



Welcome from Dr Geoff Hanlon

With Self-Care week taking place from 18-24 November, it seems fitting that this edition of the stakeholder bulletin features news and case studies on how Leicestershire residents are being supported to improve their health and wellbeing and maintain their independence.

Leicestershire County Council has developed a new Adult Social Care Target Operating Model to improve the quality of care service users receive, increase people's independence and make the best use of resources. The county council's Cabinet has also approved plans to provide a specialist dementia care facility in North West Leicestershire aimed at supporting those with complex dementia to live as independently as possible.

Our 5 ways to wellbeing campaign will be sharing messages during Self Care Week, signposting people to suggestions and opportunities for people to get involved in their local communities.

Following the suicide prevention conference held in September, October saw the launch of a new local suicide bereavement support service.

The LLR Falls Prevention Group has produced a short film demonstrating a series of simple exercises designed to help people improve their health and wellbeing and reduce their risk

of falling which is available on our website.

There have been some changes to weight management services in Leicestershire, with services now being delivered by Leicestershire County Council. And there is also a reminder from the county council's Warm Homes Service about their free, impartial advice to help residents stay warm at home and keep their energy bills down, as well as free briefing sessions for front line staff on fuel poverty issues locally and the support available via Warm Homes and First Contact Plus.

As this will be the last bulletin of 2019, I would like to take this opportunity on behalf of the integration programme to send warmest season's greetings to all of our partners and express our thanks for your work and support in delivering the programme during 2019. I hope you have a peaceful end to the year and that we begin 2020 refreshed and ready for the year ahead.



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/



Promoting independence in Leicestershire

During the summer Leicestershire County Council has been developing a new Adult Social Care Target Operating Model to improve the quality of care service users receive, increase people's independence and make the best use of resources. The work has focussed on areas including:

Acute – ensuring service users go into their ideal package of care on discharge from hospital.

Reablement - increase the number of people able to benefit from an improved reablement service, therefore maximising their independence.

Accommodation – improving the processes, tools and support available to ensure we make more ideal decisions for service users.

The new Target Operating Model is now being rolled out in Adult Social Care teams across the county and improved outcomes for service users are already being seen.

Arthur's story:

Arthur and his partner moved to a care home after their bungalow flooded in March 2018. Sadly, a few weeks later, Arthur's partner passed away, and Arthur spent a further 18 months in the care home, waiting for repairs to be completed.

In September, the property was made ready and HART (Leicestershire County Councils in-house reablement team) were asked to support Arthur.

Arthur initially required visits three times per day to help with personal care, dressing/undressing, meal preparation and managing his skin condition, due to leg ulcers and atrial fibrillation.

At the 'Welcome Visit', Arthur identified three goals for his assessment period:

1. To be independent with his personal care – wash/shower
2. To be independent with dressing/undressing
3. To be independent with meals and drinks

Arthur needed a shower chair, perching stool and leg covers to enable him to achieve two of his goals, so HART made a referral for the equipment and contacted the District Nurses for leg covers.

After one week of support, Arthur felt that he was now able to get himself undressed in the evening and get ready for bed. As a result, the PM call was withdrawn.

A shower assessment was completed and once the chair and leg covers were in place, Arthur was able to shower independently. The perching stool was set at the correct height to support him to sit at the kitchen worktop, enabling him to prepare his own meals and drinks.

Thirteen days later, at the follow-up visit, Arthur demonstrated the ability to make himself something to eat and drink, to shower and get dressed/undressed independently. He asked for information about cleaning services and was given a Care Directory.

Arthur had achieved all his goals in under two weeks, and the package closed with no further need enabling the team to support other service users.

For more information about the new Leicestershire Adult Social Care Target Operating model contact **Heather Pick**, Assistant Director East, Adults and Communities or email asctom@leics.gov.uk



Plan to develop dementia care facility unveiled

Leicestershire County Council's innovative plans to provide a specialist dementia care facility in Leicestershire were approved at the council's Cabinet meeting on 22 October.

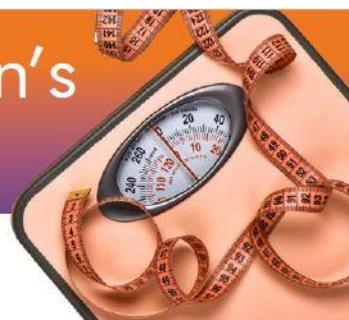
The ambitious £5.5m scheme will see the council-owned site in Highfield Street, Coalville, transformed into accommodation for up to 36 people, with the aim of supporting those with complex dementia to live as independently as possible.

This scheme underlines the county council's commitment to reducing the gap in provision for people with dementia, as well as developing housing for older people, adults with learning and physical disabilities and adults with mental health needs.

To view the Cabinet papers visit: <http://politics.leics.gov.uk/ieListDocuments.aspx?MIId=5606>

Leicestershire adult and children's weight management services

Weight Management
Leicestershire



Changes to weight management services in Leicestershire

From 1 October 2019, these services are being delivered by Leicestershire County Council instead of Leicestershire Nutrition and Dietetics Service – part of Leicestershire Partnership NHS Trust (LPT).

The new service will provide weight management advice to help and support adults, children and families in Leicestershire lose weight. The service will encourage long term lifestyle and behaviour changes through personalised weight management programmes.

The new service will offer a range of weight management services for adults and a lifestyle programme for families of children to develop and maintain healthy habits/lifestyles. Our experienced dietician-led team will discuss the best options for a service user with them - this includes online/app-based support, telephone advice and face to face group sessions across the county.

You can contact the new service on **0116 305 1510** or visit the website www.leicestershirewms.co.uk

Professionals can refer to the service electronically through First Contact Plus, where the referral will receive an initial triage call. Please call the First Contact Plus admin team on 0116 305 4286 if you require support with being set up with a login to the system.

Warm Homes Service

Leicestershire County Council's Warm Homes Service offer households in Leicestershire free, impartial advice on how to help them stay warm at home and keep their energy bills down.



Case study:

Mr B was referred to Warm Homes via First Contact Plus during a period of support from the mental health reablement team. Family and workers involved were concerned that his heating was not working, and the home was cold. Mr B was also referred for managing personal care, falls, lifeline and assistive technology, community groups and transport, benefits and repairs.

Mr B normally preferred to use his solid fuel stove but was finding this increasingly difficult due to ill health. The main gas central heating had not been used for a long time and Mr B was concerned about the safety and cost of running the old boiler.

The Warm Homes Officer arranged a joint visit with his support worker and Mr B was supported to:

- Apply for a boiler replacement grant via energy supplier which resulted in a new A rated combination boiler being installed - saving hundreds of pounds a year
- Compare energy prices – whilst no saving was possible, prices were fixed to protect him from further price rises for two years contributing towards more affordable energy bills
- Access a reduction of £140 on his electricity bills through the Warm Home Discount Scheme
- Confirm registration on the Priority Service Register for support in the event of a power cut and additional benefits such as free annual gas safety checks
- Test his carbon monoxide alarm

As a result, Mr B is now able to keep warm at home, heating the rooms he requires rather than just his lounge, which has helped reduce his anxiety about keeping warm, his health and finances.

To find out more, or to refer someone to the Warm Homes Service, contact 0116 305 4286. Alternatively, you can encourage patients or service users to self-refer online via www.firstcontactplus.org.uk

Free tailored briefing sessions are available to front line staff on fuel poverty issues locally and the support available via Warm Homes and First Contact Plus. Contact Tina Potter on 0116 305 6227 or email warmhomesinfo@leics.gov.uk for details.

What's new?

The Autumn issue of the magazine - Options Leicestershire and Rutland, a guide to care and independent living for patients leaving hospital and their families is now available online. <http://octagon.org.uk/ebooks/options/leicestershire/autumn2019>



Follow us on Twitter @LeicsHWB

See our website: www.healthandcareleicestershire.co.uk

Download our [Better Care Fund plan on a page 2019-2020](#)

To find out more about Better Care Together – Leicester, Leicestershire and Rutland’s five-year health and care strategy visit www.bettercareleicester.nhs.uk

For enquiries about this bulletin please email BetterCareFund@leics.gov.uk or call 0116 305 5749

Working in partnership

