



## Welcome from Dr Geoff Hanlon

I'd like to start by congratulating Turning Point Leicester, Leicestershire and Rutland for receiving an 'Outstanding' ranking from the Care Quality Commission for their community drug and alcohol treatment service. We are also pleased to announce the extension of the Lightbulb partnership for a further three years which will continue to offer integrated housing support to residents.

March saw the launch of Carillon Wellbeing radio, a new community radio station for health and social care across the county. We also have a case study from the County Council's Quality Improvement Team and an update on how FaME is helping to shape the national falls prevention strategy.

Plus, there's news on the County's Children and Families Wellbeing Service, an update from QuitReady and a reminder to pledge your support for the local 'Start a conversation' campaign to work together to prevent suicide.

There are links to the latest JSNA chapters and a new easy read version of the preventing falls leaflet.

Available now in our Resources section is a revised version of the Better Care Fund (BCF) Plan on a page for 2017-19:

<http://www.healthandcareleicestershire.co.uk/wp-content/uploads/2018/09/BCF-Plan-on-a-page-2017-19-rev.092018.pdf>

Further information about our Integration Programme, including the Better Care Fund is available on the Integration Programme main page:

<http://www.healthandcareleicestershire.co.uk/health-and-care-integration/>



*For previous editions of this bulletin please follow this link:*  
[www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/](http://www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/)

## Outstanding award received from CQC for Turning Point

A community drug and alcohol treatment service covering Leicestershire and Leicester has received the highest possible rating from the sector's national regulator.

Turning Point Leicester, Leicestershire and Rutland, the Integrated Substance Misuse Treatment Service, received an 'Outstanding' ranking from the **Care Quality Commission** - the independent regulator of all health and social care services in England.

Commissioned by Leicestershire County Council, Leicester City Council and the Office of the Police and Crime Commissioner and provided by social enterprise, Turning Point, the service works with anyone who is affected by drugs or alcohol and wants support to make change.

The inspection covered the entire Leicester and Leicestershire service. This comprises of the Leicester City hub, the Young People's hub (located in Leicester City), the Loughborough hub and the Coalville hub.

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inspired by possibility



The service delivers a full range of provision for adults, families and young people.

Sarah Hancock-Smith, Operations Manager at Turning Point Leicester, Leicestershire and Rutland, said,

“We are delighted that CQC have rated Turning Point Leicester, Leicestershire and Rutland as Outstanding and recognised the hard work, expertise and dedication of all our staff and peer mentors.

“The service is Turning Point’s largest integrated substance misuse service in the country and brought together eight separate providers into a single integrated service in 2016. Since then we have worked hard to embed our evidence-based treatment pathways and have constantly strived to improve the quality of care we deliver.

“Between July 2017 and June 2018, 935 individuals have successfully completed treatment.”

If you are concerned about your own or someone else’s drug or alcohol use contact Turning Point Leicester on 0330 303 6000 or visit: <http://wellbeing.turning-point.co.uk/leicestershire>



## Lightbulb partnership extended

**County residents will continue to benefit from a successful Leicestershire-wide partnership, which helps people remain independent in their own homes. Leicestershire County Council and all seven District Councils have approved the service for a further three years.**

Lightbulb is a centralised, integrated housing support service, hosted by Blaby District Council, and delivered in partnership with Leicestershire County Council, district councils, and the NHS.

During its first year, Lightbulb reduced waiting times for minor housing adaptations by successfully implementing a new housing support coordinator role, streamlining the process for assessment and installations, this has led to the freeing up of Occupational Therapists time enabling them to complete an additional 37% more cases than prior to the roll out of Lightbulb.

Since full launch in October 2017, Lightbulb’s work has helped over 4,000 people across the county. The collaborative working has led to a reduction in waiting times, a reduction in the number of stages and handoffs between agencies, (for example in installing level access showers) with 96 percent of service users answered yes to the question: “Has the service achieved everything you wanted.”

The service has already saved an estimated £360,000 for the local economy, with medium to long-term savings estimated at around £2.1 million.

Service users benefit from a holistic assessment called a Housing MOT which looks at all aspects of housing support including adaptations, affordable warmth, falls prevention, home safety, benefits advice and housing options. The housing support coordinator provides one point of contact for the customer and sees the process through from start to finish.

The pioneering Lightbulb project has been recognised with three awards, named ‘Best Collaborative Working Initiative’ by the Association for Public Service Excellence and Commended at the Home Improvement Agency Awards. It was also named best Public/Public Partnership at the 2018 Local Government Chronicle Awards.

## Carillon Wellbeing Radio is now broadcasting live across the county

March saw the launch of a new radio station, Carillon Wellbeing Radio. Licensed to broadcast on 1476AM and online at [www.carillonradio.com](http://www.carillonradio.com) this is a new community radio station for Health and Social Care in Leicestershire.

Carillon Wellbeing takes hospital radio into the 21st Century, out of the wards and into people's homes and NHS premises. Cheerful music from six decades of sound is mixed with quick tips to keep people well and happy.

Supporters from Leicestershire County Council, North West Leicestershire District Council, Coalville Town Football Club, and many other stakeholders were invited to celebrate the launch of this new volunteer-led community initiative on 19 March.

Based in studios in Coalville town centre and at Loughborough Hospital, Carillon Wellbeing broadcasts 24/7 with a wide range of locally created programmes.

The station is looking for your support to get into GP Surgeries and health settings and would welcome your ideas about how to make this happen.

For more information see [www.carillonradio.com](http://www.carillonradio.com) or contact the station on 01509 276575, email [admin@carillonradio.com](mailto:admin@carillonradio.com)



Jon Sketchley in the Carillon Wellbeing studio

# Leicestershire County Council's Quality Improvement Team

The case study below is featured in the Independent Age report 'Care home performance across England' published in March 2019. The full report is available at <https://www.independentage.org/care-home-performance-across-england-2019>

## A case study of local authority care home improvement – Leicestershire County Council

Leicestershire County Council has developed a novel approach to supporting local care providers to improve the quality and standard of care available to users. Since 2012, Leicestershire County Council has hosted a Quality Team consisting of individuals with social care expertise (ex-care home managers and a nurse among them) who work alongside providers to help them make improvements. This activity is funded by the Better Care Fund and forms part of the Council's overall approach to quality assurance and improvement.

The goal of the team is to support social care providers to deliver good quality, safe care by working with them to enhance staff capability in terms of practical skills, knowledge and leadership. Any local provider can access the support free of charge, regardless of whether they hold a contract with Leicestershire County Council. Some providers that the Quality Team work with are referred due to contractual compliance and where areas for improved practice have been identified. Others self-refer for support because they wish to improve the quality of the service that they deliver.

Members of the Quality Team meet with key staff from providers in their practice settings and through education, coaching and the provision of tools and resources they aim to change practice and ways of thinking in a sustainable way. The team develops a programme of support tailored to the provider's needs that covers diverse topics including care plans, medication, risk assessment and training. In these interactions, the team play a wide variety of roles including counsellor, mentor, advisor and mediator.

The Quality Team has engaged with 111 of the 182 care homes in the region, though to differing degrees. The Quality Team initiative has also resulted in improved relationships between providers and the Council more generally.



## Shaping national falls prevention strategy - FaME

Elizabeth Orton, Associate Professor and Consultant in Public Health, Faculty of Medicine and Health Sciences from the University of Nottingham (and Consultant in Public Health for Leicestershire County Council) who is leading the Collaboration for Leadership in Applied Health Research and Care (CLAHRC) East Midlands study attended the RoSPA Home Safety Congress at the Leicester Space Centre in February. Liz presented the work done in Leicestershire & Rutland with the University of Nottingham that led to the development of an implementation toolkit for FaME (an evidence-based strength and balance programme).

Liz also attended two dissemination events with PHE in London (in March) and Manchester (at the beginning of April) to promote the toolkit that will enable commissioners and providers across the country to implement local Falls Management Exercise (FaME) programmes. The implementation toolkit is due to go live in May and will provide evidence-based information on how to commission and provide a group-based strength and balance training programme in the community, with all the necessary templates needed to get a service rolled

out. Visit [www.nottingham.ac.uk/research/groups/injuryresearch/projects/physical/index.aspx](http://www.nottingham.ac.uk/research/groups/injuryresearch/projects/physical/index.aspx) for more information.

For further information on CLAHRC East Midlands, visit <http://www.clahrc-em.nihr.ac.uk/>.

The Healthy Ageing Research Group's report, Raising the bar on strength and balance: the importance of community-based provision was prepared with the Centre for Ageing Better. View the report here: [www.ageing-better.org.uk/publications/raising-bar-strength-balance](http://www.ageing-better.org.uk/publications/raising-bar-strength-balance)

To view RoSPA's national accident prevention strategy – Safe and active at all ages visit: [www.rosipa.com/national-strategy/](http://www.rosipa.com/national-strategy/)



## Preventing falls in Leicestershire and Rutland

A new easy read version of the preventing falls leaflet is now available to download from the Leicestershire Health and Care Integration website [www.healthandcareleicestershire.co.uk/falls-prevention](http://www.healthandcareleicestershire.co.uk/falls-prevention) alongside the main leaflet and posters.

It includes tips on preventing a fall, step-by-step instructions for six simple exercises and advice on what to do in the event of a fall.

## County Children and Families Wellbeing Service

Leicestershire County Council's new Children and Families Wellbeing Service launched in April.

The new 0-19 service will be delivered through drop-in clinics, group work and/or casework and focuses on supporting the most vulnerable families in Leicestershire. The service brings together the Children's Centre programme, Supporting Leicestershire Families (SLF), Youth Offending Service (YOS) and Information, Support and Assessment teams.

The new integrated service will be delivered from 21 family wellbeing centres across the county, based at existing children's centre sites. Information on the locations of the new family wellbeing centres is available at <https://www.leicestershire.gov.uk/childrens-centre-update>

Anyone with a query can speak to their local children's centre coordinator or email: [CFSWellbeingService@leics.gov.uk](mailto:CFSWellbeingService@leics.gov.uk)

## Stop smoking service update

In the last two years, Leicestershire County Council's QuitReady service has helped more than 5,000 Leicestershire residents to stop smoking.

Although quitting can be difficult, studies have found that smokers are four times more likely to quit for good with the support of a stop smoking service. QuitReady offers online or telephone support with a designated advisor, alongside free stop smoking medication including patches, Champix and E-Cigarettes with follow on nicotine liquids. Evening and weekend appointments are available and home visits are offered to quitters who find it difficult to access the service virtually or need extra support.

QuitReady is a friendly, non-judgemental service, open to anyone who lives, works or sees a GP in Leicestershire. If a patient or service user wants to stop smoking they can self-refer using the contact details below.

- Call 0345 646 66 66
- Text 'ready' to 66777
- Visit [www.quitready.co.uk](http://www.quitready.co.uk)

Alternatively, you can refer patients to the service. Please contact Sakshi Limbu who can provide you with contact cards and referral forms at [Sakshi.Limbu@leics.gov.uk](mailto:Sakshi.Limbu@leics.gov.uk) or call 0116 305 0263.



## Have you pledged to 'start a conversation'?

Almost 100 people have so far pledged to start a conversation on a website aimed at supporting people to get help in a crisis.

Following its launch on 10 September 2018, to coincide with World Suicide Prevention Day, the site hopes to break the stigma around suicide, by encouraging people to be more open about their worries and showing them where to seek help.

The campaign is a joint venture led by Leicestershire County Council and involving district councils, Leicester City Council, Leicestershire Police and NHS partners.

The site also offers advice on also how to maintain good mental health and support others in need and to date, has received 4,886 page views.

Whether you're an individual or an organisation, we encourage you to pledge your support for the Start a Conversation campaign so that we can work together as a community to prevent suicide.

For more information and to make a pledge, visit [www.startaconversation.co.uk](http://www.startaconversation.co.uk)





## What's new?

### JSNA – new chapters published

Joint Strategic Needs Assessments (JSNAs) analyse the health needs of populations. The purpose of the JSNA is to improve the health and wellbeing of the local community and reduce inequalities for all ages with the aim to develop local evidence-based priorities to allow commissioning to improve the public's health and reduce inequalities.

The Health and Wellbeing Board of Leicestershire agreed that the 2018-21 JSNA will be published in subject-specific chapters throughout this three-year time period, in line with CCG and local authority commissioning cycles. The following chapters have now been published:

- Best Start in Life (0-5 years)
- Substance Misuse in Adults
- Alcohol Misuse in Adults

To view these chapters and others that have been published, visit <http://www.lsr-online.org/leicestershire-2018-2021-jsna.html>

The **Spring 2019** issue of the Options guide to care and independent living in Leicestershire and Rutland is now available [online](#). The guide is intended to help patients, their carers and relatives understand how local health services can support them after discharge from hospital.



## Better care together

Leicester, Leicestershire and Rutland health & social care



Follow us on Twitter @LeicsHWB

See our website:

[www.healthandcareleicestershire.co.uk](http://www.healthandcareleicestershire.co.uk)

Download our [Better Care Fund plan on a page for 2017-19](#)

To find out more about Better Care Together – Leicester, Leicestershire and Rutland's five year health and care strategy visit

[www.bettercareleicester.nhs.uk](http://www.bettercareleicester.nhs.uk)

For enquiries about this bulletin please email

[BetterCareFund@leics.gov.uk](mailto:BetterCareFund@leics.gov.uk) or call **0116 305 5749**

### Working in partnership

