Prolonging Independence: prevention and intervention

The Waltham Forest Model of Early Detection, Prevention and Healthy Ageing

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Waltham Forest

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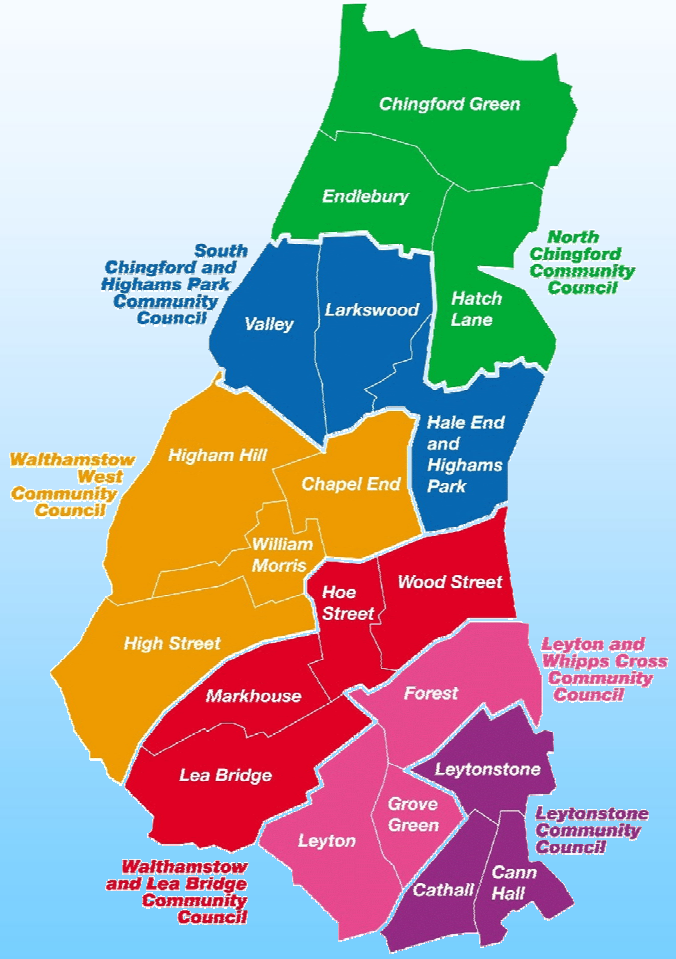
Waltham Forest

The London Borough of Waltham Forest

- **North East London**

- **Ranked as the 27th (2007) most deprived out of 354 Local Authorities in England**

Waltham Forest



- Population 221,700 (2006)
- 24,387 adults aged 65 and over (11%)
- 35.5% of population from BME communities
- 70 languages spoken
- 31% of all pensioners lives alone
- More than a third of the older population are income-deprived
- 60% of people over 65 reported having a limiting long-term condition

Through partnership and whole system working, Waltham Forest is striving to ensure that services put people first
by
being well-co-ordinated
to enable all older adults and their carers :

- **to enjoy and maintain a good quality of life**
- **to access all local facilities and services**
- **and to contribute to our diverse community**

Working together for transformation: The Partners

The Programme is working in partnership with:

Age Concern Waltham Forest (and the Waltham Forest Older People's Voluntary Sector Partnership)

AGE Concern Waltham Forest

The London Borough of Waltham Forest

Waltham Forest

Waltham Forest Primary Care Trust

NHS

Whipps Cross University Hospital NHS Trust and North East London Mental Health Trust

NHS

The Waltham Forest Older People's Voluntary Sector Partnership

- **integral part of the model since its inception**
- **a developmental network of 70 local organisations/groups enabling engagement at the neighbourhood level and social cohesion**
- **provides a single point of referral/access for professionals and older adults themselves to the voluntary sector**
- **includes black and minority ethnic organisations/groups**
- **Includes conditions specific organisations / groups**
- **enables very local, language/culture and condition specific access to the model at a low cost**

Now extending to become:

The Waltham Forest Adults Wellbeing, Health and Social Care Partnership (including WF Mencap, Disability Action WF and the WF Carers Association and their related groups)

Age Concern Waltham Forest's Agenda

- **Supporting older adults to stay safe, healthy, active and independent for as long as possible**
- **Ensuring equality of access and both culturally appropriate and cross-cultural services**
- **Preventing ill health and social isolation while promoting choice, control and quality of life**
- **Preventing crisis and unnecessary hospital admissions**
- **Safeguarding Vulnerable Adults**
- **Focusing on optimising outcomes**
- **Developing low cost, local solutions**
- **Involving, training and employing local people**

How

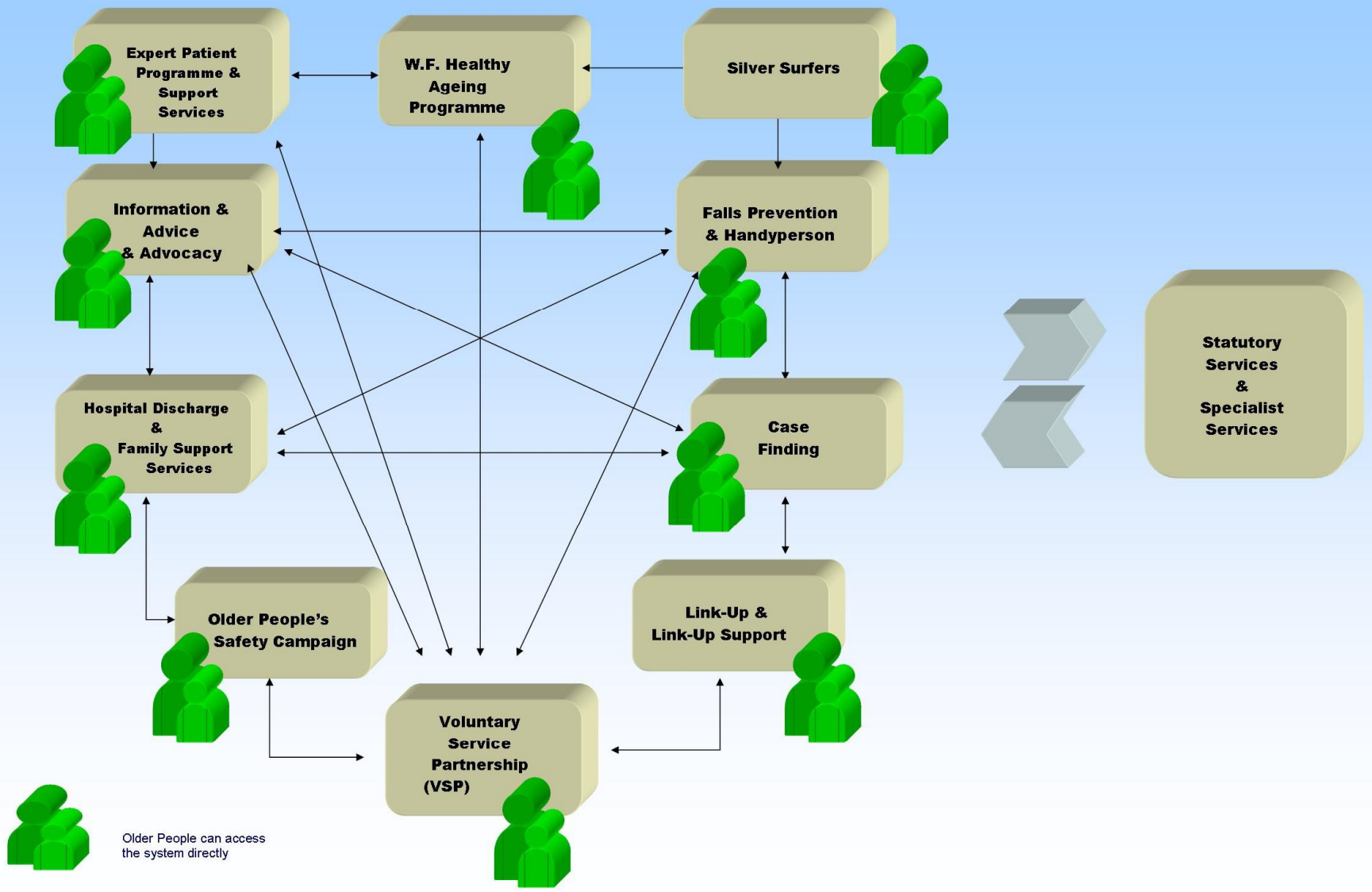
- **By offering services and information proactively**
- **By identifying needs as they emerge and before a crisis occurs**
- **By basing our work on evidence as far as is possible and by collecting further evidence**
- **By listening to older adults and their carers and enabling choice and control (personalised services)**

The model reaches out to:

OLDER ADULTS WHO	ACCESS THROUGH	TO
are seeking information and advice/welfare benefits check or/ and advocacy	• self-referral • professionals • Voluntary Sector Partnership	•Information & Advice* •Self-Advocacy Service*
wish to improve their health, wellbeing and safety or are socially isolated	• self-referral • professionals • Voluntary Sector Partnership	• Healthy Ageing Programme •Older People's Safety Campaign • Voluntary Sector Partnership*
wish to learn how to access and use ICT	• self-referral	• Silver Surfers
are housebound/isolated	• self-referral • professionals	• Link Up • Teleconferencing
have a long-term condition	• PELC • self-referral (self funders) • *social services*	• Home Support Service
	•Voluntary Sector Partnership self-referral • professionals	• Expert Patient Programme

OLDER ADULTS WHO	ACCESS THROUGH	TO
are in need of bereavement or loss (adjustment) counselling	• *self-referral* • *professionals* • *Voluntary Sector Partnership*	• *Listening Ear **
have been diagnosed with a terminal illness and are housebound/ isolated	• professionals	• Link Up Support
are leaving hospital with no care package	• hospital staff • self-referral	• Welcome Home • A & E Escorted Discharge
are moving to residential care	• hospital staff • self-referrals	• Family Support Service
Older adults with previously unrecognised health and social care needs	• GP lists • self-referral • Outreach (Asian language) • professionals	• Case Finding* • Falls Prevention including handiperson*
approach social services but do not meet their criteria	• *social services*	

Waltham Forest Model of Early Detection, Prevention and Healthy Ageing to Prolong Independence



The Waltham Forest Case Finding Programme

- **A pro-active approach to identify older people who are not necessarily in touch with health and social services**
- **Effective, if questionnaire response is high**
- **Preventative: it refers older people to appropriate services before a preventable deterioration, accident or crisis occurs**
- Uses FACE as preventative tool
- Highlights the important role that the local voluntary sector can play in transformation

Methodology (I)

A postal questionnaire (Cardiff-Newport) is used to identify people over 65 years old who:

- Are not known to services or not receiving help needed
- Who may benefit from help to continue living independently
- Information provided is stored in a robust database system and analysed

GPs involved in the programme identify those patients over 65 of age on four medications or more and make this information available to the programme.

The questionnaire screens for

- Functional Decline
- Emotional and Social Isolation
- Continence
- Depression
- Falls
- Memory & Medications

Methodology (II)

Older Adults identified at risk are offered a Single Assessment

The Single Assessment Process (SA)

Sent a letter asking whether they would like a Single Assessment Visit (For Asian adults, followed up with telephone call)

Following assessment:
- **referred to services or for specialist assessment as needed**
- **given information**
- **given contact number for future use**

6 weeks following assessment, cases are followed up with a telephone call

Statistical returns: May 2002 – March 2008

Total single and multiple referrals per risk factor of older people not currently known in the system

Statistical Summary 2002-2008	Total
Total questionnaires sent out	8949
Total questionnaires returned	4207
Conditions identified	4504
Older Adults indentified per Risk Factor (not know to services)	
Fall 01 (fallers)	212
Falls 02 (at risk of fall)	745
Functional decline	420
Continence	413
Memory	735
Depression	107
Social Interaction	1247
Referred for single assessment	2204

37% of all older people in Waltham Forest (aged 65+) have been sent questionnaires and more than a quarter of those have been referred for Single Assessment

Over 2000 older people received services following Single Assessment, over 70% of these were provided in the voluntary sector

Our model

- ✓ is an innovative partnership between local government, the not-for-profit sector and older people themselves
- ✓ has been designed to meet the specific needs of our diverse community and hard-to-reach groups
- ✓ consults and involves older people themselves
- ✓ is about working collaboratively and integrating effective and efficient services within an equal opportunities framework

across sectors

across health and social care

but also across the wider system of local services…

Main reasons for the success of the project to date:

1. **The close participation and co-operation of all partners**

2. **The commitment of Senior Managers in all agencies**

3. **As a partnership, we regularly review progress, learn from experience and plan future developments (changes made within contract terms)**

4. **Responses to older people's needs are fast and tailor- made for each individual (personalised) and very well liked.**

4. **Recognised as preventing crisis and hospital admission and as an extending independence so beneficial for investment by statutory sector.**

Tensions:

- Changing the culture of the statutory health and social care sector – from welfare to well-being, from system led to user led
- Real involvement of VCS and users in planning at an early stage
- Funding – moving funds from acute services to prevention
- Funding – lack of!
- Risk

What is needed for the future

- ✓ **Courageous contract arrangements**
- ✓ **Mature and dynamic relationship between Health, Social Services (and the wider local Council) and the local voluntary sector**
- ✓ **Involvement of older people themselves – not just as service users but as a valuable resource**

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