

Health and Care Integration



Stakeholder e-bulletin

March 2016 edition

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Welcome from Dr. Andy Ker



In this edition we hear about how plans to integrate adult health and social care Points of Access across Leicester, Leicestershire and Rutland are progressing. We also have an update on the roll-out of the Lightbulb housing service which will work across housing, health and social care to keep resident safe, well, warm and independent at home for as long as possible. In the second of our new series of case studies about the important prevention work that is happening across the county we feature a scheme from Melton Borough Council - Me and My Learning.

We have also been working hard to refresh our integration programme for 2017/18. We took a draft of the refreshed plan to Leicestershire's Health and Wellbeing Board on 16 March. Partners have already committed over £40m to the Better Care Fund pooled budget for 2017/18, so we can deliver our vision of integration for Leicestershire. In April we are working on how the new allocation for adult social care which was announced in the March budget will

be prioritised prior to submitting our final plan to NHS England.

Whilst completing the 2017/18 plan it has been great to see some of the successes already achieved through the integration programme in Leicestershire:

- The new Falls Risk Assessment Tool (eFRAT) is now on the smartphones of all Leicestershire EMAS paramedics. This means that every falls patient that does not require taking to hospital will be assessed for their risk of further falls using the app.
- There are currently 9,550 adult social care service users of which 9,341 (98%) have a validated NHS number as a key enabler to data sharing across health and social care. This means we can use the PI care and health tool to track the impact of integrated care on individuals and groups within our health and care economy.
- 2,138 emergency admissions were avoided between April and December 2016 as a result of Leicestershire's Better Care Fund schemes. This has exceeded the target of 1,517 avoided admissions for 16/17.
- First Contact Plus launched at the beginning of October 2016. Positive feedback has been received from GP's and other partners using the service to refer patients for advice, information and guidance. The next phase - a self-referral option for residents was launched at the end of February - www.firstcontactplus.org.uk

Further information on our 2017/18 BCF refresh and achievements is available at:

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

For previous editions of this bulletin please follow this link:

www.healthandcareleicestershire.co.uk/health-and-care-integration/health-and-care-integration-newsletters/

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Progress with the Lightbulb integrated housing support service for Leicestershire

Lightbulb pilot projects have now been running for 12 months to test elements of the proposed new service, and provide an evidence base to support the case for transformation.

As a result, a new housing support pathway has been developed. This brings together services across local authorities, reducing the complexity and number of transfers in the current system and providing a service that will work with customers and carers to identify their own needs and solutions as part of a preventative approach.

The pilot projects have shown:

- Improved customer experience through reduced waiting times and patient centred information and advice
- Potential savings to the local health and care economy through helping to reduce falls, emergency admissions and reducing length of hospital stay
- Process efficiency, with the potential to reduce delivery costs of Disabled Facilities Grants (DFG) by working collaboratively across Leicestershire

A Business Case, setting out the new Lightbulb service and potential benefits, was completed in September 2016. Partners are now working together to roll Lightbulb out across Leicestershire by October 2017.

Lightbulb aims to bring together a range of practical housing support into a single, integrated pathway. A holistic housing needs assessment (the Housing MOT) will ensure that housing support needs are proactively identified and that the right solution is found. The ambition of Lightbulb is to maximise the contribution that housing support can play in keeping vulnerable people independent in their homes.

Local Lightbulb teams will be able to offer:

- Assessment and ordering of minor adaptations and equipment
- Assessment and delivery of DFGs
- Assessment and resolution of wider practical housing support needs:
 - Warm homes
 - Energy efficiency
 - Handyperson
 - Home security
- Support with housing related health and wellbeing needs
 - Assistive technology
 - Falls prevention
 - Advice and signposting
 - Accessing local support services
- Support with planning for future housing needs
- Information and signposting to specialist organisations or services

Where someone might benefit from other support that is not housing based, for example, from Local Area Coordinators, Lightbulb teams will make the appropriate referrals including via First Contact Plus.

More information is available online - [Integrating housing, health and care in Leicestershire](#) or by contacting Teresa Neal: Teresa.neal@blaby.gov.uk or call 0116 272 7687

Share your story to help us #quitloneliness

1 in 10 people aged over 65 in the UK report loneliness and in November we launched a campaign to help combat loneliness in Leicestershire.

Our 'post-it, pledge it, mean it' campaign encourages people to make a pledge online to someone who they can help to feel less alone.

We want to raise awareness of the issues associated with loneliness and encourage people to keep mentally active. Pledging to have a chat, share memories or learn a new skill together could make a significant difference to someone who is feeling lonely.

If you've made a pledge already and would like to become a case study to help us further promote this campaign email comms@leics.gov.uk and we will send you a short questionnaire to fill in so we can put your case study together.



Visit www.healthandcareleicestershire.org.uk/reducing-loneliness for more information on the campaign and how to get involved.

Me and My Learning – two years on

Melton Borough Council's Me and My Learning programme began in June 2014. It has now supported more than 156 people back into work.

Breaking with a traditional way of delivering services, the programme is described as more of an approach. Me and My Learning supports people to live independently, remain in work and progress their careers.

It works by identifying the barriers a person faces in becoming independent. More than 20 partners can come together to help someone.

During 2015-16:

- 669 people referred to Me and My Learning
- 605 people accessed services
- 56 people were supported into work
- 8 people took up full time college courses
- 300 training activities or qualifications were undertaken or gained

Using a government model, the team estimates that for every pound spent the financial benefit is £1.82 and the impact could be as much as £12.78 to the wider economy.

This year, they're building on strong foundations. Rather than just focusing on employment, they want to measure the 'distance travelled' which focuses further on an individual's independence.

Me and My Learning will be forging stronger links with local GPs, enabling direct referrals where someone is facing complex social issues.

The scope of the programme will also be extended beyond working age adults. Older people will be engaged and supported to live independently.

Partners are encouraged to keep in touch through social media.



@meandmylearning



Me and My Learning

To find support in other parts of Leicestershire follow these links:

[Charnwood](#) [Hinckley & Bosworth](#) [Northwest Leicestershire](#) [Blaby](#) [Harborough](#) [Oadby & Wigston](#)

Integrating Leicester, Leicestershire and Rutland Points of Access

The business case to integrate adult health and social care Points of Access across Leicester, Leicestershire and Rutland (LLR) was approved in summer 2016.

Since then detailed reviews and future service design work has been taking place to ensure the requirements for the new access point are fully understood. This time has also been used as an opportunity to explore new technology ensuring we are making the best use of it. Within the design work, the programme is ensuring it keeps within its original core values of redesigning a service that keeps the patient/service user at the centre, and is accessible and understood by them.

The pace of modernisation across health and adult social care in LLR is rapid; therefore it is essential all programmes remain aware of each other. A workshop took place in February to ensure service developments in partner organisations are aligned and any interdependencies mapped to ensure the programme stays in line with wider LLR developments.

It is anticipated the new POA will go live in the spring of 2018, over the coming year there is a significant amount of work to complete to make this possible.

For more information please contact mark.dewick@leics.gov.uk or call 0116 3053696


Contact us



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See our website: www.healthandcareleicestershire.co.uk

Download our Better Care Fund plan on a page: www.healthandcareleicestershire.co.uk/download/unnamed-file.pdf/BCF-strategy-and-progress.pdf

 Better care **together** 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