



brighter futures
creative support, housing and employment

safe and sound

Supporting older people to live independently in their own home

October 2009 – September 2010



Contents

Introduction	2
Benefits of safe and sound	3
What is safe and sound and who is it for?	4
What do we do?	5
How it works	5
Outcomes	6
Demographics	11

This report highlights the range of outcomes achieved by **safe and sound** for people over 55, living in Stoke on Trent.

More information can be provided on request and we will happily meet with commissioners who are interested in exploring the benefits of **safe and sound** for their customers.

Older people in Stoke on Trent, in common with many other people in our communities face a range of challenges, uncertainty and often have complex needs which significantly impact on their ability to live confidently and independently in their own homes.

Information obtained from the 2001 census shows that within a total population of over 240,000, 50,400 are over the age of 60 years, with over 38,000 of those over the age of 65.

safe and sound often meets people at a time when they may be experiencing any number of difficulties such as life limiting illness, long standing physical and mental health problems, social isolation, low incomes, high fuel bills and poor living environments

Our customers' experiences of growing older are as diverse as their backgrounds. **safe and sound** understands it is important for older people to feel involved in the types of services they receive, and in turn it provides meaningful support which acknowledges their individual right to have choice, dignity and control.

Benefits of safe and sound

Cost and value

Evidence from The Department of Health's evaluation of Partnerships for Older People Projects in 2008 which supported older people in their own homes showed that:

- For every £1 spent on older adult community based support, £1.20 was saved on emergency bed days in hospital
- Overnight stays in hospital were reduced by 47%
- Visits to Accident and Emergency departments were reduced by 29%

A customer who enters short stay or respite care, or who has recently been discharged from hospital but feels unable to return home without assistance will cost the Health and Social Care system on average £412 per week, which on average will cost £2681 per customer per stay.

Based on PSSRU research.

safe and sound prevents people from needing a hospital admission and facilitates hospital discharge by carrying out holistic needs and risk assessment with each customer and putting support and services in place that will enable each person to **sustain** their own home for as long as possible

The cost to support your customer on the **safe and sound** scheme is **£39.59 per week**.

Ease of use

Personalised service – every customer has a personalised support plan and is visited in their own home.

Support is flexible and **creative** – we can respond to sudden crisis, unexpected events or changing needs.

Simple and quick – one phone call to 01782 202980 and we will complete a short form, arrange to visit the customer and keep you informed of the outcome.

Quality

We are **passionate** about supporting vulnerable people and ensuring they are **empowered** to feel valued, respected, listened to and in control.

We use our specialist knowledge and skills to deliver high quality support to our customers and are subject to annual service quality and value for money inspections.

We recognise

We use the nationally recognised Outcomes Star support planning model, valued for its personalised and customer centred methodology.

Support team members are CRB checked and fully trained to motivate people through a period of change and to set and achieve new goals.

What is safe and sound and who is it for?

Safe and sound is a free service that provides your customers aged 55 and over with the support to remain as independent as possible in their own home.

Safe and sound currently supports people in Stoke on Trent who are –

- 55 and over
- living alone or as a couple
- finding tasks around the home difficult to manage
- worrying about bills and debts and what benefits they may be entitled to
- feeling lonely, depressed or isolated

Ways we can help:

In their home:

- We will make your customers homes safe and comfortable, get repairs done and help them to save money on heat and light.
- Get other agencies to adapt their homes to meet their needs.
- Help them to manage their finances, make sure that they have all the benefits they are entitled to and help manage debt

Enjoying life:

- Help your customer to meet new people and keep in touch with families and friends.
- Support in finding ways to enjoy their time whether this is through new interests and hobbies or learning new skills
- Support and encouragement to help build their confidence

Your customer's health and wellbeing

- Find ways to feel better and become more independent. Help in making and getting to appointments with GPs, dentists and the hospital
- Give customers the opportunity to talk to someone they feel they can trust about the things that matter to them.
- Support through difficult times and help to use other services

What do we do?

We will spend time with your customers to find out what issues and support needs they have, to identify and prioritise the most important areas to tackle. One of the most important aspects of customers support is that the person wants the service and is empowered to make the right choices for them and have an equal say in the support and services they received.

Our support team will work closely with your customer and other services to build a network of coordinated support.

We will support your customers to achieve independence and have belief in themselves and their abilities.

safe and sound recognises that customers will have many different issues and some may not be a 'quick fix'. We make sure that customers get the services they need and will proactively seek out services that will improve customers wellbeing, whether that's helping them get adaptations to their home to increase mobility or something as simple as getting them health services they may need.

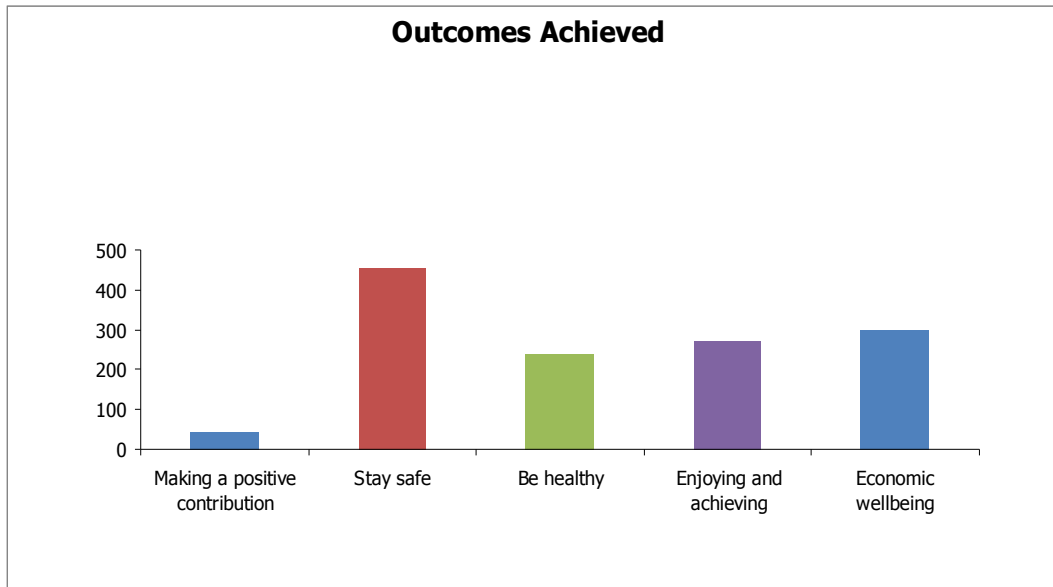
How does it work?

We have a dedicated support team who have the necessary training, skills and knowledge of local services to understand and meet the needs of your customers.

Your customer will have a named support team member who will use a personalised 'Outcome Star' support planning tool to carry out a full needs assessment and work with the customer step by step to achieve their goals.

By using the Outcome Star your customer will not feel overwhelmed or it is all 'too much, too soon'. The support plan will give your customer, agreed, clear, small, manageable steps to give them the confidence and ability to achieve or regain their independence.

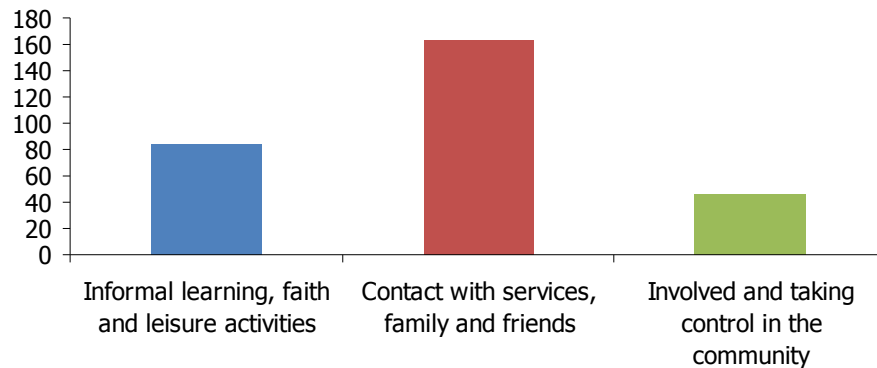
Outcomes



The outcomes we achieve are the measure of the real difference we make to the lives of older people in our communities.

- 'C', is a 79 year old customer who was introduced to the **safe and sound** team at the time of a diagnosis of cancer. The customer was supported in returning home to ensure that she could continue to live safely and confidently in her home. A home and fire safety check was complete and trip hazards were identified and removed. Carpets were replaced and the support worker liaised closely with the palliative care team. 'C' was encouraged to feel motivated throughout their treatment by ensuring that the customer had regular contact with her GP and attended all outpatient appointments. 'C' was supported in having a new hearing aid and the Pension service reviewed her benefits to increase 'C's income. 'C' was happiest of all with the grant that she received which enabled her to take a short break away with her family.

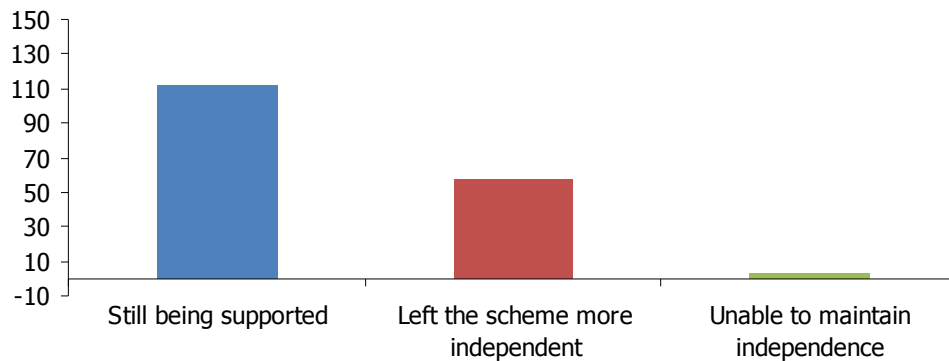
Community Inclusion



Helping to overcome social isolation and getting older people the services they need is the first step on the journey to independence.

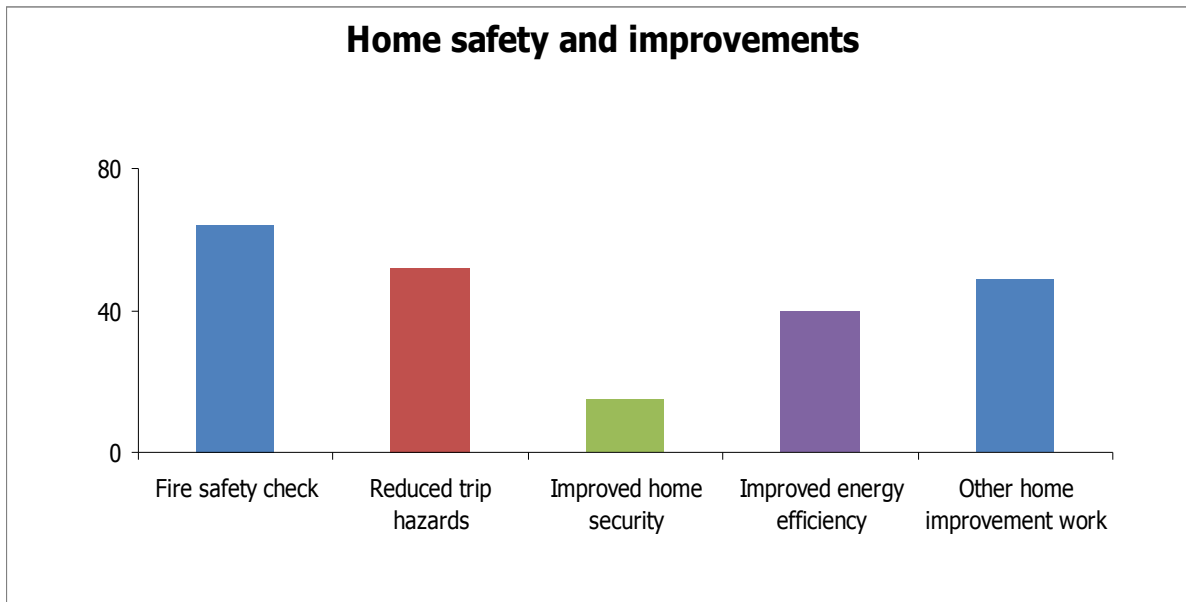
- 'A' is a 66 year old customer with enduring mental health problems and is his brother's sole carer. **safe and sound** helped him with practical tasks around the home and arranged for an electrician to make the house safe. We were involved in helping make minor adaptations to his home to reduce the risk of trips and falls. The customer was introduced to a local weekly carers group which he now regularly attends, he joined a walking group and visits an Approach Cafe. Our customer attended the **safe and sound's** scheme launch and consultation day and was interviewed by Supporting People about the support he receives. 'A' now feels more confident and has activities which provide a break from caring and has improved his mental health and wellbeing

Maintaining Independence



What we do is working; only one customer has moved into a more suitable residential care home, facilitated by **safe and sound**. 112 customers are still being supported and 58 customers have successfully left the scheme, more independent, no longer needing the service and with a network of support around them.

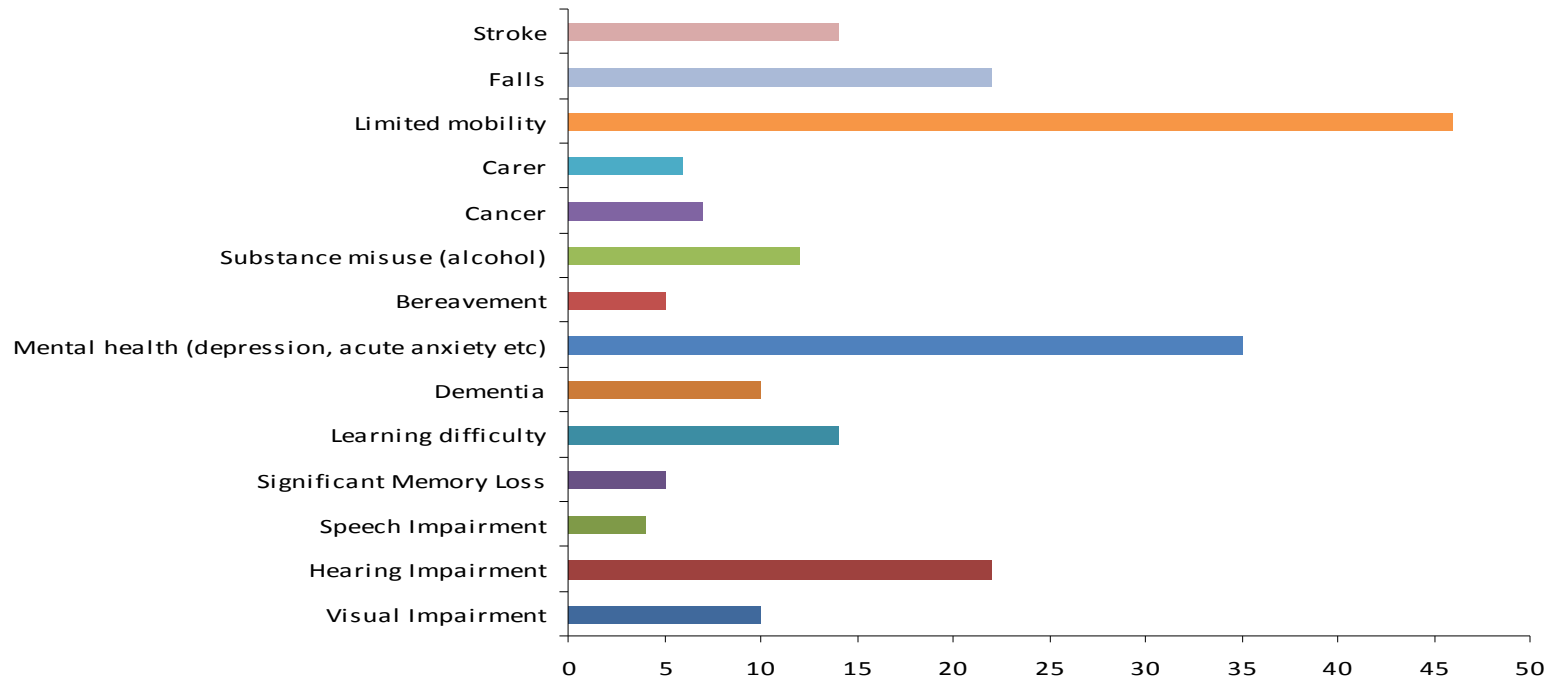
'R' is 78 years old who lives has an alcohol dependency and lives alone. Support work is around 'R' being able to maintain his independence and help in budgeting, daily living skills and having opportunities around more positive routines. 'R' has managed his alcohol use fairly consistently; however, concerns were raised by support staff that 'R' was being financially exploited by local children and 'R's home was being used by other unknown adults. With the customer's knowledge and consent, support staff submitted an adult protection referral. Staff worked in partnership with social care services, 'R's housing provider and community policing, which has now stopped the exploitation and allowed him to live at home safely.



safe and sound offer every customer fire safety checks, reduce trip hazards and help customers to find ways to improve home security and energy efficiency.

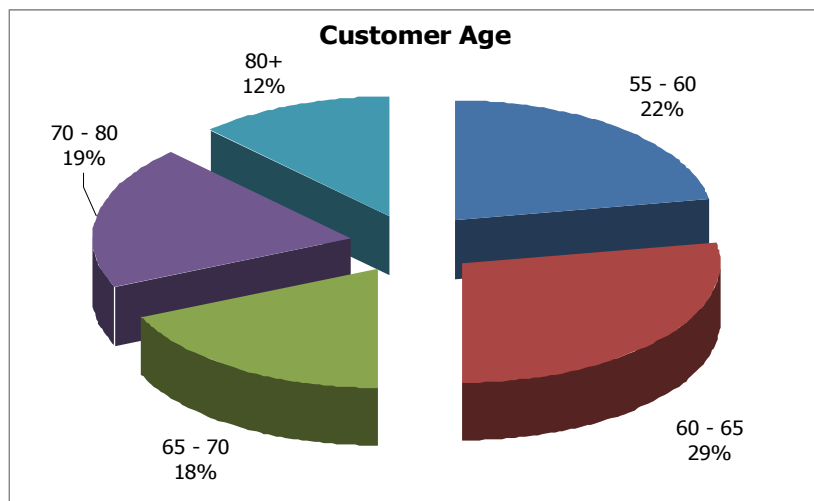
*'B' is 60 years old and has diabetes and mental health problems. At the time of referral, 'B' struggled to engage with services which could support her health and well being and also had substantial rent and utility arrears, with a pending arrest warrant for unpaid fines. With support 'B' now has more positive routines. 'B' engages regularly with her mental health resource centre and manages her diabetes. All debts are addressed with the help of a manageable repayment plan and fines are now paid. Our customer attended a recent **safe and sound** customer consultation day where she told staff that attending the event was a milestone in itself, and she now feels more confident and positive about the future.*

Issues facing our customers



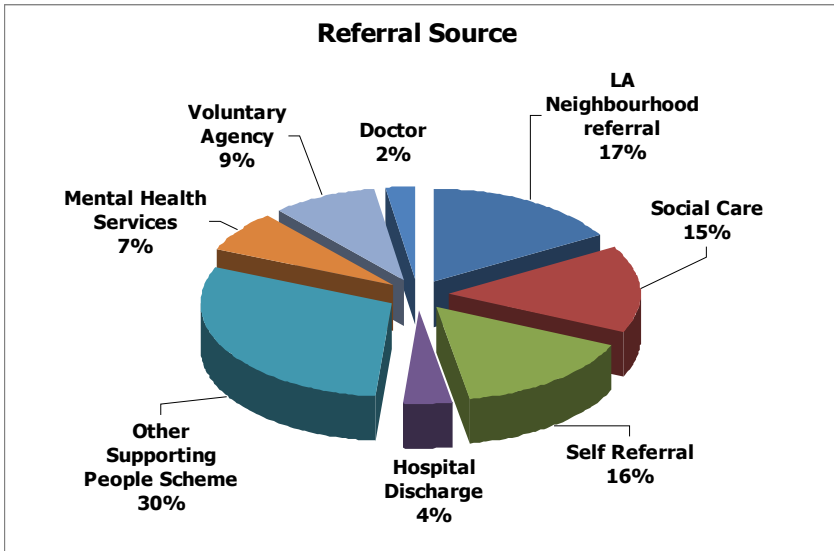
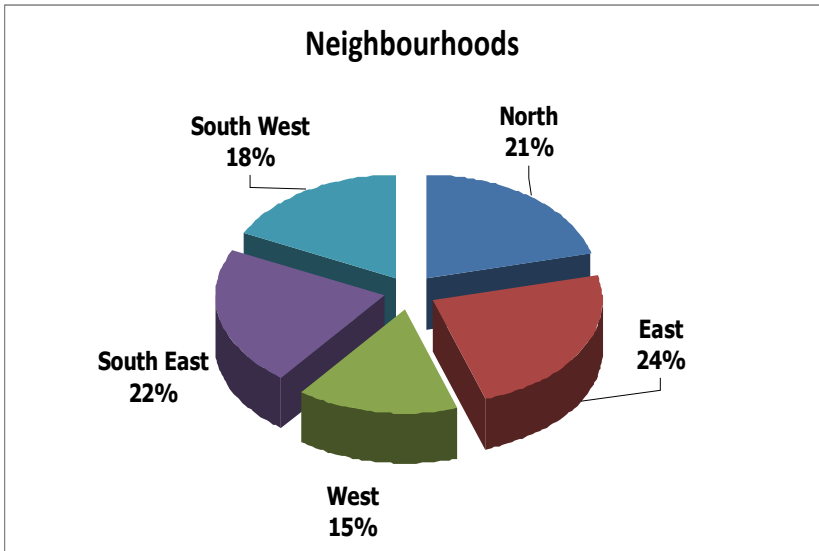
- *'H' has alcohol dependency problems and is severely hearing impaired. The customer also had some undiagnosed pain which caused him a great deal of anxiety, but had not seen a GP for some time. With the help of his support worker, 'H' attended GP and hospital appointments and is now fully recovered. 'H' received an assessment for hearing related assistive technology and has had support to decorate and make repairs to his property. 'H' had a benefits check and has recently been assessed for adaptations to his bathroom. 'H' is currently engaging well with his support worker in addressing his alcohol problems.*

Demographics



Since October 2009 we have worked with over 170 customers from a wide range of referral sources. We are reaching out into the community, giving older people better choice, reducing social isolation and improving independence.

'G' is a 78 year old and lives alone, who made a self referral to the **safe and sound** service. 'G' was struggling to manage several debts to utility companies and the DVLA and had received calls from bailiffs wishing to seize goods. G's support worker was able to arrange for debts to be re-negotiated and payment plans have been successfully introduced, and a full benefits check means he now receives full housing benefit. The support worker was able to get a grant from an ex-servicemen's charity to replace carpets throughout the house, a new television and a new gas cooker. 'G' now has calls from a befriending service which he enjoys. Our customer has also been to counselling sessions to help him to come to terms with a recent bereavement. 'G' is currently on a short waiting list for gardening services as his landlord was concerned about the condition of his garden. When asked at a recent customer consultation if there was anything he would like us to change about the service he received, he told staff that he now felt much more confident and the support he receives really did make him feel 'safe and sound'.



To get this service for your customers simply ring our dedicated referral number **01782 202980** where we will be more than happy to discuss your customer's support needs.

safe and sound is part of Brighter Futures and we are committed to using our experience and expertise to provide excellent services for your customers in Stoke on Trent.

We provide high quality support that puts your customer's aspirations and needs at the centre of our service.

