

Stronger Together

How health, social care and the voluntary
and community sector are working together
to support *you*

Wi-Fi code:
STFC
Hospitality
Guest
STFC2020

Today

1.30 Introduction

1.45 Presentations

- Advice, Advocacy & Welfare Benefits Service
- Sustain - Housing Support
- Wellbeing & Independence Partnership
- Social Prescribing in Shropshire
- Shropshire Care Closer to Home

2.45 *Break*

3.00 Taster Sessions

4.00 Summary

4.15 *Close and Feedback*

Wi-Fi code: STFC Hospitality Guest STFC2020



Introduction - Our role

- The Healthwatch Team
- The role of Healthwatch

‘We are the **independent national champion** for people who use health and social care services. We’re here to **find out what matters to people**, and help **make sure their views shape the support they need.**’

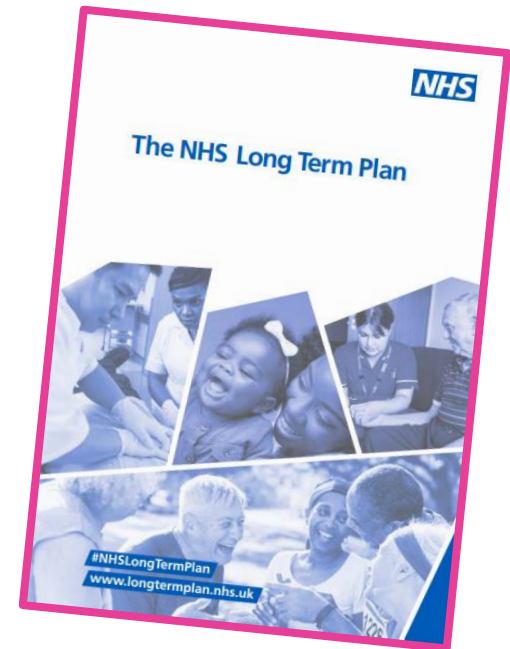
Healthwatch England

- ✓ Gathering views and experiences
- ✓ Sharing feedback
- ✓ Signposting
- ✓ Providing information
- ✓ Involving people



Introduction - Context for today

- In January 2019 the NHS published their **10 year plan** showing how they will make the NHS fit for the future and get the most value for patients.
- Early 2019 Healthwatch England asked all local Healthwatch to **give people in their community the opportunity to have their say on how the national plan should be delivered locally.**



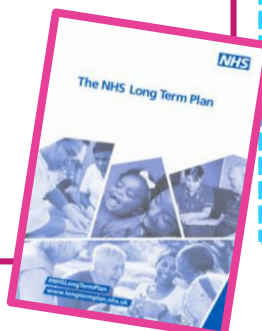
Across Shropshire,
Telford & Wrekin we
collected **641** views

Introduction - Context for today



‘Wider action on prevention will **help people stay healthy** and also moderate demand on the NHS. Action by the NHS is a complement to - not a substitute for - the **important role of individuals, communities, government, and businesses in shaping the health of the nation**’

NHS Long Term Plan



Shropshire, Telford & Wrekin
Sustainability and Transformation Partnership

‘**Support people in Shropshire, Telford & Wrekin to lead healthy lives** – develop a system approach which will improve wellbeing, physical and mental health and reduce health inequalities focusing on prevention and supporting self-management to build resilience, better patient outcomes, experience and efficiency.’

Draft ST&W STP LTP Publication date TBC

Introduction - Context for today

- Some key messages from our NHS Long Term Plan report
- Let us know what support is available so we understand our options, including support from the community
- Give us information about how we can stay well and what we can do when we first feel unwell
- Help us to make the right decisions that will keep us fit and healthy longer
- Make sure services work more closely together, including sharing information and communicating better to avoid confusion and misunderstanding



Presentations & case studies

Presentation	Presenter
Advice, Advocacy & Welfare Benefits Service	Jackie Jeffrey
Sustain- Housing Support	Les Clarke
Wellbeing & Independence Partnership	Daphne Simmons
Social Prescribing in Shropshire	Laurel Roberts Penny Bason
Shropshire Care Closer to Home	Dr Finola Lynch

The presentations will be followed by a Q&A session



Jackie Jeffrey

Advice, Advocacy & Welfare Benefits Service

The partnership



Advice, Advocacy & Welfare Benefits service in Shropshire

Case study: Who?



Advice, Advocacy & Welfare Benefits service in Shropshire

Name: Jane

Circumstances:

34 years old, a victim of domestic violence and as a result had to move accommodation, lost care of her son.

Now suffers with PTSD and substance abuse.

Need:

Client unable to work, needed employment, benefits and housing advice



Case study: What



Advice, Advocacy & Welfare Benefits service in Shropshire

What we did to support Jane



Case study: So what?



Advice, Advocacy & Welfare Benefits service in Shropshire

Outcomes for Jane

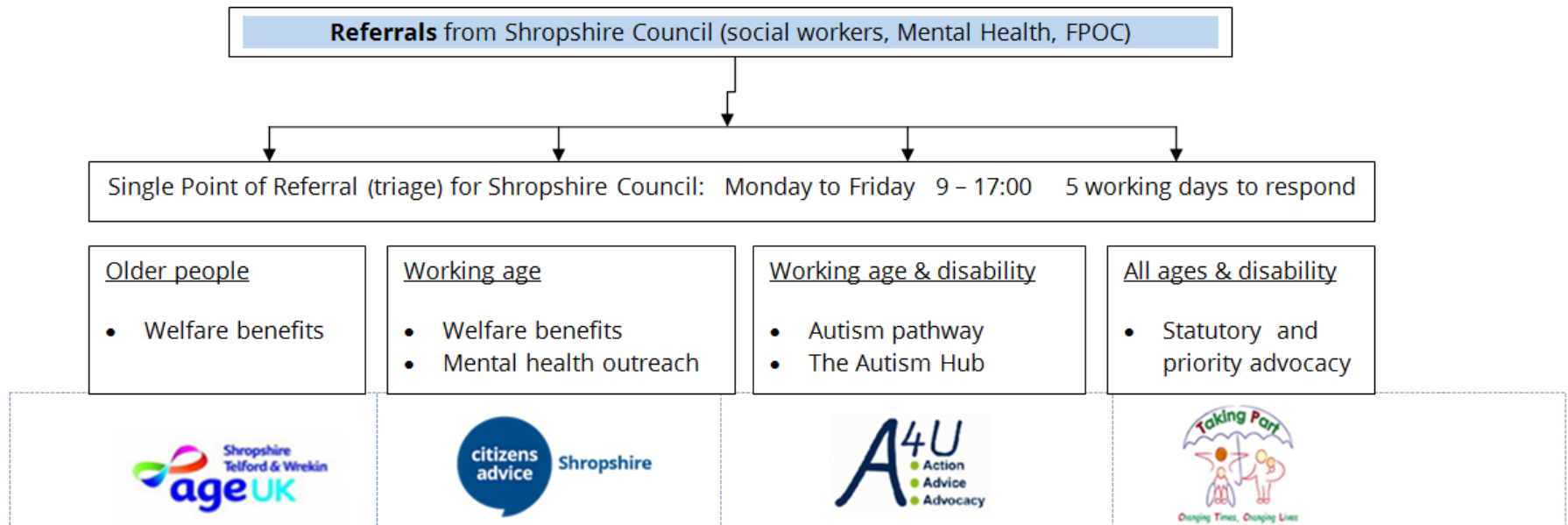


One thing we are most proud
of... so far

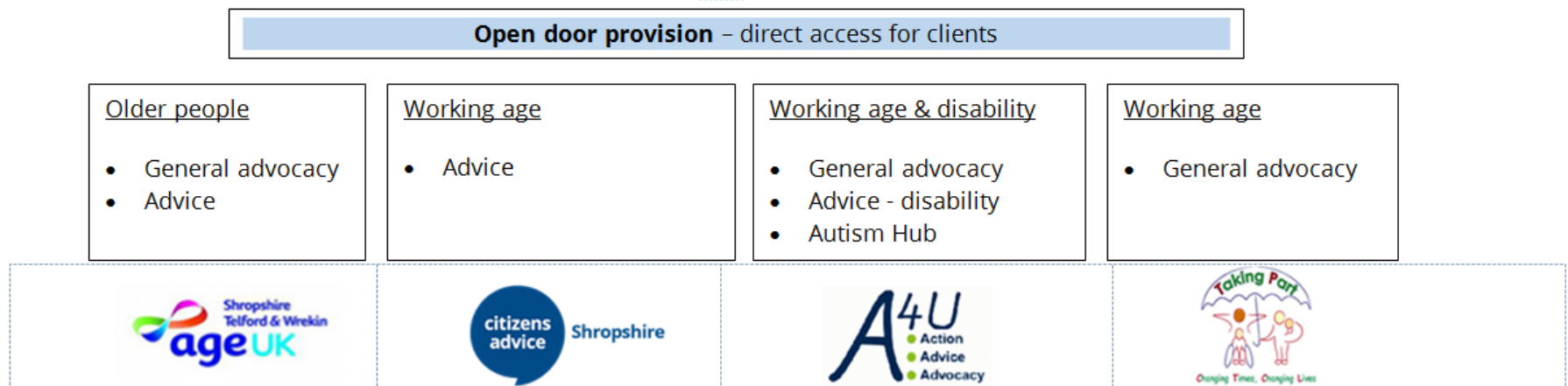


What next ?

Referral protocol is currently being discussed between providers and Shropshire Council representatives. Once agreed we will distribute the protocol.



and



Sustain - Housing Support
Les Clarke (Care Plus)

SUSTAIN: A Shropshire focused partnership



What does SUSTAIN offer?

Our Housing Support Services help vulnerable people develop, or keep, the skills and experience to be able to maintain their own accommodation and live well in their communities.



Who does SUSTAIN support?

Anybody, anywhere in Shropshire:

- Older people
- Young people
- People at risk of homelessness
- Homeless people
- Domestic violence
- Physical difficulties
- Adults with learning difficulties
- People with autism and acquired brain injury



What sort of things does SUSTAIN do?

- ❖ Practical advice e.g. welfare benefits and debt advice to help sustain tenancies
- ❖ Health advice e.g. falls prevention
- ❖ Access to health and social care services e.g. GP practices
- ❖ Crisis support, e.g. those in bed and breakfast
- ❖ Signpost to training and leisure activities
- ❖ Provision of social activities
- ❖ Make available community facilities



What are our priorities?

Help prevent homelessness and support vulnerable people who have been homeless into settled accommodation

Helping vulnerable people access services to prevent, delay, reduce need for long-term care and support, including healthcare services

Provide flexible, targeted support:

- To increase capacity in decision-making
- To provide crisis housing support on a time-limited basis
- To deliver preventative outcomes and to support individual Service User's achievement



How does the partnership work?

Delivery teams based across Shropshire deliver support on aligned contracts to achieve a network of support for the whole area

Our dedicated staff link into other services health, social care, and voluntary sector to support to achieve outcomes agreed with our customers

We support in a variety of ways including drop-ins, face to face, telephone and group activities

We support in a way that suits needs of customers



Case study: Family

Donald and Sylvia

Donald and Sylvia have learning difficulties and live in sheltered housing. A hoarding crisis was putting their tenancy at risk.



“We had a charity shop habit and it got out of hand. We used to go most days and buy soft toys, dolls, clothes, all sorts of things. It was too big for us to manage on our own and we didn’t know where to start but our retirement living officer spotted the problem and put us in touch with Tatina.

“Tatina was brilliant. She helped us go through everything, one room at a time. We decided together what we wanted to keep and she took everything else away in her car. It took three or four weeks to finish.

“It feels good to have got rid of it all. We’ve got plenty of space and it’s easier for us to move around, it’s like a fresh start.

“We’re determined not to let things get out of hand again; we want to keep it nice. We’ve put a stop to our charity shop visits and when we go out now, it’s nice to come home.”

Tatina says: “I first met Donald and Sylvia a few years ago, when I helped them to get a place in a sheltered housing scheme. Like many of us, they struggle now and again and need a bit of support. They are a pleasure to work with.”

Case study: Younger single person

Catherine, 27



Catherine's story: Homelessness and abusive relationships leading to anxiety that meant she was unable to speak.

"I was homeless for nearly a year, sleeping on the streets. Nothing was going right for me. I was in a bad place and I couldn't see a future for myself.

"Then Severnside Housing and Paul, the Floating Support Manager stepped in with a secure home and the support to make sure I could stay there. They were there for me when I needed it most and I will always be grateful. | Paul showed me how to pay my bills and manage my money. He helped me find furniture, deal with official agencies and stay safe. More than that, he gave me the confidence to turn my life around.

"It had been difficult for me to speak but Paul helped me find my voice. Our meetings are so different now. We have proper conversations, a laugh and a joke. I don't recognise myself.

"This was the first New Year when I wasn't just waiting for the year to be over. For the first time, I could look forward and be excited about the future. I've got a home of my own and now there's my little dog Rocky to look after. It feels as though I'm finally taking my place in the world."

Paul says: "It's been a pleasure to work with Catherine. Seeing her grow in confidence and start to really enjoy life is what makes the job worthwhile."

Case Study

S is a 36 year old single parent of two children, aged 4 and 10.

She is a survivor of domestic abuse and was supported to move away from the property where the abuse took place.

Had significant debts after ending her relationship. She was supported in accessing the debt advice service CAP. Successfully applied to Bridgnorth Parish Charity for funding. Paid for her bankruptcy application resolving her debts.

Accessed the Foodbank and has received food parcels when required.

Supported in attending a local group for survivors of domestic abuse.

Through this she has now also been able to take the step of registering for further DV services-attend the Freedom Programme and has requested a specialist DV support worker for her children to help them recover from what they have witnessed.



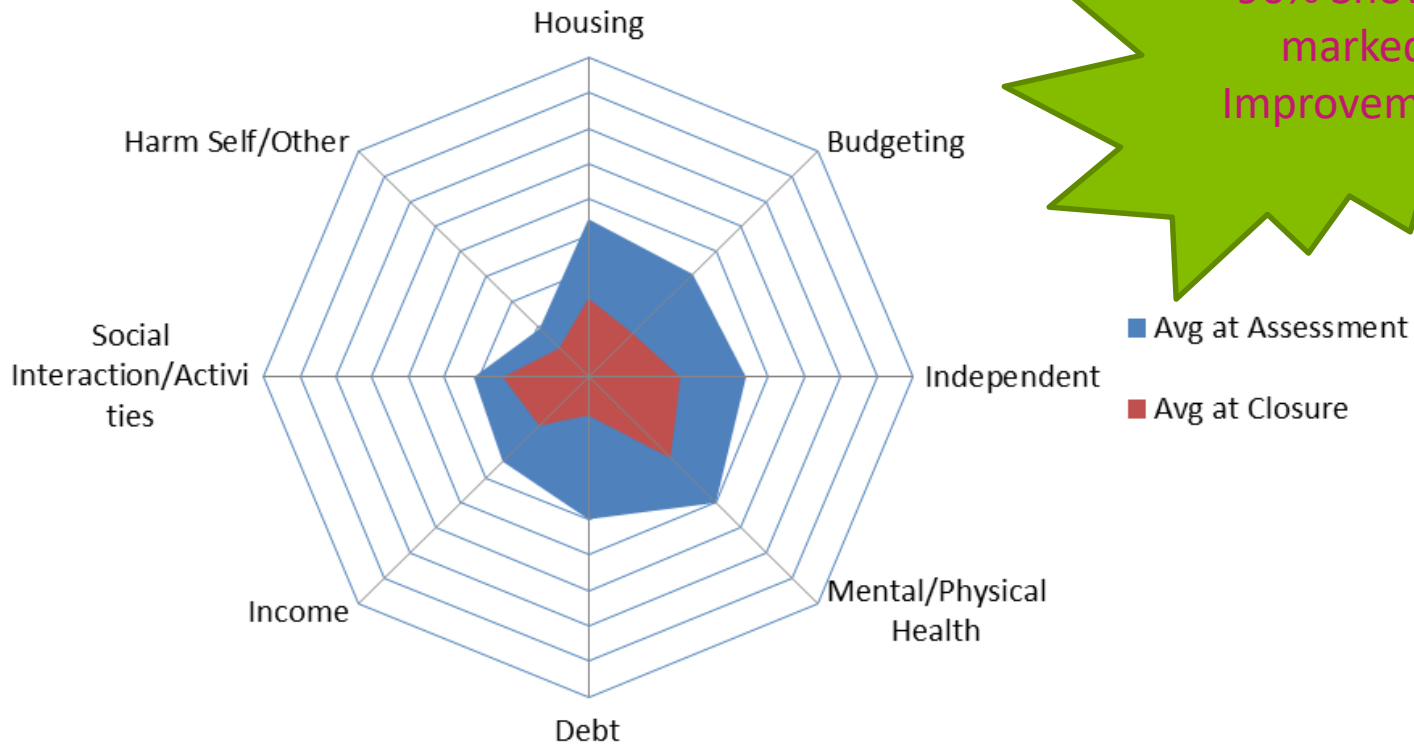
What is SUSTAIN achieving?

- Enabling people to cope with whatever troubles them
- Enabling people to overcome issues and difficulties
- Enabling people to cope better with the issues they face

Not all problems can be eliminated but most can be improved



Specific achievements



	Housing	Budgeting	Independent	Mental/Physical Health	Debt	Income	Social Interaction/Activities	Harm Self/Other
Avg at Assessment	5.5	5.1	5.4	6.0	5.0	4.4	4.2	2.9
Avg at Closure	3.2	2.7	3.6	4.2	2.1	2.9	3.4	2.1
Relative % Change	-41%	-46%	-34%	-30%	-59%	-33%	-19%	-26%

One thing we are most proud of... so far

Every individual success story from a customer who has had support from a SUSTAIN partner is something to be proud of...

Our customers say it for us:

The support has been really good and has sorted out a lot of my problems. I just wish I could have the support forever

It's been really good and has helped me a lot. I tell everyone about it!

I honestly don't know where I would be without your help. I was spiralling out of control

It's made such a difference to me



What next

The evidence demonstrates that this service is needed

The evidence demonstrates the service is effective and, equally important, cost effective

Nobody expects need or demand is going to diminish

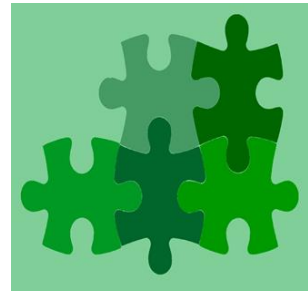
The service is funded up to 2021/22

No guarantees of future funding



**Wellbeing & Independence
Partnership**
Daphne Simmons (RCC)

The partnership



Shropshire
RCC

Age UK

Royal
Voluntary
Service

Mayfair
Centre

Qube



Wellbeing & Independence Partnership Shropshire

A Partnership that operates countywide :

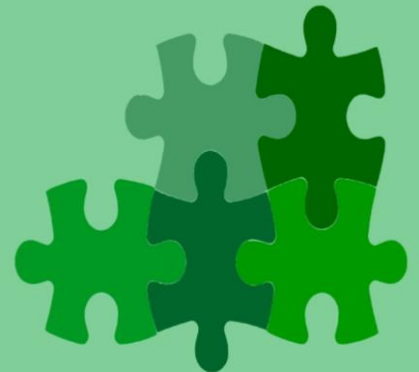
Practical Help At Home.

Friendship Support Day Centre Opportunities.

Keeping Well Keeping Active.

Information events

Support for volunteering



Our services

Wellbeing & Friendship services
Day services & Dementia services
Help at Home
Community Navigation & Support
Information & Advice



ROYAL VOLUNTARY SERVICE

- Assisted shopping; accompanying individuals to shops
- Move it or Lose it! exercise sessions or an agreed activity programme
- Goal setting: 'what do you want to be able to do in 6 weeks?'
- Confidence building & restoring social connections:
- Guidance on use of relevant IT
- Transport (charged for), shopping, visit friends/family etc
- Safe and Well check: warmth, risk of falls, overall safety.



Promoting health and wellbeing and tackling isolation



Arts and Crafts
groups

Local befriending
and support service



Keeping
Well Active



Friendship Support Day
Centre Opportunities

Prevention and Well-being @ Qube

- Two weekly social groups with 65 members
- Tuesday Club- in it's seventh year, running weekly with an average of 30 people attending each week
- Thursday Club- running weekly from October 2019 with up to 20 people attending each week
- Variety of activities/ speakers/ demonstrations at each group
- Support and signposting to other services

***"I love coming to Qube,
it's the one day I look
forward to each week"
(Tuesday Club member)***





Shropshire Rural Communities Charity

Friendship Support

Developing and supporting volunteer led Good Neighbours Schemes -
10 across the county

Keeping Well Keeping Active

Network of Exercise providers delivering classes in village halls and
community buildings

Information events

Events to inform and advise communities such as Functional Fitness
MOT's

Support for volunteering

Recruitment, training, policies & volunteering opportunities

Facilitating Community connectors groups

Case study: Good Neighbours in Whitchurch

Name: Pauline

Circumstances: Pauline had been in hospital and immobile for several months after a stroke which had affected her speech and mobility

Need: The client wanted her physical strength back



The steps taken to address the issue

The **Good Neighbours Scheme** was contacted by the Wellbeing Centre in Whitchurch, as this lady had used their community care scheme and had spoken to them about her situation.

After the initial referral and home visit/risk assessment a **local volunteer** was matched to support the client to exercise at least once a week on top of the support she received by the care agency.

This process involved words of encouragement, distraction through conversation and reassurance. Thus she **felt safe, cared for and demonstrated greater confidence and became determined to achieve.**



The Outcome

Once she was able to walk with her crutches the volunteer supported Pauline to access the town park to continue building her strength and confidence in walking.

They even made attempts to use the parks gym equipment and it was at this point after a successful eye test that an automatic car was purchased by a happy client.



One thing we are most proud
of... so far



I was asked to say what next...

To continue to work together as a partnership, be each others support and review and refine the services the voluntary organisations big or small offer the communities we all support.



Social Prescribing in Shropshire

Laurel Roberts (Oswestry Community Action)
Penny Bason

The partnership

Social Prescribing in Shropshire



How we work together

Social Prescribing in Shropshire – A Joint Team Approach



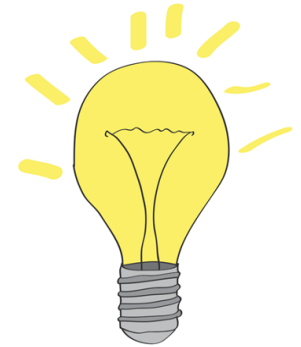
Case study: Who

Name: Sarah

Circumstances: Referred to Social Prescribing by her GP

Need: Feeling anxious and low self-confidence

“I didn’t know what to expect, and thought it was just going to be another awkward ‘talking exercise’ to go through.”



Case study: What

Claire, the Social Prescribing Advisor and Sarah met at the local community centre, where they spent a full hour discussing what would make a difference to help improve Sarah's anxiety and low self-confidence.

Throughout their sessions, Claire supported Sarah to develop coping strategies and techniques to help in day to day life. They also had discussions about Sarah's wish to lose weight, get help with finances and to start thinking about getting back in to work.

Claire used motivational interviewing and behaviour change techniques throughout the session, and they built an action plan together. They met again after the initial appointment.



Case study: So what

Sarah has now made fantastic steps in moving forward and making changes that have reduced her anxiety and improved her wellbeing.

She has gained employment and lost weight.

“I would definitely recommend anyone going who is going through a hard time in their life, don’t be afraid to ask for help and accept the help of others. You are stronger for asking! It takes a strong person to admit they need help.”

“I see life more positively now and can see the kids are happier - and that makes everything worth it.”



One thing we are most proud of... so far

Social Prescribing in Shropshire

- Joint approach - working closely with partners
- Using resources better in order to support people to make real changes in their lives; the evaluation demonstrated:
 - A reduction of 40% in GP appointments
 - Changes included reduced weight, cholesterol, blood pressure, smoking and increased physical activity
 - High patient satisfaction: suitable times, venue and comfortable talking openly about concerns
 - Unmet needs were supported beyond the remit
- Model recognised as good practice and has gained national recognition



What next

- Developing with Primary Care Networks (PCNs) throughout all of South West and South East Shropshire
- Hoping to work with PCNs in North and Central
- Developing ideas for children and young people social prescribing
- Supporting the Voluntary and Community Sector





healthwatch

Shropshire

Annual Event 2020

Shropshire Care Closer to Home

Dr Finola Lynch

The partnership



Case study: Who



Name: Tom

Circumstances: Tom has had a number of admissions to A&E for falls and cellulitis. He is very independent with no long-term care needs but he does have frequent falls. He has a dog and even when he is unwell he is responsible for the needs of the dog.

Need: The Case Manager identified some obvious medical needs such as wound care but also recognised that Tom would benefit from ad-hoc social care, some physiotherapy and some occupational therapy input.

Case study: What

- Tom was identified through risk stratification as being at risk of admission to hospital.
- The Case Manager arranged a visit to discuss what interventions could support Tom in periods of need.
- A plan was developed with Tom that enabled him to have access to certain services when he becomes unwell i.e. equipment for walking and personal care.
- Support through social care gave him access to services in his own home to care for him and his dog during the time he is unwell.



Case study: So what

- Tom now has a range of options available to him when he feels he needs support.
- By having equipment in his home his mobility is safer and the risk of falls is lessened.
- Tom did not want to go to a care home or have a live-in-carer but with an ad hoc arrangement with social care he is able to access services only when he and his dog need them
- Ultimately, Tom has a back-up plan which prevents him needing to go in to hospital.



Things we are most proud of... so far



- The Case Management service is the first service to take a proactive, multi-disciplinary approach to person-centred care in Shropshire.
- The operational teams and public and patients have helped to design the future model of care for Shropshire.



What next



- Case Management currently operates in 8 areas of Shropshire - by April 2020 this will increase to 16 areas
- Countywide rollout of the service is planned from October 2020
- For further information about the service and our programme of transformation please visit:

www.shropshireccg.nhs.uk/get-involved/engagement-and-consultation/shropshire-care-closer-to-home/



Question & Answer Session

Presentation	Presenter
Advice, Advocacy & Welfare Benefits Service	Jackie Jeffrey
Sustain- Housing Support	Les Clarke
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Break



What is self-care?

NHS England: 'Self-care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can help, and when to get advice from your GP or another health professional. If you have a long-term condition, self-care is about understanding that condition and how to live with it.'

<https://www.england.nhs.uk/blog/what-does-self-care-mean-and-how-can-it-help/>

Self-care means taking care of yourself in all important aspects of your life. It can include meeting a range of needs including:

- ✓ Social
- ✓ Physical
- ✓ Intellectual
- ✓ Vocational
- ✓ Spiritual
- ✓ Emotional

Self-care Taster Sessions

3.05pm Seated exercise - Wendy Southorn

3.25pm Singing - Laura Atyeo

3.45pm Mindfulness - Martina Boshell



Summary and close

Vanessa Barratt - Chair of the Board of Trustees
(Healthwatch Shropshire)

**‘Thank you for supporting this event.
We value your feedback’**



TALK TO US!



Contact us

Telephone: **01743 237884** (Monday - Thursday)

Email: enquiries@healthwatchshropshire.co.uk

Website: www.healthwatchshropshire.co.uk

Address: **freepost HEALTHWATCH SHROPSHIRE**

 Follow us on Twitter @HWSShropshire

 Search on Facebook for: HealthwatchShropshire

‘Your voice counts!’



your **voice** **counts**



Have your say on health and
social care in Shropshire