

ANNUAL REVIEW

2015/16



STRONGER TOGETHER



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP

Enhancing health, wellbeing and choice

Welcome to the first Annual Review of Lincs Independent Living Partnership (LILP). We're a consortium of five local charitable organisations working at the heart of the community to facilitate independent living.

Established in 2013, the consortium today comprises Age UK Lincoln, Boston Mayflower, LACE Housing, Lincolnshire Home Independence Agency (LHIA) and St Barnabas Hospice.

Prevention, early intervention, reablement

We work alongside health, care and housing commissioners to help solve what is very much a 21st century challenge: how to achieve better outcomes for an increasingly ageing population whilst relieving the pressure on an already overburdened public sector.






Together we co-design and deliver services for vulnerable people of all ages in Lincolnshire to prevent accident, illness and hospital admission, to provide a means of early intervention for low-level need, and to support reablement after crisis. At the same time, our services actively promote health and wellbeing.

Holistic and person centred

Our services are holistic; that is, they can help address any issues, including those related to lifestyle and housing, in acknowledgement of the fact that all can impact health and wellbeing. They are also person centred, empowering people to make informed decisions and take control of their own destinies.

Transforming service delivery

Our mode of service delivery is innovative: one local provider which can draw on the resources of two or more consortium partners. It's a formula which:

-  is flexible and comprehensive, permitting quick cross-referral to other services;
-  avoids the need for multi-agency working (bringing internal and external cost savings, speeding up and co-ordinating delivery and offering a single point of contact);
-  takes advantage of local reputation, knowledge and networks;
-  uses established local resources, including staff;
-  boosts the local economy.

LILP works with commissioners from the earliest stage to design services, which are then subjected to ongoing monitoring, joint review and refinement.

Better outcomes and cost savings

This Review highlights some of our achievements in 2015 – 2016: development of an already successful Wellbeing Service, launch of the Hospital Avoidance Response Team and winning national acclaim for our work.

It shows how, with commitment and creativity and working in partnership with a range of local stakeholders, LILP is delivering services which are actually helping to transform lives and bring significant cost savings to the public sector.

We hope the following pages give the reader an indication of LILP's vast potential, too.



Nick Chambers
CEO, LACE Housing
and Chair of Joint
Steering Board, LILP



Michele Seddon
CEO, Age UK Lincoln



Murray Macdonald
CEO, Boston Mayflower



Mick King
Agency Director,
Lincolnshire Home
Independence Agency



Chris Wheway
CEO, St Barnabas
Hospice

LILP membership itself varies and thus resources can be adapted according to need. In January 2015, Lincolnshire Carers and Young Carers Partnership (LCYCP) was admitted to the consortium. In December 2015, however, LCYCP considered that

it would be more appropriate at that stage to leave the partnership, to enable a greater concentration on their core strategy of providing carer support. We wish them the very best for the future.

June 2015: Glowing report for Wellbeing Service

The Wellbeing Service: key facts

Commissioner: Lincolnshire County Council







Active LILP members: Age UK Lincoln, Boston Mayflower, LACE Housing, Lincolnshire Home Independence Agency (lead partner)

Date commenced: April 2014

Aim: accident and illness prevention, early intervention and reablement, promotion of health, safety and wellbeing, reducing attendance at A & E and hospital admission.

Service description: The Wellbeing Service helps people over the age of 18 to address issues compromising independent living, health and wellbeing, eg: mobility, accessing benefits, social isolation and transport.

This is achieved via:

-  Assessment at home
-  One-to-one support
-  Provision of equipment (including TeleCare/lifeline personal safety alarm)
-  Minor home adaptations
-  Stay Safe (monitoring and alarm response)
-  Home Safe (supported hospital discharge).

Scope: five of the seven districts in the county, excluding East Lindsey and North Kesteven, where district councils deliver similar services. Home Safe is delivered countywide.

An independent evaluation of the first year of Wellbeing Service by Rose Regeneration, an economic development business, draws the following conclusions:

- The service is delivering what is intended, via a process of co-design by LILP and commissioners and ongoing feedback from service users.
- The service is seen as effective – popular with those who fund it, refer people to it and receive support from it.
- The service is performing well and making a difference – making a life-changing contribution to 4,442 people, including 3,706 who would not have been supported in any significant way without it.
- The service has reduced the number of people needing acute health and wellbeing support. Whilst the preventive impact is difficult to quantify, the report highlights that:
 - there are 60 instances where ambulance call outs and A & E attendance have been avoided. At a cost of £349 per call out, this alone represents a saving of £20,940.
 - an analysis of the service shows a social return of £4.15 each £1.00 invested in it, 10% above the national benchmark.
 - if 5% of clients avoid one hospital stay and are able to remain in their own home for one extra year rather than in residential care, the savings would be more than £6,000,000.



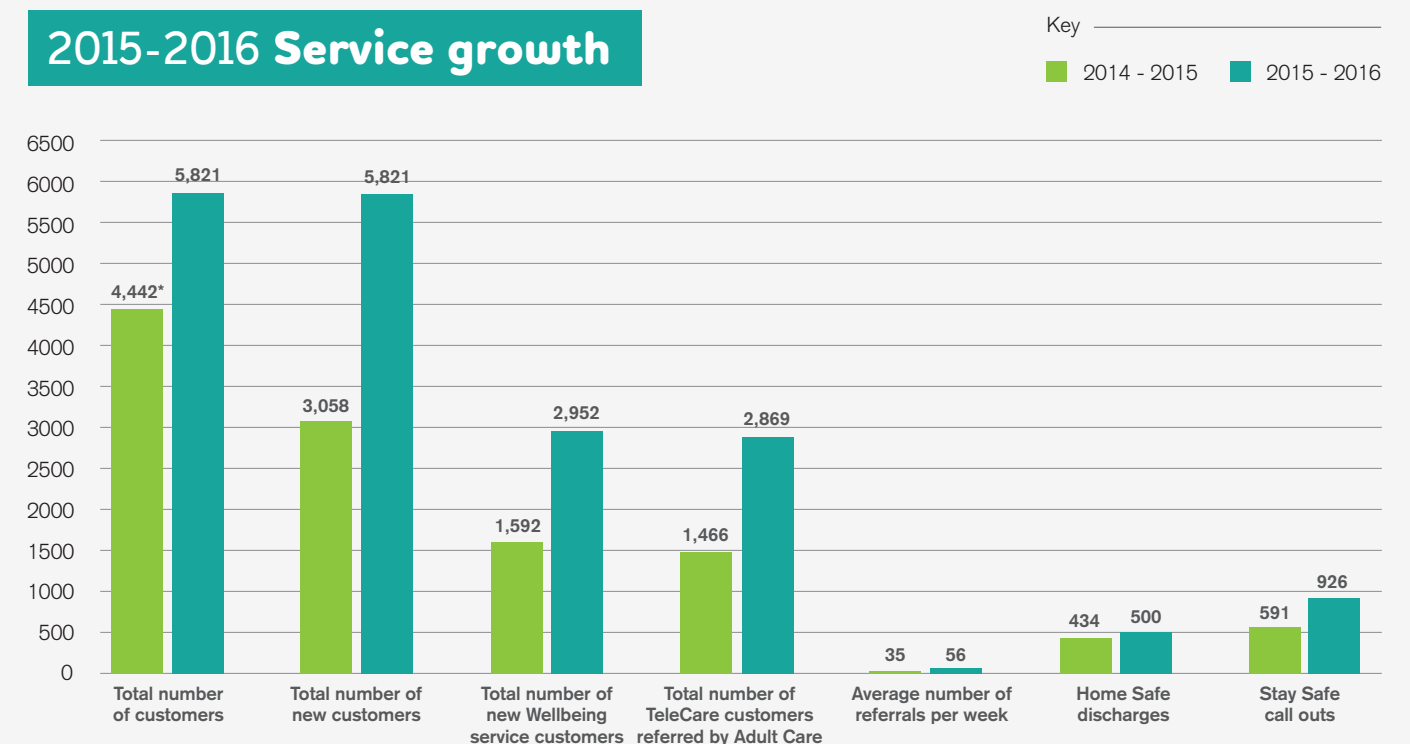
Spring 2015: Quality Assessment Framework

At the end of the Wellbeing Service's first year, Lincolnshire County Council subjected the service to evaluation according to a 'Quality Assessment Framework', an exercise which was valuable to all parties and influenced both future delivery and assessment frameworks.

October 2015: Contract extension

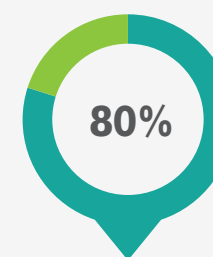
Lincolnshire County Council extended LILP's contract to deliver the Wellbeing Service until April 2017. LILP originally bid against national providers to win the contract, and is now into the third year of service delivery. Considerable achievements for a local consortium and a welcome boost for the local economy. LILP is currently collaborating with other stakeholders to inform the County Council's future commissioning intentions.

2015-2016 Service growth

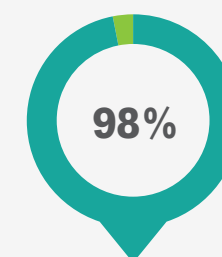


* includes those transferred from previous services

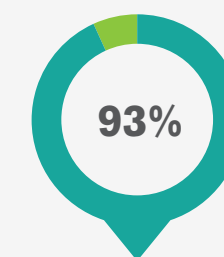
2015-2016 Achievements



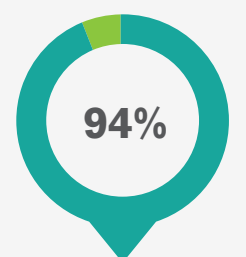
of customers met planned outcomes



of customers (where available) assessed at home within seven days of referral



Success rate for benefits applications



of customers very satisfied or satisfied with the service.

December 2015: Launch of Hospital Avoidance Response Team (HART)

HART: key facts






Commissioner: Lincolnshire Community Health Services NHS Trust (LCHS)

Active LILP members: Age UK Lincoln (lead partner), Boston Mayflower, LACE Housing

Aims: to assist Lincolnshire County Hospitals in avoiding unnecessary hospital admissions and delayed hospital discharges, ie, to help reduce attendance at A & E, emergency admissions, protracted hospital stays and other delayed transfers of care and, at the same time, to enable people to regain and retain independence.

Service description: HART provides up to 72 hours' support at home where hospital admission is deemed inappropriate or after hospital discharge, when responsive or planned care can either bridge a gap until longer-term arrangements are established, or provide short-term support to sustain independence.

The service offers:

-  transportation from hospital to home
-  provision and immediate installation of TeleCare/lifeline personal safety alarms
-  TeleCare monitoring and 24/7 response service
-  planned personal care, including medication support, bathing, repositioning, food preparation and shopping
-  cross-referrals into the Wellbeing Service to support longer-term independence, where appropriate.

Scope: six of the seven districts in the county, excluding East Lindsey, where the service is provided by Walnut Care.

Flexibility: HART has provided out-of-county support and, in 23 cases, extended care beyond 72 hours, where deemed necessary and appropriate.

HART was designed in partnership with LCHS to help ease winter pressures in Lincolnshire's hospitals. In its first three months of operation alone, the service has been very well received and its impact on hospital avoidance has been dramatic.

Whilst HART has focused on accelerating hospital discharge, LILP is now exploring potential avenues for community-based hospital admission avoidance, in partnership with community health teams.

December 2015 - March 2016: Achievements

467 days' support in total

211 customers

644 planned call-outs

59 referrals into the Wellbeing Service

Only 13 hospital readmissions

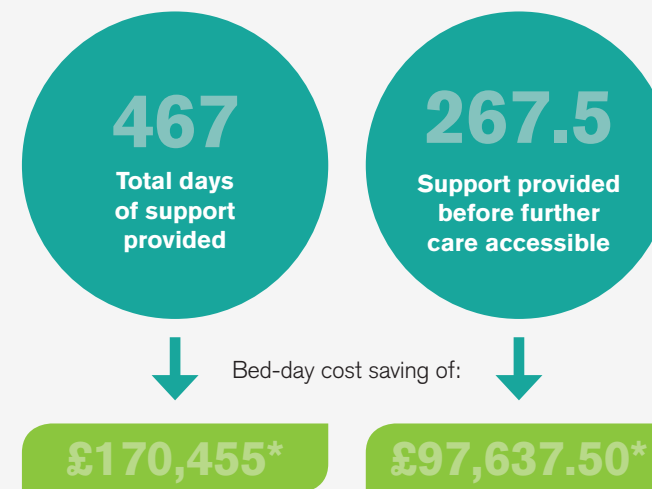
27 responsive call-outs



Bridging gaps in care

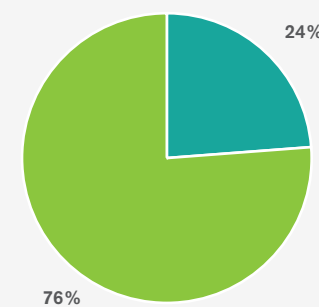


Cost savings



*Cost of bed per day at Lincoln County Hospital £365.

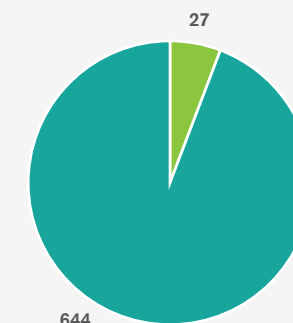
Type of Referral



Key

- Hospital Discharge
- Admission Avoidance

Callout Types



Key

- Responsive Call Outs
- Planned Call Outs

What people are saying

'Exceptionally good' Wellbeing Service

Margaret has remained relatively independent at home. However, two recent falls and a hospital stay reduced her mobility and made her need for clear access around her home a priority, particularly as the stairs were obstructed by her late husband's broken stair lift.

Margaret was assigned a Wellbeing Service caseworker who liaised with the local council to have the stair lift removed and to have grab rails installed. The caseworker also liaised with Adult Care to source funding for a new stair lift and wet room. Funds were found via SSAFA, the armed forces charity, as Margaret's late husband had been in the military. 'I had been struggling to get around,' said Margaret. 'Everything was put into place so quickly. I had a new stair lift fitted within a few weeks and the grab rails put up very quickly. It's made such a difference.'

The caseworker helped Margaret to gain Attendance Allowance at the highest rate and pension credit too, which has had a hugely positive impact on Margaret's life. Margaret also had a TeleCare (lifeline) personal safety alarm fitted and subscribes to the Stay Safe response service. 'They have done me proud, everyone has been so friendly and helpful - it's been exceptionally good,' said Margaret.

Care from the HART

Having spent eight days in hospital, Harold wondered how he would manage once he returned home. Harold was referred to the Hospital Avoidance Response Team (HART) for short-term care to bridge the gap until longer-term provision was put in place.

Harold was put on a 'low-level care plan', which meant that a member of the HART team visited him at home every morning to help with personal care and household chores as he convalesced. Whilst the HART responder went in just once a day, she was able to spend as long there as she was needed. Moreover, Harold's care plan was extended to cover the weekend, as longer-term care did not commence until the following Monday.

Both Harold and Marjorie, his wife, were very impressed. Harold comments: 'We struck up a rapport with our HART responder immediately; I felt I had known her all my life! The care was superb and I was rather sad when it finished.'

LILP wins national acclaim

Photograph courtesy of Ravi Chandarana



National 3rd Sector Care Awards 2015: Left to right: Michele Seddon (Age UK Lincoln), Nick Chambers (LACE Housing), Murray Macdonald (Boston Mayflower), Dame Esther Rantzen DBE, Mick King (Lincolnshire Home Independence Agency), David Stacey (Lincolnshire County Council), Vicky Thompson (Lincolnshire Carers and Young Carers Partnership)

Customer Feedback:

Excellent service and very knowledgeable, cannot thank them enough

The response I have received since my first call is fantastic

The people you have are angels

For more information on LILP, contact Nick Chambers, Chair of Joint Steering Board:
Nchambers@lacehousing.org or visit www.lincs-independent-living-partnership.co.uk