council buying hours and minutes to buying outcomes.

3. What is being done regarding communication with carers if English is not their first language.

There is a clear expectation that whoever is providing the service to customers is able to understand and communicate clearly. Where this is not the case, their employing organisation needs to be made aware of this.

4. What are you going to do with the Age UK survey?

Most importantly our Information and Advice team will continue to address any individual issues brought to our attention by supporting the service user to resolve the problem with the provider. We are aware that those giving a view will usually be where things have gone wrong and the survey was not intended to be a comprehensive report on the quality of care service. It is part of our role to raise generic issues with service providers, that appear to be affecting a large number of people and we will continue to do this.

Nicola Gregson—Head of Commissioning, Older People, Wiltshire Council

Improving outcomes for customers and reducing costs by improving the way we work

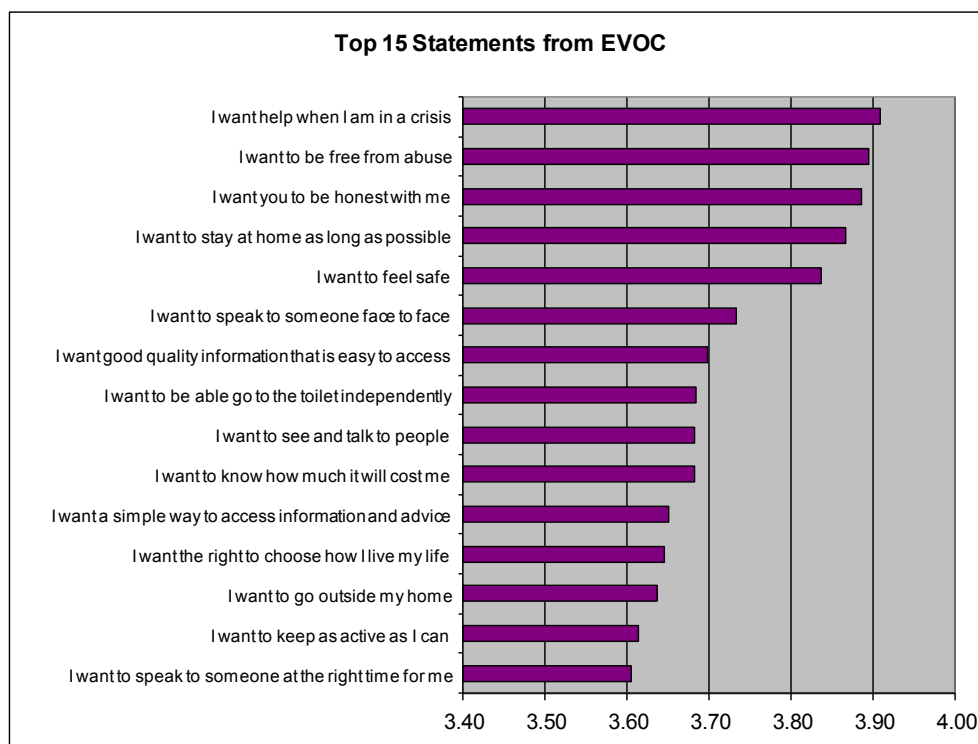


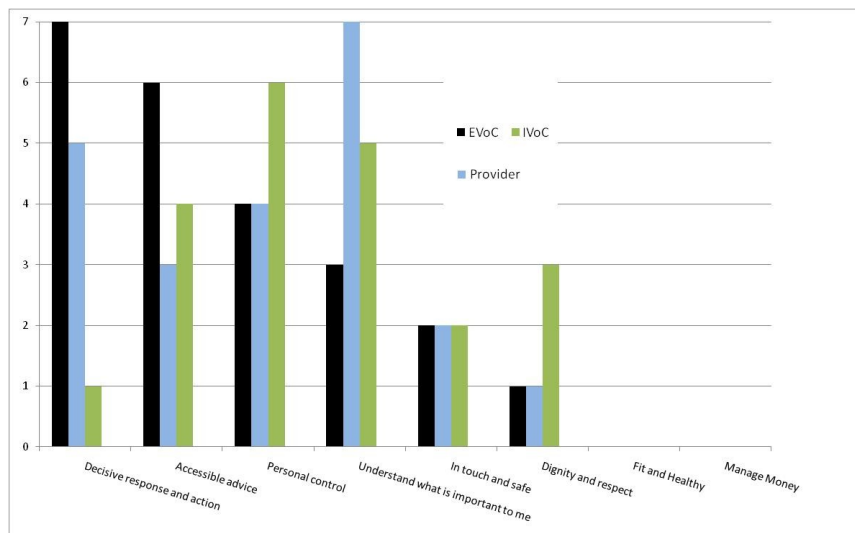
The Geography of Wiltshire

- Midsized unitary authority
- More than average older people
- Pockets of deprivation
- 3 acute hospitals
- Large number of self funders
- 1300 domiciliary care customers
- 3000 sheltered housing tenants
- 1000 care staff

Help to Live at Home—What we set out to do

- Design services with and for the people that use them
- Most people want to stay at home
- All services available to the whole population
- All services jointly commissioned with the NHS
- Assumes most people want to be independent
- All care time limited
- Fewer providers = strategic partnerships
- Developing the workforce = making care work a valued profession
- Strategic partners access care management database





Help to Live at Home Programme – key elements

- Customer Reference Group
- Care and support service
- Integrated equipment service
- Telecare and response service
- Independent support planning and brokerage service
- Right information at the right time

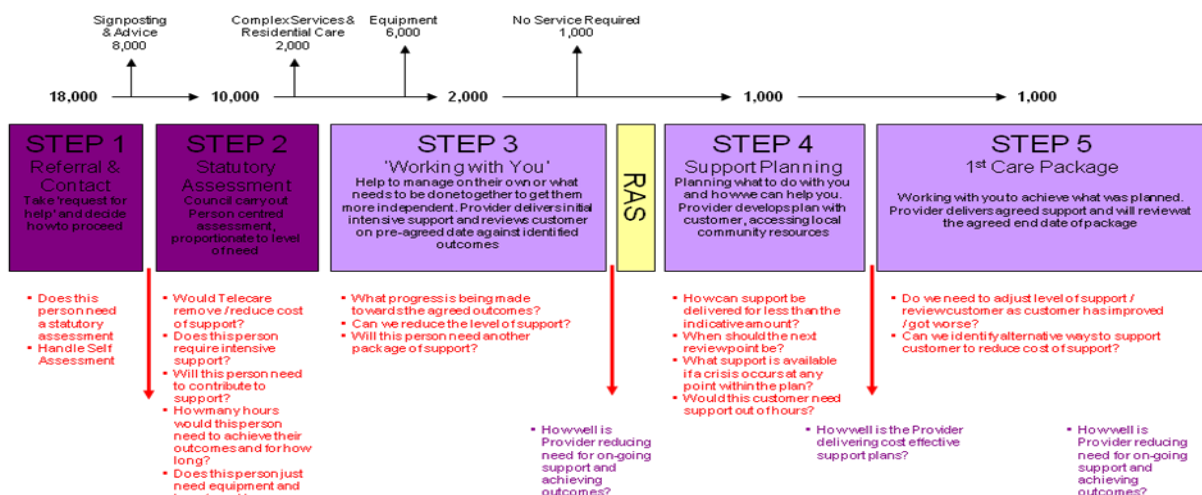
Equipment, Telecare and Response Service

- 5 equipment contracts down to 1
- Retail outlets and access for self funders
- Telecare to replace paid for care where appropriate
- Commissioning telecare response service

Care and Support Service – scope

- Personal Care
- Reablement including in house service
- Housing related support
- Intermediate care
- Preventive services
- Older people and other vulnerable people who need support to stay at home

HTLAH - High Level Process Overview



Where are we now

- 120 providers down to 4
- Transferred 800 customers to new providers
- Transferred support planning function to providers
- Appointed equipment provider
- Appointed telecare response provider

Current position

- Working with strategic partners to develop Help to Live at Home as a whole service
- Customer Reference Group
- Payment for outcomes
- Independent support planning and brokerage service
- Independent financial advice

Next steps

- Information and advice services
- Transfer remaining customers
- Promotion and marketing
- Residential care

Questions to Nicola from members of the public:

1. Why is it so difficult to get medical service at home or transport to a GP Surgery?

This is an issue for the NHS however, some journeys to medical appointments may be arranged through local Link schemes where they exist.

2. In order to provide best quality service, where is the limited incomes going to come from?

One of the many aims of help to live at home was to give providers large enough contracts that we could all benefit from the economies of scale and second aim of the programme is to ensure that wherever possible people who receive services are encouraged to be as independent as possible and to use services that are available to the whole community. We know from talking to customers how important it is for them to remain as independent as possible by encouraging providers to work in this way means that more people will be able to receive the right service at the right time.

3. Lack of choice – only 4 providers in Wiltshire – do people still have choice to go with another provider? What about Patients Choice?

The opportunity of having a direct payment with which people can purchase their own care is available to the large majority of customers eligible for support from the Council.

4. What are relative costs for people to go into Care Homes?

Difficult to say – around £400-£500 for residential care and £600-£700 for nursing care but each home sets its own fees which may vary depending upon the needs of individuals.

5. If living in large home is it possible to downsize – adapt property?

Yes and there are agencies such as Aster Living available to provide support to people wishing to do this.



Carole Williams - Director of Clinical Services, Wiltshire Medical Services (WMS)

Wiltshire Medical Services Out of Hours

- Company was formed in 2004
- GPs opted out of 24hr responsibility for covering their own patients
- The company is run by 5 Directors; 4 of which have a medical background
- Provide urgent GP Out of Hours care for Wiltshire (excluding Swindon)



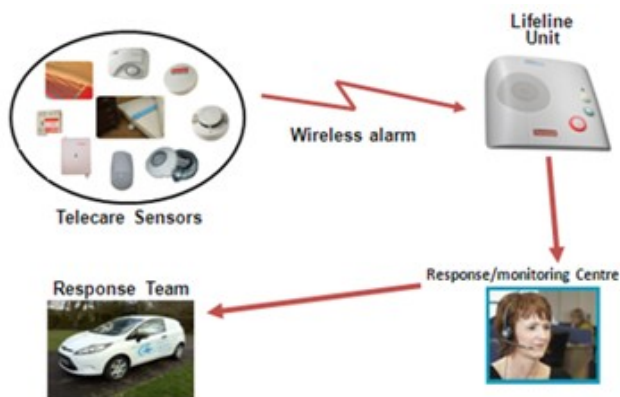
GP Out of Hours

- Face to face appointments in 5 Primary Care Centre's across Wiltshire
- Home visiting by Doctors & Nurse Practitioners
- Access to Care (Single Point of Access)

What is Wiltshire Telecare?

- A key part of the Help to Live at Home project, offering security when needed and promoting independence for customers in their own homes.
- A 24/7 system, allowing people to raise an alarm within their home any time of the day and night.
- A variety of different sensors to trigger alarms in certain circumstances ie. gas, carbon monoxide, heat, water.

Components of a Telecare system



24hr Telecare Service

- Monitoring service
- Respond to alarms
- Reassurance calls
- Reminders
- Carers Emergency Cards
- Home visiting mobile response service



Chippenham

- Purpose built call centre
- 24 hours a day 365 days a year
- Telecare responders work alongside nurses

Sensors linked to your telephone can inform the monitoring centre:

- If you need help or reassurance
- If you fall
- If you are unable to get out of bed
- To remind you to take your medication
- About gas leaks, extreme temperatures, smoke or overflowing water

Added value

- Integrated approach for health and social care
- Maintains/enhances independence
- Offers reassurance through regular contact
- Supports carers; reducing anxiety and stress
- Improves safety at home

Home Visiting Team 24/7

- Home visits in the case of an emergency
- Carer assistance. Carers can decide if further help is needed
- Carers are trained in safe lifting techniques in the event of falls.

The benefits of Wiltshire Telecare

- Enabling people to stay safely and independently at home for longer.
- Everyone in Wiltshire will have access to Telecare, either through the council or as a self funder.
- Peace of mind for customers and families via the 24 hour response service.

Case Study 1

Mr X placed lunch in the microwave for 60 minutes instead of 6

Monitoring centre received the alarm from both the Telecare heat detector and smoke detector

Mr X had fallen asleep in his chair and was unaware that a fire had started

Fire brigade were called as well as the mobile response service

Response service remained with the client until safely re housed

Case Study 2

Mr B did not respond to a medication prompt call

On arrival the mobile responder found Mr B in difficulty; with a wound – having fallen

GP/District Nurse

Falls assessment

Occupational therapist

Support for his daughter



Questions to Carole from members of the public:

1. *What is the cost in your home for the button and box and response service if self funding? If mobile response called out is this included in the weekly costs?*

Basic Lifeline Alarm and pendant with 24hr monitoring = £3.75. Response service an additional £4 (basic cost for up to 5 'urgent' home visits per year)

2. *How do you differ from NHS direct?*

NHS Direct provides telephone health advice and information. The WMS Telecare Service provides a direct link into individual homes with 24hr monitoring. We can offer basic monitoring by way of a pendant linked into the telephone whereby you can call for help anywhere in your house or garden. We can also provide sensors that raise an instant alarm to our call centre; they can detect smoke, excessive heat, carbon monoxide or floods. We can prompt customers with a call to remind you to take medication, be ready for an appointment or we can ring and offer reassurance. The service can also install personal security through a bogus caller button or door exit sensors.

3. *How do people on the other end of the phone make themselves aware that someone may have a disability?*

WMS rely on the information given to us with the referral, all of which is available on the computer system and is automatically displayed when an alarm is raised so we know who you are and which alarm has been triggered. If the customer is referred by Social Services or through Help to Live at Home providers, any information that they have is passed to us. Any changes in customer's circumstances or medical conditions can be updated on the system at any time.

4. *Do people need to be registered with Wiltshire Medical Services?*

If customers would like to access the Telecare service they can contact WMS on 01249 454070 or Aster Living on 01380 735583. Depending on whether you are eligible for support from the Council your needs will be assessed either by the HTL@H providers or by a trusted assessor from Aster Living. You can then agree the most appropriate support package for you. WMS also provide the GP Out of Hours service for when your GP surgery is closed. You do not need to register for this service if you are registered with a GP Surgery in Wiltshire, if you are on holiday in Wiltshire or if you are not registered with a GP but normally resident in Wiltshire.

5. *Is it means tested? Can it go through PCT without being means tested?*

You can access the service as a private customer at any time or you can contact the Council if you believe you may be eligible for support with funding. This would then require a means test.

6. *If called out of Control Centre – is the weekly cost included in the weekly fee or is it an additional cost?*

The home visiting response teams are based in two centres across Wiltshire (not in the call centre) and the cost for this service is £4 per week in addition to the £3.75 for the alarm and pendant.

7. How can you tell if a person is deaf if they cannot get to phone if fallen? How can Wiltshire Medical Service tell? How can you communication with patient?

The control centre will have extensive notes on the client and their medical conditions and if the person is deaf, Wiltshire Medical Services will be unable to communicate with the client; however every Call Advisor will contact the client's contacts or Mobile Response Service in the event of any activation to assess the situation. For some clients if appropriate a 'key word' is set up so that the Call Advisors will know that the client needs support.

Event Feedback

There were lots of stands which were good.

Access to various service providers.

Good to have it in the first place – good mix of stands and speakers.

Venue very good.

Excellent I learnt a tremendous amount of information. There was no hurry regarding questions being held.

Interesting, did not learn anything new, but enjoyed the day - good food.

Informative speakers.

Time to talk at each stand.

It was all very good – practical and helpful. Thank you so much for setting this up and for the lunch.

The information supplied was good especially Youth Care.

Good and informative Speakers.

All of it was excellent.

Everything was very well done. Thank you so very much. Please can we have more meetings like this.

Lots of stalls with information. Useful and informative speakers – good lunch.

Very good venue – accessible and space for the stalls as well as the talks. Good range of speakers. Also networking with other organisations. Pleased to be invited.

Interesting and knowledgeable speakers. Useful stands – I came away with several leaflets for future information.

Useful Contacts

Carer Support Wiltshire
Independent Living Centre
St George's Road
Semington, Trowbridge
Wiltshire BA14 6JQ
0800 181 4118
admin@csww.co.uk
www.carersinwiltshire.co.uk

Youth Action Wiltshire
Wyndhams
St Joseph's Place
Devizes
Wiltshire SN10 1DD
01380 720671
yc@youthactionwiltshire.org
www.youthactionwiltshire.org

Age UK Wiltshire
13 Market Place
Devizes
Wiltshire
SN10 1HT
01380 727767
admin@ageukwiltshire.org.uk
www.ageuk.org.uk/wiltshire

Wiltshire Council—Help to Live at Home
0300 456 0111
careathome@wiltshire.gov.uk
Help to Live at Home—Customer Reference Group
01380 871800
careathome.wsun@btconnect.com

Wiltshire Medical Services
Fox Talbot House
Bellinger Close
Greenways Business Park
Chippenham
Wiltshire SN15 1BN
01249 454070

telecare@wms.nhs.uk
Accessing medical care Out of Hours in Wiltshire between 6.30pm-8.00am weekdays and 24 hours at weekends and bank holidays
0300 111 5717

Medequip
Redman Road
Porte Marsh Industrial Estate
Calne
Wiltshire SN11 9PL
01249 815052
www.medequipuk.com

Care Companies providing care under the Help to Live at Home Service
Leonard Cheshire Disability
01225 781126
www.lcdisability.org
Aster Care Services
01380 829000
www.asterliving.co.uk
Somerset Care at Home
01225 792925
www.somersetcare.co.uk
Enara Complete Care Services
01225 791015
www.enara.co.uk

Useful Contacts

Alzheimers Support
Park House
1 Park Road
Trowbridge
Wiltshire BA14 8AQ
01225 776481
office@alzheimerswiltshire.org.uk
www.alzheimerswiltshire.org.uk

Arts Together
PO Box 4241
Edington
BA13 4WG
01380 831434
karolyne@artstogether.co.uk
www.artstogether.co.uk

The Wiltshire Bobby Van Trust
Chippenham Police Centre
Wood Lane
Chippenham
Wiltshire SN15 3DH
01225 794652
bobbyvan@wiltshire.police.uk
www.wiltshirebobbyvan.org.uk

Dorothy House Hospice Care
Winsley
Bradford on Avon
Wiltshire BA15 2LE
01225 721480
www.dorothyhouse.co.uk

Wiltshire Accredited Learning
01225 713522
accreditedlearning@wiltshire.gov.uk

ICAS
Unit 3, Premier House
Willowside Park
Canal Road
Trowbridge
Wiltshire BA14 8RH
0330 440 9002
trowbridge.office@seap.org.uk

Wiltshire Council—Active Health
For general enquiries:
07825 609331
trish.cowie@wiltshire.gov.uk

Wiltshire Good Neighbours
Community First Wiltshire Good
Neighbours Team
Wyndhams
St Josephs Place
Devizes
Wiltshire SN10 1DD
01380 732828
www.wiltsgn.org.uk

Wiltshire and Swindon Users Network
Independent Living Centre
St Georges Road
Semington
Wiltshire BA14 6JQ
01380 871800
info.wsun@btconnect.com
www.wsun.co.uk

The Wiltshire Involvement Network (WIN)

WIN is a network of local people and organisations that has statutory powers under the Local Government and Public Involvement Act 2007 to enable local Wiltshire people to influence Health and Social Care services.

So if you have an interest in how health and social care services in Wiltshire are provided why not join WIN.

You can also raise issues and concerns about a particular service to WIN, and we will investigate.

To get involved or for more information contact:

01380 871800

winadmin.wsun@btconnect.com

www.wiltshireinvolvementnetwork.org.uk