



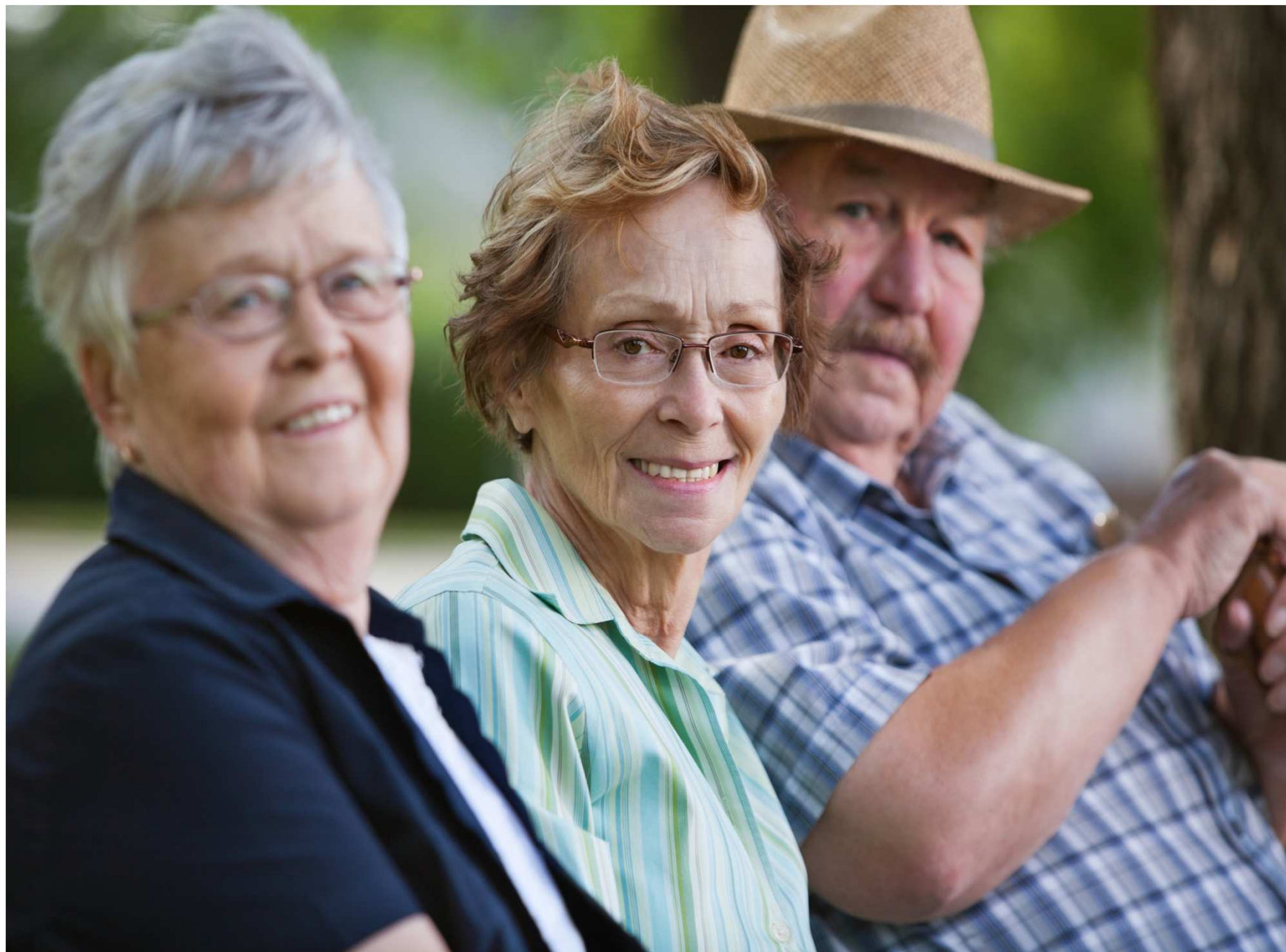
Age UKs in Kent Consortium

Thanet Clinical Commissioning Group

# Support at Home Service

Presentation by

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# Introduction

Thanet CCG are committed to the delivery of improved healthcare outcomes for the population of Thanet.

- Increasing the proportion of older people living independently at home following discharge from hospital.
- Improving the health related quality of life of people with one or more long-term condition, including mental health conditions.
- Increasing the number of people with mental and physical health conditions having a positive experience of care outside hospital, in general practice and in the community.

## Background

- Older people represent **60%** of all hospital admissions
- Most want to live independently and healthily at home for as long as possible.
- And to have choice and control over the services they need.
- But older people are often going into hospital 'in crisis' and because they can't get the right care and support at home
- 14 m people 60yrs+; 50+% increase projected in 25 years.

- The current health and social care system focuses on helping people in crisis – “the ambulance at the bottom of the cliff”
- But identifying older people at risk of developing major health problems before a crisis, and working with them to bring together the services they need is better for them and a much more effective use of resources – “community based services at the top of the cliff”

# Support at home service

- Commenced Nov 14
- Funded through ORCP monies
- Joint initiative with TCCG and KCC

## This is Age UK Territory

- Many determinants of health sit outside formal health and care responsibilities

Cold homes

Loneliness

Malnutrition

Dehydration

Poverty and fuel poverty

Lack of family support

- Trusted assessor –including request for telecare.



## Age UKs in Kent Consortium

- **Supporting older people and reducing pressure in hospitals**
- Building on existing Age UK services (Befriending and Home from Hospital) Evaluation
- Co designed with KCC and CCG and supported by Urgent Care Working Group





## Age UKs in Kent Consortium

- Type of support





## Service so far...

- Commenced November 2014
- Referrals to end of May 2015 - 207 which is on target for 440 for the year.
- Referral source – links with over 75s scheme at Westgate, Garlinge and Birchington Surgeries, QEQM Integrated Discharge team and Care Navigator Team, KCC Adult Services, Family Mosaic, Private agencies and self referrals
- The cost for our target of 300 clients over a 12 month period is £71,440.

## Case study Mrs S

- 70 year old lady
- Suffers with chronic COPD dependant on oxygen 24/7
- Given 1 year to live
- Main carer for 40 year old son who has learning disability and epilepsy

## Case study Mr L

- 85 year old man
- Lives alone
- Disabled due to a stroke
- Son is main carer but has had a total breakdown
- Needs help and advice

## Case study Mr M

- 85 year old man
- Lives alone
- No heating
- No hot water
- Poor living conditions
- Struggles to get up stairs



## Comments from the Over 75 schemes in Westgate Birchington and Garlinge

- Very beneficial,
- Very good Response time
- Patients grateful of the support
- Patients have access to a better quality of life knowing that there is free help available whilst they are going through a difficult time.
- Valued befriending service no other service that is available to carry this out
- Equipment requests, have been responded to quickly as there is not waiting list so pressure relief is delivered very quickly hence this prevents skin breakdown

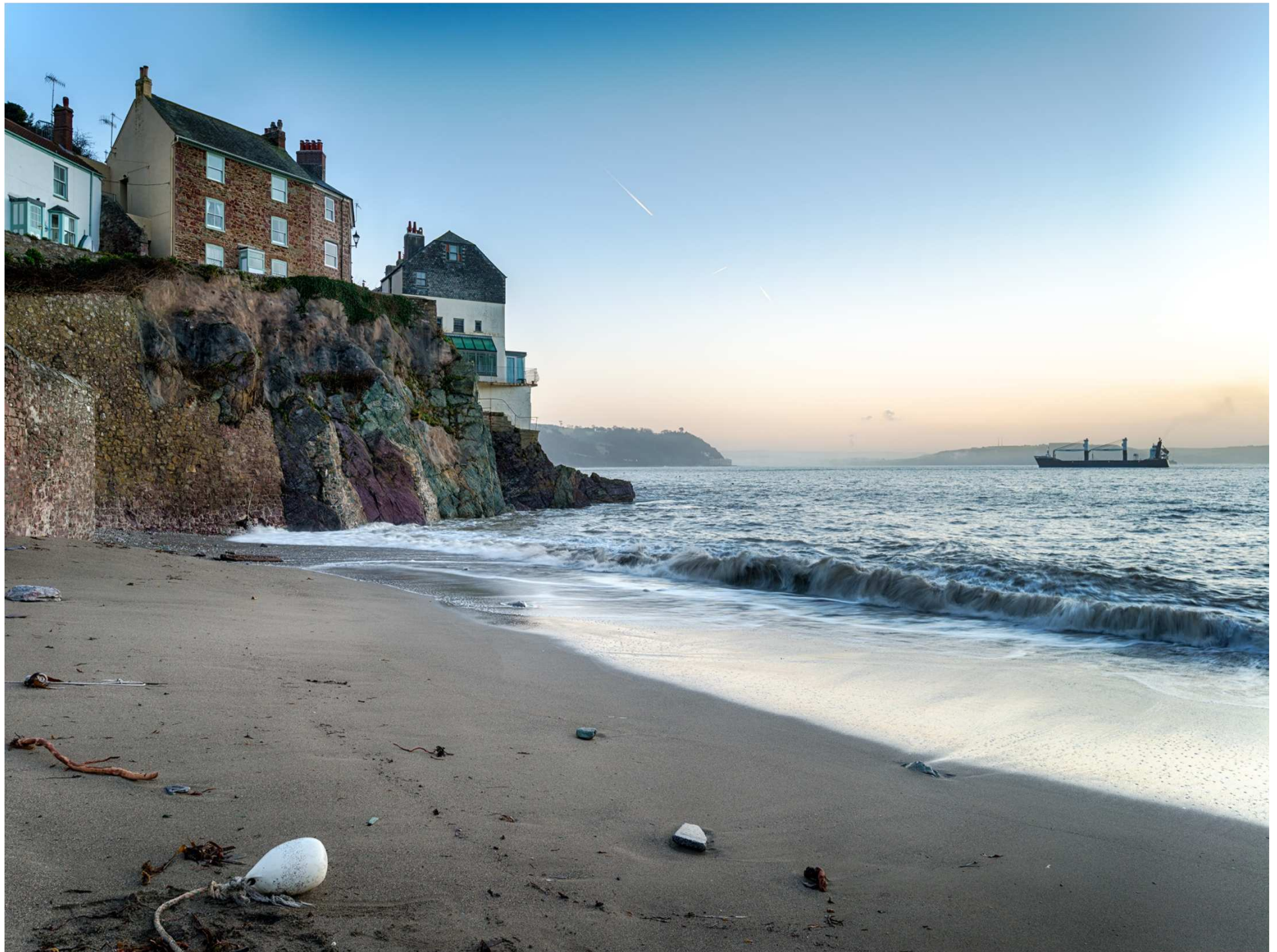
*I think you all deserve a medal, it's nice to know there are people to talk to and a service to help me'*

*This service has been very appreciated by me and will make the future more positive'*

*"Having these weekly visits with Sandra gives me something to look forward to. Sandra is so friendly and I don't want to lose you."*

*Thank you for what you have done for me, there needs to be more of you I'm sure*

*Very friendly, service is brilliant, very good service helped me to regain confidence'*





# Living Well in Cornwall

- **Programme in Cornwall that delivers similar front line support as Support at Home**
- Evaluation in 2014 showed
  - 49% reduction in non elective admissions
  - 36% reduction in A&E attendance
  - 20% improvement in mental well being
  - 8% reduction in social care costs

Support at Home may be delivering similar cost savings but not measured

## Considerations...Next steps

- Expansion of service across Thanet
- Ongoing funding beyond Nov 2015 would enable more people in Thanet to be reached.
- Estimated total cost would be approximately £140,000 which would provide support for approximately 850 people
- Possible future opportunities linking with IDT take home and settle service
- <http://youtu.be/V5VsQSiHYVY>



# Any questions ?

