The prevention challenge: information and early intervention to support independence, choice and inclusion

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

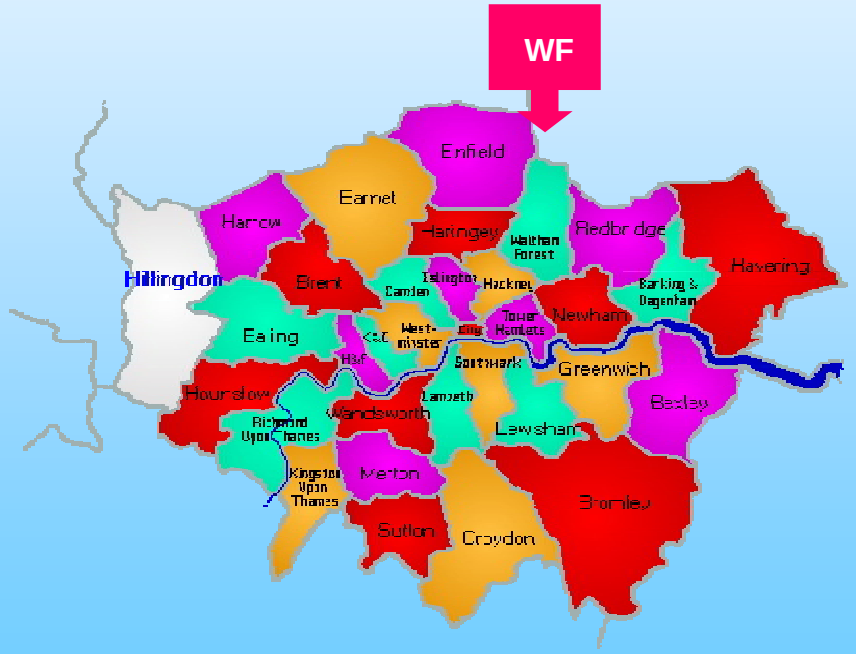
Sheena Dunbar & Jorge Lagos
Age Concern Waltham Forest

AGE Concern
Waltham Forest

April 2009

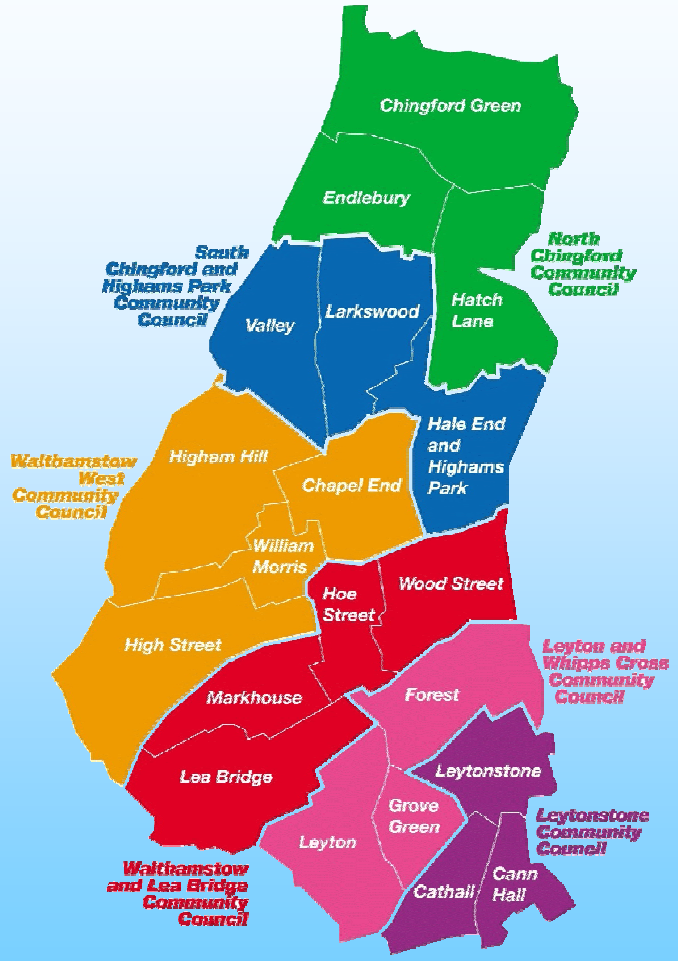
Waltham Forest

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 222,300 (2008)
- 23,900 adults aged 65 and over (10.75%)
- 35.5% of population from BME communities
- 100 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, we strive to ensure that services put people first by being person-centred, co-ordinated and by :

- **treating people with respect and dignity**
- **enabling choice and control**
- **supporting independence and well-being**
- **focusing on optimising outcomes**
- **including the most disadvantaged groups and the most vulnerable older adults**
- **enable everyone to enjoy a good quality of life, to access all local facilities an 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 (WellComm and the Waltham Forest Adults Voluntary Sector Partnership)

AGE Concern Waltham Forest

The London Borough of Waltham Forest

Waltham Forest

NHS Waltham Forest

NHS

Whipps Cross University Hospital NHS Trust and North East London NHS Foundation Trust

NHS

WellComm: The Waltham Forest Adults Wellbeing Voluntary Sector Partnership

- **integral part of the model since its inception**
- **provides a single point of referral/access for professionals and older adults themselves to the voluntary sector**
- **a developmental network of over 80 local organisations/groups enabling engagement at the neighbourhood level and social cohesion**
- **includes black and minority ethnic organisations/groups**
- **Includes conditions specific organisations / groups**
- **enables very local, language/culture and conditions specific access to the model at a low cost**

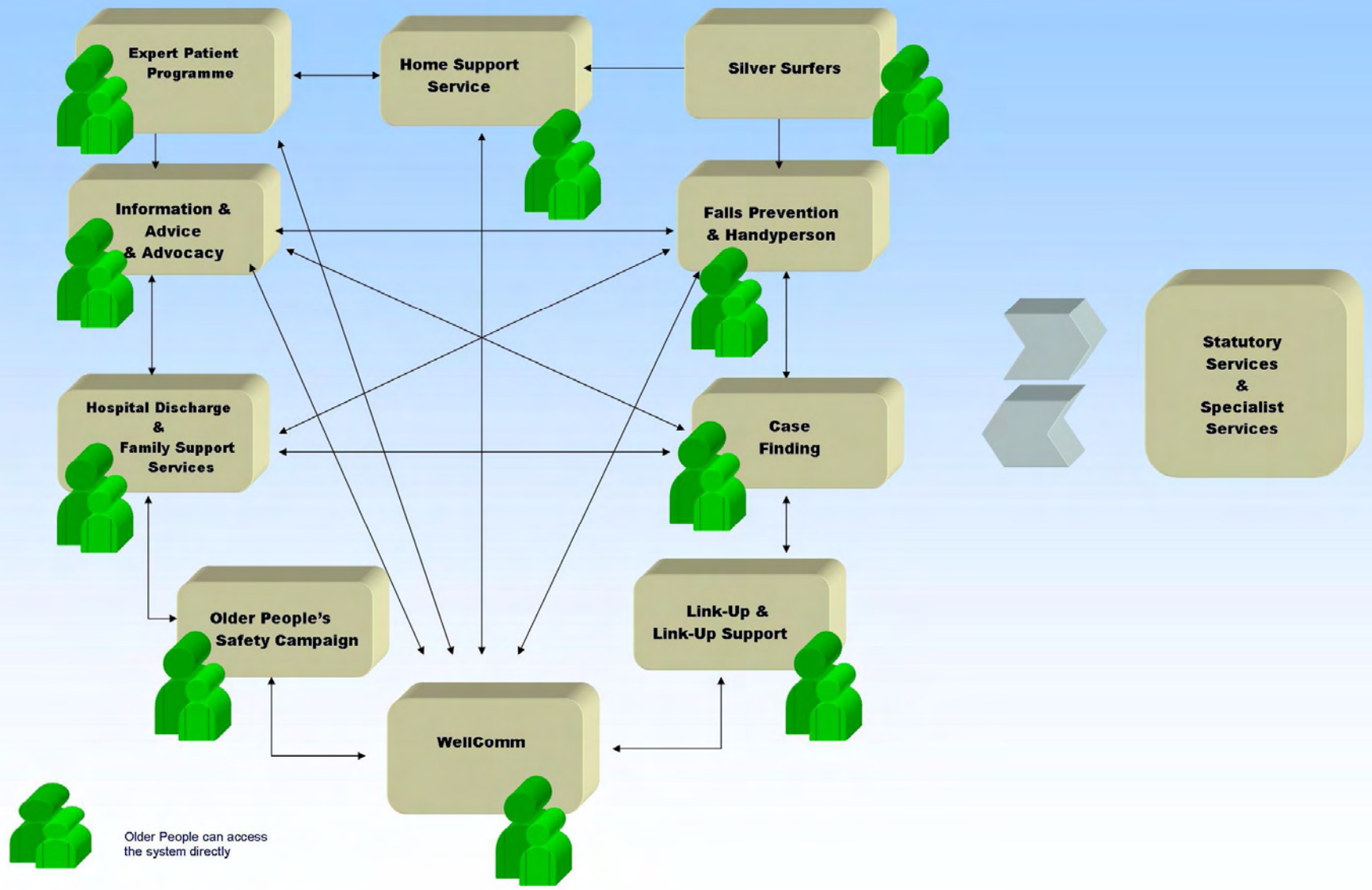
Age Concern Waltham Forest's Agenda

- **Supporting older adults to stay safe, healthy, active and independent for as long as possible**
- **Preventing ill health and social isolation while promoting choice, control and quality of life**
- **Preventing crisis and unnecessary hospital admissions**
- **Safeguarding Vulnerable Adults**
- **Ensuring equality of access and culturally appropriate services**
- **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**

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



See Additional Notes

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

See Additional Notes

Falls Prevention in Care Homes: 40% of care homes admissions to A&E are the result of a fall/accident

- **Pattern to the time of falls?**
- **Regular Medication reviews**
- **Use of appropriate footwear/checking for worn ferrules**
- **Regular eyesight tests**
- **Activity – exercise vital**
- **Diet and supplements**

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, 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.**
5. **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), Service Providers and the local voluntary sector**
- ✓ **Involvement of older people themselves – not just as service users but as a valuable resource**

Care Homes and the Local Community and Voluntary Sector

- **Meet with the local CVS**
- **Be seen as open and part of the community**
- **Be prepared to innovate**

Ideas from work in Waltham Forest

- hold open ‘days’/coffee mornings
- allow communal space/large rooms to be used by the local VCS
- commission local VCS to run exercise classes
- involve local volunteers
- commission local VCS to run independent consultations
- commission local VCS to provide advocacy
- ensure information is provided on local advocacy schemes along with other appropriate local information

Contact Details

Sheena Dunbar,
Director,
Age Concern Waltham Forest

s.dunbar@ageconcernwf.org.uk

Jorge Lagos,
Senior Manager
Age Concern Waltham Forest

j.lagos@ageconcernwf.org.uk

Age Concern Waltham Forest
Ground Floor,
Zenith House
210 Church Road
Leyton,
London E10 7JQ

www.ageconcernwf.org.uk