

# Wiltshire Involvement Network

For Health and Social Care

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

### **EVENT REPORT**

**19TH OCTOBER 2012**

**CITY HALL, SALISBURY**



This event was hosted by the Wiltshire Involvement Network and followed up on the same successful event that took place on 26th May in Devizes. The 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.

77 attendees signed in on the day with 18 organisations present with promotional and information display stands. A full list of these organisations can be found on page 2. The day started at 10.00 with attendees arriving for refreshments and an opportunity to take a look around the promotional stands.

The main event then started promptly at 10.30am with Phil Matthews, Chair of the WIN and the Mayor of Salisbury, Councillor John Collier welcoming everyone.

### **Speakers at the Event were**

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

Alison Crangle and Diane Barkham, Carer Support Wiltshire

Carole Williams, Director of Clinical Services, Wiltshire Medical Services

Brian Deeley, Chief Executive, Age UK Wiltshire

Sarah White, Fund Raising Manager, Youth Action Wiltshire

Michelle Bacon and Di Green, Great Western Hospital Foundation Trust



## Promotional stand holders—contact details are given on page 28

### 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

Youth Action Wiltshire is an award winning service delivered through Community First. Today they are proud to be one of the largest youth support services in Wiltshire, offering a wide range of services to young people and their communities across the county.

They offer support to a broad network of youth clubs and also to disadvantaged and vulnerable young people aged 5-25 years including young carers, young offenders and young people not in education, employment or training.



They provide individual, caring support to young people through expert mentoring, guidance, employment and educational training and participation in sport, leisure, club and social activities. Their work helps young people to overcome their disadvantages, to release their potential and to open up new life path opportunities. Their widely experienced and expert youth team works directly with young people to provide trusted and effective guidance, friendship and support along the way and they try to make it fun!

### 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.

## 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.



## 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.

## Wiltshire and Swindon Users' Network

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.





## 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.

## Arthritis Care

Arthritis Care exists to support people with arthritis. They are the UK's largest charity working with and for all people who have arthritis. They are a user led charity which means people with arthritis are at the heart of their work – they form their membership, are involved in all of our activities and direct what we do.



## Ashcourt Rowan



Ashcourt Rowan is one of the two independent Care Fee Specialists working with Wiltshire Council to help people, who are having to pay for their own care, make informed choices about their long term care and specifically how people can fund it. Ashcourt Rowan can provide you with an obligation free consultation. Areas they can provide advice include the best way to fund your care, safeguarding assets and avoiding the risk of running out of funds to pay for your carers. Additionally they will be able to advise you of your entitlement to state benefits, setting up a power of attorney and other matters related to later life planning.

## First City Nursing Services

First City Nursing Services is a professional nursing agency supplying Nurses of all grades and Care Assistants to NHS hospitals, nursing homes, learning disability placements, residential homes and individuals within their own home.



## 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

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.



## British Red Cross

The British Red Cross helps peoples in times of crisis, providing a range of services in local communities across the UK. These services offer short term assistance to people in need of help. All services are delivered by skilled volunteers and staff.

## National Osteoporosis Society

The National Osteoporosis Society is the only UK wide charity dedicated to improving the diagnosis, prevention and treatment of osteoporosis and fragility fractures.

The charity was established in 1986 and has since grown into a well respected national charity with approximately 25,000 members and over 50 members of staff.



## Door Step Safety



Trading standards is now operating the Buy With Confidence scheme in Wiltshire. Buy With Confidence is the largest local authority assured trader scheme in England and brings together a list of traders who have been individually vetted for their commitment to customer service with consumer protection law. You can Buy With Confidence knowing each of the traders has signed up to the standards of customer service set out in the scheme rules.

A home visiting optician offering a personal, professional eye test and spectacle choice in the comfort of your own home. Free NHS sight test and visit. Available to those unable to travel to an optician unaccompanied. They bring a large selection of frames and professional advice to your home. They deliver and fit your spectacles when ready.

## Roving Eye



## Wiltshire Centre for Independent Living



Wiltshire CIL is run by disabled people and exists to support disabled people achieve independent living. This involves breaking down the barriers to disabled people having more choice and control in their lives and getting the assistance they need.

## Wiltshire Online

Wiltshire Council's Wiltshire Online Programme was established in 2010 with the vision to enabling Wiltshire to be a digitally inclusive county. This includes actively supporting and managing improved infrastructure developments, providing access to online services and increasing the ability of citizens and businesses to be confident users and maximise the benefits which being online can bring.



## Event Speakers

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

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

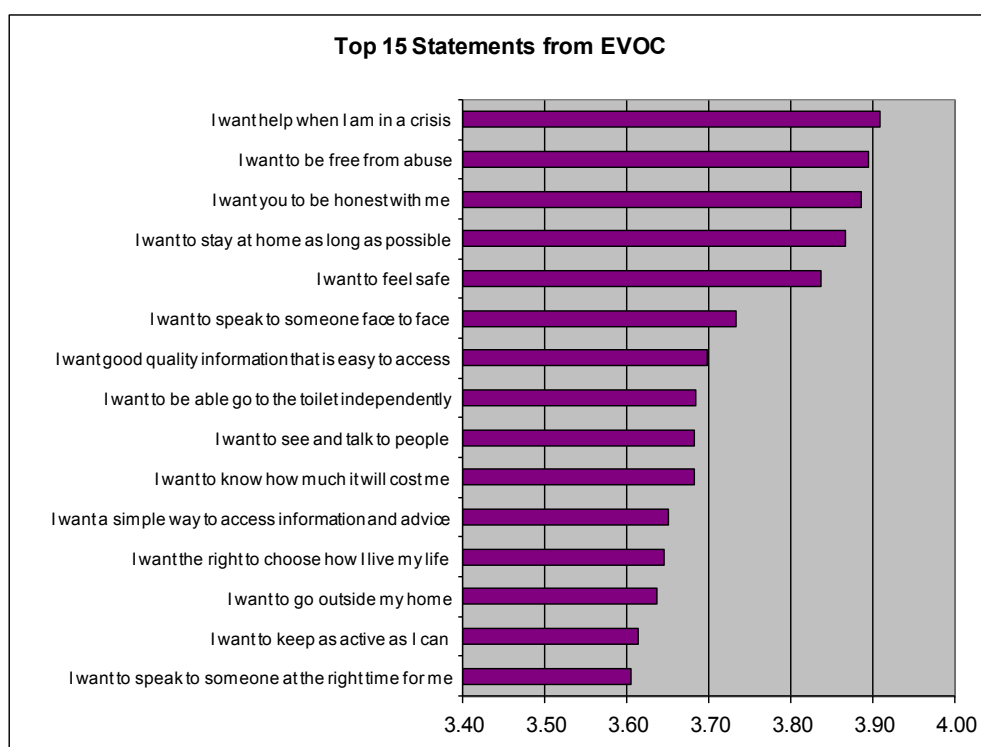


#### The Geography of Wiltshire

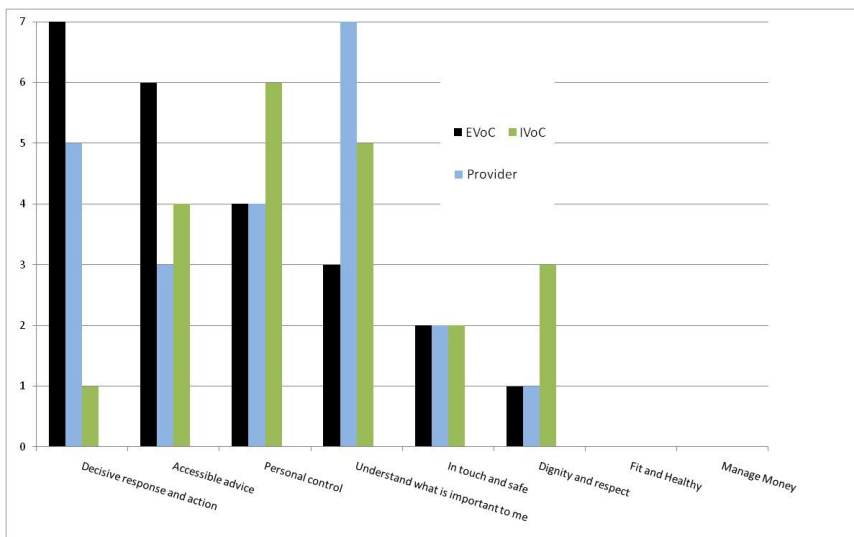
- Midsized unitary authority
- More than average older people
- Pockets of deprivation
- 3 acute hospitals
- Large number of self funders
- 1300 domiciliary care customers
- 3000 sheltered housing tenants
- 1000 care staff

#### 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

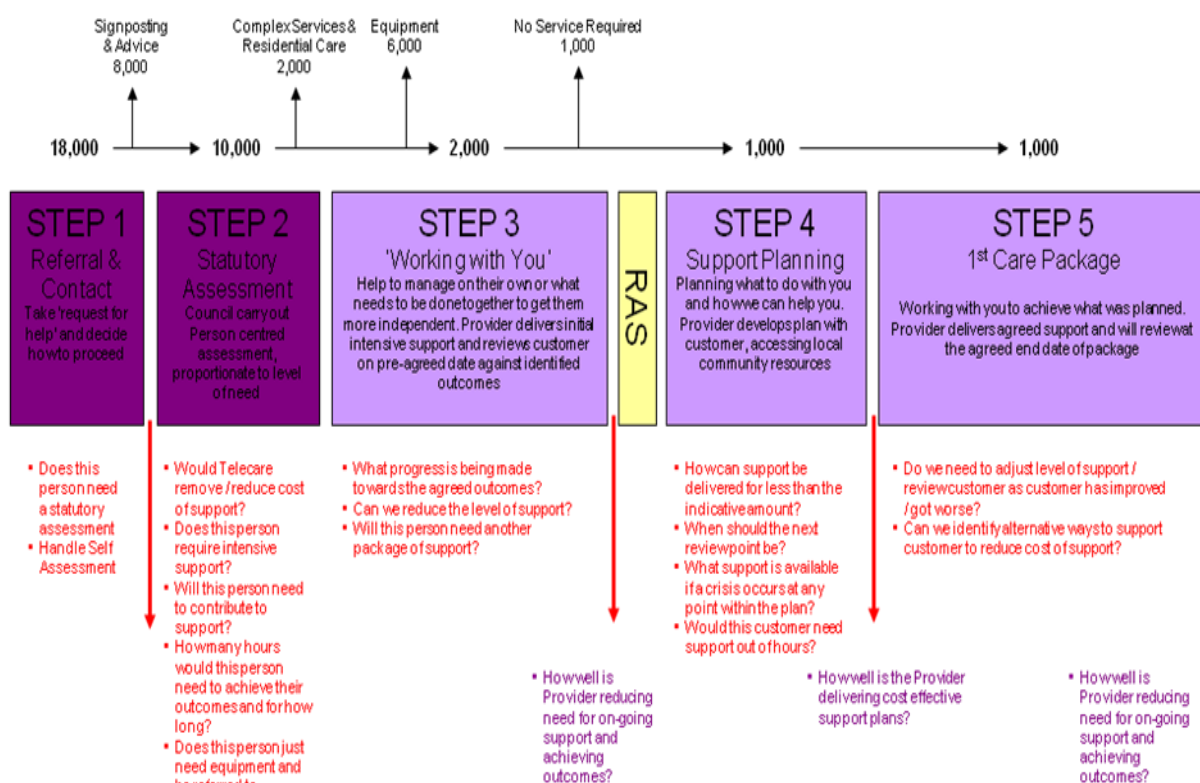
## Care and Support Service – scope

- 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

## 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

## 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:

### ***How many people are WC paying for – what are the proportions?***

On 30/09/2012, 978 Help to Live at Home customers had Support Plans to help them live independently; 1824 customers had Telecare; and a further 1184 private customers used the new Help to Live at Home Emergency Response telephone service. We also helped 2012 people who don't use formal care services but still need day to day support to stay independent. For example, people who don't need formal care sometimes need help managing money or arranging medical appointments.

### ***Is there a subsidy to move housing – is there anything around this? People in large houses down sizing (Nicola Gregson confirmed to get back with reply)***

If people live in housing owned by a housing association or the Council they may be able to access some help with this and it is worth contacting the landlord to see what they offer.

With regard to people who own their own homes Age UK may be able to offer some assistance.

### ***Are there provisions around pre-payments for taking care of old age in the future?***

A guide to funding your own care is available from Wiltshire Council.

### ***What is the cost of keeping someone in their own home?***

It will depend upon their needs and how much care they require. The average cost for care of someone supported by the Council is £175 per week.



## **Alison Crangle and Diane Barkham - 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

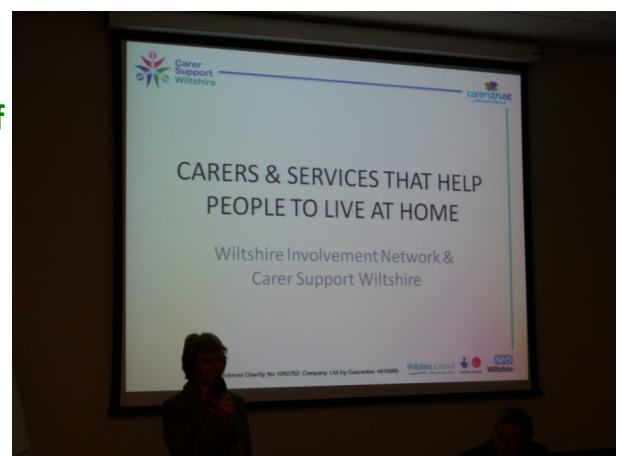
#### CSW & Help to Live at Home

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 Alison and Diane from members of the public:

##### ***Respite care – Can a carer have 2 weeks off.?***

If there is provision for the cared for to have alternative care, and/or a carers assessment has identified it as a need, yes. If the situation is self funded then if care can be sourced personally using the Care Directory available from Wiltshire Council.



##### ***Prescription break £50 – is that what older people want? Don't want to go to GP.***

It is one tool in the options of support that can be provided – funding from NHS Wiltshire via Wiltshire Council (they decided on how it would be used)



***If someone wants 24 hour care to go and see friends etc, who will look after the person who needs the care?***

Family member, care agency. Direct Payments can be saved and used for a longer service i.e. overnight care.

***Have been enquiring about respite for 2/3 years to be told we don't qualify if it comes down to cash.***

Direct payments for respite, apply through Social Worker, encourage all carers to apply for direct payments. Need to have Carers Assessment

***How is your organisation funded?***

Principally Wiltshire Council and NHS Wiltshire, but we also have funding from Big Lottery, Military Covenant, People's Health Lottery, and our own efforts, such as being Sainsbury's Melksham Charity of the Year.

***Have you had any meetings with the Clinical Commissioning Groups?***

Yes, we are working closely with the CCG on our GP Accreditation Scheme.

***Elderly who are carers – golf or massage not practical – often don't want strangers looking after them. Maybe funding one night of care a week. How much would it cost?***

The £50 is a one-off, so could be put towards it. If it is identified as a need. The cost of having an overnight sitter will vary from agency to agency.

***Are carer's Direct Payments same as attendance allowance?***

No, attendance allowance is paid to the cared for individual, where the Carers Direct Payment is to the Carer and would come as a result of identified need in a Carers Assessment and subject to eligibility.

## 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)



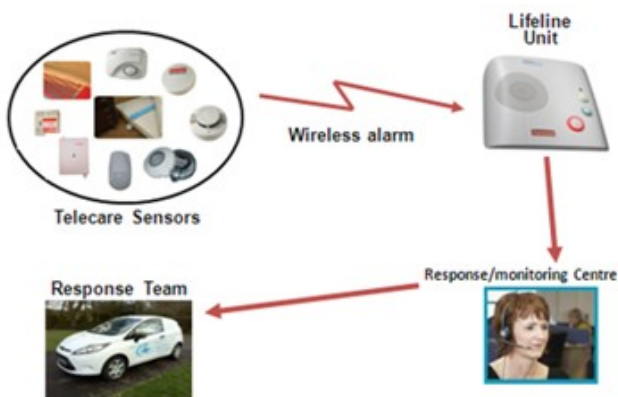
### GP Out of Hours

- 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 i.e. 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:

### ***What do you think about the Logo – CW asked for opinions***

Need to show access for all ages

Thank you to everyone for their contribution, we have considered all the points raised and whilst there was some concern that the logo did not, for some, indicate support or inclusiveness many felt it was friendly and attractive. Most supported the term Access to Care as being a good choice.

### ***Self funders – can we have an idea of costs?***

The telecare alarm (Lifeline) and pendant with 24/7 monitoring is £3.75 per week. The mobile response home visiting service is an additional £4 per week.

### ***Access to care?***

A member of the audience quite rightly pointed out that Wiltshire Medical Services (WMS) already has a service called Access to Care. This is true however we have decided to place all services, other than the out of hours service provided by WMS, under the umbrella term Access to Care. This will include the existing single point of access, telecare monitoring and response services, reassurance calls/reminder service, lone worker monitoring etc.

### ***Point of call for nurses – losing contract through 111Service – Harmoni***

A member of the audience was aware that the contract for the out of hours service is changing next year due to the implementation of the new NHS 111 service. This is a 24/7 service which should be used if you urgently need medical help or advice but it's not a life threatening situation.

WMS did bid for this contract and despite doing very well on areas such as quality, performance and workforce the contract was awarded to a company called Harmoni who can provide the service at a lower cost.

As a result of this change all the nurse advisors and call handling staff currently employed by WMS are eligible to transfer employment to the new provider but many do not wish to work outside of Wiltshire. WMS is very sorry to be losing this part of the work that they do and especially sorry to have so many loyal and well trained staff leaving the company. The face to face out of hours clinical assessment in primary care bases or in patients own homes will continue to be provided by WMS. We will aim to work closely with the new provider to ensure that the transition of the contract goes as smoothly as possible; for staff and for the patients who use the service.

### ***Are you a national company?***

Wiltshire Medical Service is a Limited Company that evolved from local Wiltshire GPs who came together to provide out of hours cover when GPs could choose to opt out of 24 hour responsibility for their patients.



### ***Can you make out of hours appointments?***

If this question is referring to the out of hours service specifically; any patient registered with a GP in Wiltshire or on holiday in Wiltshire can telephone the service for an assessment to determine the urgency of the illness.

If the question is relating to the Telecare service; the Telecare team are co-located with the out of hours service and if they identify that a Telecare customer needs urgent medical care rather than social care the call is transferred for clinical triage.

### ***Why do people have to ring back in half an hour?***

This was a question raised about the out of hours service and the description of the situation does not reflect our policy and procedures and therefore I am in direct contact with the person concerned to investigate further.

If a patient is waiting for a clinician to call them back they would be advised to phone again if their illness deteriorates whilst they are waiting for the call back.

Equally if a clinical assessment has been made and the call is being concluded with clinical advice then a patient may be advised to call us back if their illness changes or gets worse.

### ***What is the Telecare response time?***

The industry standard is that a response should be within 60 minutes. The vast majority of responses so far have been well within 25 minutes. Occasionally due to the unique geography of Wiltshire it has taken longer however the Telecare equipment allows the call advisor to maintain contact with the customer so that they can be reassured that help is on the way.

As the service grows we will be able expand the number of bases for the responders which will mean we can get to customers more quickly.

### ***What is classed as an emergency?***

In terms of Telecare, an emergency service response (999) is requested in the following scenarios:

- Activation of smoke alarm/heat sensor/carbon monoxide sensors and if the monitoring centre is unable to make contact with the customer
- Any situation where the customer activates the alarm and reports fire or smoke
- Activation of 'Bogus Caller' equipment may require an emergency response
- Customer indicates they have chest pain, breathing difficulties or have fallen and sustained an injury or tells us they are bleeding or they are in severe pain.
- Depending on the customers medical history (documented on the database) an emergency response may be requested if an alarm is activated and no response is received from the customer.

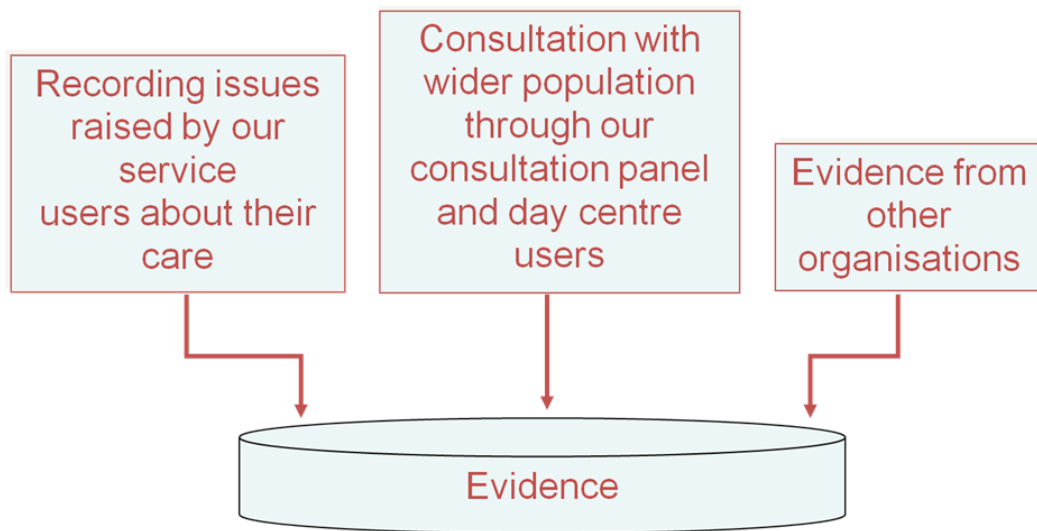
## Brian Deeley— Chief Executive, Age UK Wiltshire

### Our Commitment and Approach

To ensure that the views of older people are heard on issues affecting them  
*to enable this*

We have been compiling evidence on the effects of the new arrangements for providing help to live at home

### Compilation of Evidence



### Issues from Service Users

Record maintained of all care issues raised by Age UK service users since October 2011  
*resulting in*

A total of 17 issues recorded from 9 service users during this period

### Consultation Panel

Questionnaire sent to 131 people asking them which aspects of care they thought were good and which needed improvement

This resulted in responses received from 63 people

### Organisations

Feedback requested from others working with older people through networks and joint working.

Responses received from Wiltshire Good Neighbour Scheme and the 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**

An analysis of the evidence indicates that there are some common themes;

1. Organisation and continuity of service
2. Competence of carers
3. Maintaining independence
4. Dignity and respect
5. Improving wellbeing

### **Organisation and Continuity of Service**

- Large number of different carers
- Rota and names of carers not provided to clients in advance
- Carer not attending to put client to bed
- Client 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 therefore, left in bed until lunchtime visit
- Dish cloth used to mop up spilt commode then placed back into sink
- Forgetting to put clients stockings on in winter

### **Maintaining Independence**

- Three clients have decided to move to residential care
- Quality of care cited as a factor in decisions with particular concerns being;
  - Uncertainty of carer visiting times
  - Number of different carers provided
  - Number of carers having access to key safe codes

### **Dignity and Respect**

- Carer walking between clients so carer left sandwich and cake for lunch, leaving
- client unable to get to lavatory
- Spilling commode contents on carpet whilst emptying
- Emptying commode while client 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 client by over disclosure of personal problems
- Personality and emotional wellbeing not taken into account
- Anxiety caused by lack of communication of times carer due to visit

## Case Study 1

### *From a 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

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

## Positive Responses

Not all negative, as many positive responses received, including;

- '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 family of having carer *keep an eye* on things relative has done



## Interpretation of Feedback

Feedback must be viewed in the context that it is mainly provided by those who contact organisations because they experience problems

However, concerns have been raised around the quality of care provided which we hope to see addressed as the service is developed.

## Review and Reflections

- Obviously, some points of concern regarding this subject
- The financial and work pressures within the current climate are understood, *however*; the **quality, continuity of delivery, empathy, dignity and respect** associated with the provision of care and support services should not be aspirations – they are fundamental
- In the short and medium terms, suggested that any compromises to these fundamentals will result in additional costs.

## Questions to Brian from members of the public:

### ***Concerns about safeguarding – don't think the public know enough about it.***

The rules and processes regarding safeguarding are currently going through change at a national level. Whilst Age UK Wiltshire and other service providers ensure that enhanced CRB checks are performed for those resources that will have contact with vulnerable people, it is suggested that contact is made with individual service providers or Wiltshire Council in order to establish their own processes.

### ***Are you including financial support from self funders?***

Certainly, the current Help to Live at Home providers are recommended by the local authority to those that might be self-funders however, self-funders do have the option to use whatever service provider they might wish to.

### ***CRB's being done? (enhanced)***

Age UK Wiltshire currently perform enhanced CRB checks for all staff and volunteers.

### ***How do you find out the people who aren't actively about who are not necessarily ill.***

### ***How are you contacting them?***

You don't actively seek those people. Age UK Wiltshire makes people aware of the service through its Information and Advice service, befriending and other services. It also works in partnership with the Wiltshire Good Neighbours Scheme in order to ensure that all GNS coordinators remain aware.

### ***Residential accommodation for OP. There is no registration and they are not subject to registration. What are you doing to report/voice these concerns? Is it working? Is it bringing about change?***

Age UK Wiltshire has passed comments received to the appropriate bodies.

### ***Have these items been passed on to H2LAH. Has this been written in to contracts? If not, is this something Age UK should take up?***

In situations where issues have been raised with Age UK Wiltshire, we have (with the clients permission) passed such comments to the service provider, the local authority or any other body as might be appropriate.

## **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:

### ***Lots of Pressures on young people and problems for further education/university?***

Our experience is that young carers do find it challenging to decide on future options as they approach adulthood. We try and support them to consider all their options including further education and university and we work closely with the schools to make this happen. Sometimes this can mean exploring part time opportunities which might fit with existing caring responsibilities. We are about to embark on some joint work with Carers Support Wiltshire with the aim of providing additional transitions support to 18-25 year olds which we hope will increase our capacity to be able to help young carers at this crucial point in their life.

## **Michelle Bacon and Di Green—NT Co-ordinators Great Western Hospital NHS Foundation Trust covering Salisbury, Wilton and Amesbury NT**

### **What we do**

- The neighbourhood team (NT) assist in supporting early discharges from hospital, assess for personal care and mobility, function in daily personal care tasks and can provide a rehabilitation care package with 'Help To Live At Home' service working closely with social care
- Manage patients with a terminal condition and end of life care
- Support patients with long term health needs e.g. COPD, MS, MND
- Catheter care and wound /ulcer care

### **Area Covered**

Neighbourhood team covers the areas from Pewsey in the North, Codford in the West, Lopcombe Corner in the East and Brook in the New Forrest in the South.

### **Neighbourhood Teams**

- Multidisciplinary Teams
- Key worker with each GP practice
- Working with social services locality teams
- Service to operate 7am – 10pm, 7 days a week
- Out of Hours provision
- Accessed through Access to Care/Single Point of Access by referring health and social care professionals

### **Service Specification**

The neighbourhood team are a service for the housebound. If the person can get into a car, Link, taxi or go with a relative then they are expected to attend their surgery.

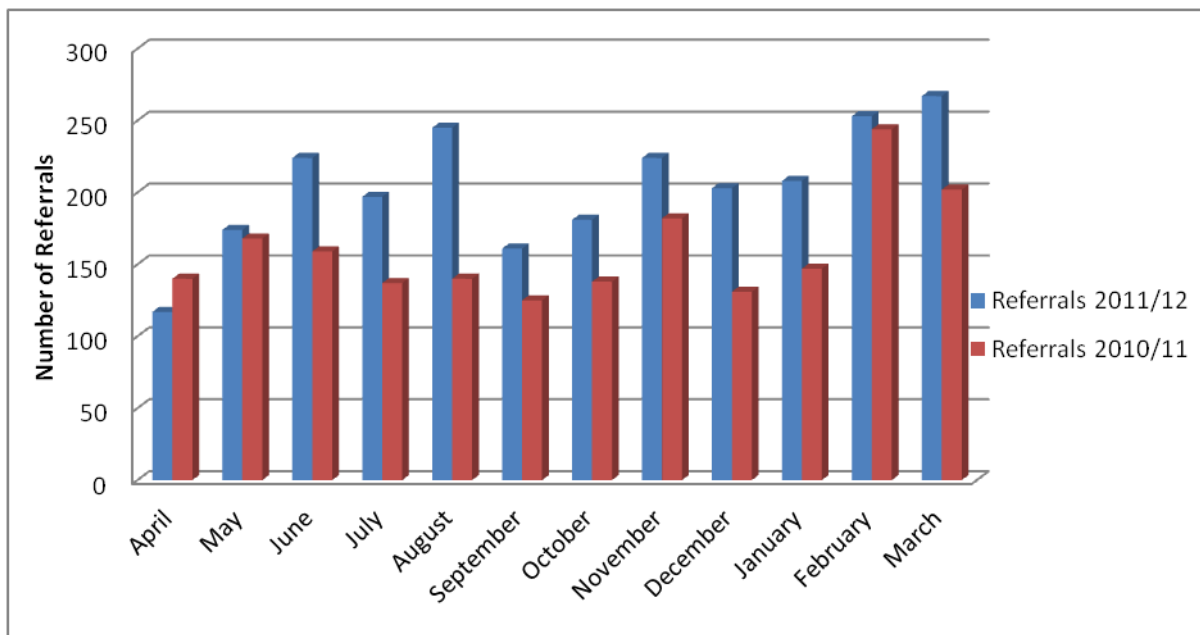


### **The Team**

- Coordinator
- Nurses—Some nurses have a district nurse qualification (specialist community practitioner) which involves an experienced nurse going back to university for 1 to 2 years and completing extra training.
- Physiotherapists—Some with neurological condition and falls expertise.
- Occupational therapists—Some with neurological condition expertise
- Support workers—These staff have been trained to an NVQ/diploma level 3 and continue to work on their rehabilitation skills
- Assistant practitioner—These staff have completed training to a foundation degree level and assist the registered staff in nursing and therapy cases
- Community matron—These staff have had advanced training to masters level and work with clients with long term conditions

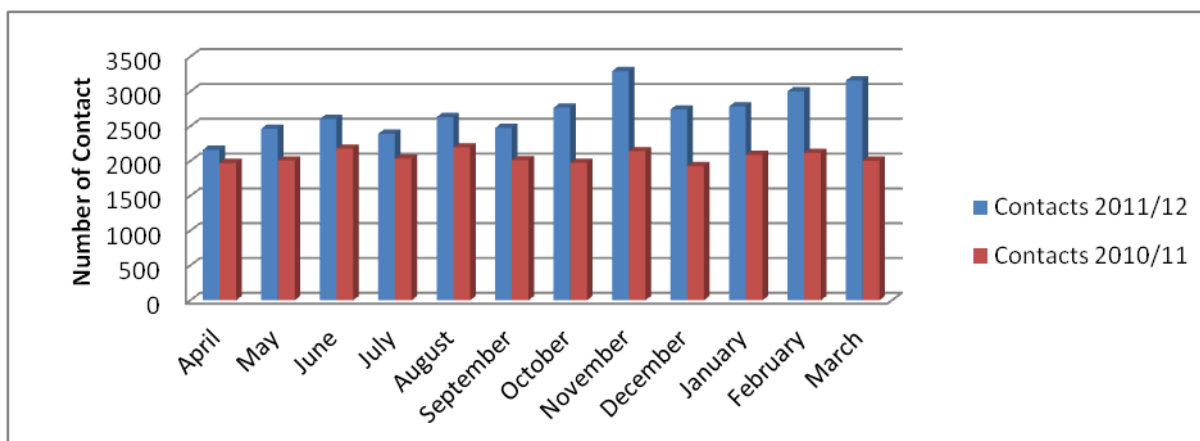


## Referrals to Neighbourhood Teams 2010-2012



The number of referrals to neighbourhood teams has increased by 12% between 2010 and 2011

## Number of contacts by Neighbourhood Teams 2010-2012



The number of contacts with patients by neighbourhood teams has increased by 6.5% between 2010 and 2011. Admission avoidance for the last financial year was 1279 patients

## Questions to Michelle and Di from members of the public:

***Reference coming out of hospital – when do you know that discharge is going to happen, how are you notified?***

We are notified via the single point of access if we are asked to support the patient in any way. If it is a patient with a long term condition we may well be having conversations with the ward too ourselves.

***Do you deal with patients who have drugs/alcohol withdrawal?***

We may be involved with this but if it is drug dependency then it is also likely to involve possibly the mental health team.

***Do you have involvement with children?***

Our services are for adults 18 and above, so in answer to the question it is more likely to be the health visitor that follows up the children.

***What involvement do you have with military families discharged from the MOD?***

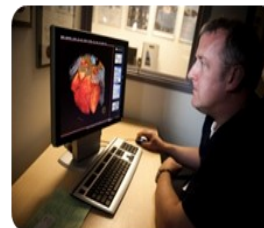
When we discussed this on the day we mentioned that we receive referrals via many points but individuals invariably do have a GP . Occasionally vulnerable patients are alerted to us, by the people we are visiting and if this is the case the concern raised will always be followed up, but we will always try to treat this information with care and consideration and confidentiality.

***Travellers – would have to be referred?***

We do see travellers who are referred to us.

***Are there time limits on visits?***

There is not a time limit on visits, each person is individually assessed and the care is provided taking into consideration the patients ability, the support with the home and the care that is available, this will therefore be very individual based on the assessment undertaken.



## Event Feedback

Good overview of  
services in  
Wiltshire

Informative speakers  
with great  
presentations

Neighbourhood  
teams talk  
informative.  
Networking. Food  
excellent

A most informative event,  
good speakers, good to see  
stands pertaining to talks  
so you are able to pick up  
appropriate leaflets.

More like  
this please

The speakers,  
networking and  
lunch were all great!

Neighbourhood teams  
and Youth Action  
Wiltshire speakers

Good presentations, good  
audience participation,  
good use of PA and loop  
system and very friendly  
supportive staff

Very good  
and excellent

Helpful information about  
organisations and services  
from both speakers and stands.  
It is useful to be kept up to  
date with what is happening in  
the community.

Very good speakers on a  
variety of subjects

## 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](mailto:office@alzheimerswiltshire.org.uk)  
[www.alzheimerswiltshire.org.uk](http://www.alzheimerswiltshire.org.uk)

### Arts Together

PO Box 4241  
Edington  
BA13 4WG  
01380 831434  
[karolyne@artstogether.co.uk](mailto:karolyne@artstogether.co.uk)  
[www.artstogether.co.uk](http://www.artstogether.co.uk)

### The Wiltshire Bobby Van Trust

Chippenham Police Centre  
Wood Lane  
Chippenham  
Wiltshire SN15 3DH  
01225 794652  
[bobbyvan@wiltshire.police.uk](mailto:bobbyvan@wiltshire.police.uk)  
[www.wiltshirebobbyvan.org.uk](http://www.wiltshirebobbyvan.org.uk)

### Dorothy House Hospice Care

Winsley  
Bradford on Avon  
Wiltshire BA15 2LE  
01225 721480  
[www.dorothyhouse.co.uk](http://www.dorothyhouse.co.uk)

### Arthritis Care

Freephone—0808 800 4050  
[www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

### ICAS

Unit 3, Premier House  
Willowside Park  
Canal Road  
Trowbridge  
Wiltshire BA14 8RH  
0330 440 9002  
[trowbridge.office@seap.org.uk](mailto:trowbridge.office@seap.org.uk)

### Wiltshire Council—Active Health

For general enquiries:  
07825 609331  
[trish.cowie@wiltshire.gov.uk](mailto: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](http://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](mailto:info.wsun@btconnect.com)  
[www.wsun.co.uk](http://www.wsun.co.uk)

### Ashcourt Rowan

01225 475359  
[wilts@ashcourtrowan.com](mailto:wilts@ashcourtrowan.com)  
[www.ashcourtrowan.com/financial-planning](http://www.ashcourtrowan.com/financial-planning)



## Useful Contacts

### **British Red Cross**

01793 853723

### **First City Nursing Services**

Chippenham—01249 444900

Salisbury—01722 320000

### **National Osteoporosis Society**

0845 130 3076

[info@nos.org.uk](mailto:info@nos.org.uk)

[www.nos.org.uk](http://www.nos.org.uk)

### **Door Step Safety—Buy With Confidence**

[www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk)

[bwc@wiltshire.gov.uk](mailto:bwc@wiltshire.gov.uk)

### **Roving Eye—Home Visiting Optician**

01722 781218

07500 662783

[info@rovingeye.eu](mailto:info@rovingeye.eu)

### **Wiltshire CIL**

Unit 1, 11 Couch Lane

Devizes

Wiltshire

SN10 1EB

01380 725400

[info@wiltshirecil.org.uk](mailto:info@wiltshirecil.org.uk)

[www.wiltshirecil.org.uk](http://www.wiltshirecil.org.uk)

### **Wiltshire Online**

01225 793349

[digitalinclusion@wiltshire.gov.uk](mailto:digitalinclusion@wiltshire.gov.uk)

[www.wiltshireonline.org](http://www.wiltshireonline.org)

## **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](mailto:winadmin.wsun@btconnect.com)

[www.wiltshireinvolvementnetwork.org.uk](http://www.wiltshireinvolvementnetwork.org.uk)