

# **Older People Needs Assessment**

## **Chapter 5**

### **Preventative Services**

## 5.1 Services to Carers

The national Carers strategy is currently under review and is planned to be published in 2009. A clear message coming from central government in this period of review is to ensure that Carers have increased choice and control, and are able to have a life outside caring. This message has been adopted in North Somerset and is a key principle of the new inter-agency Carers strategy 2008-2011.

### 5.1.1 Social Services Comparative Data

Data in this section is taken from the "The information Centre" website which is part of the Government Statistical Service, data is collected from the annual "Referrals, Access and Packages of Care" (RAP) return submitted by Councils with Social Services Responsibilities (CSSRs). The Referrals, Assessments and Packages of Care Project (RAP) aims to provide a coherent set of National Statistics on adult community care.

Information relates to the number of carers receiving services following assessments and reviews. Data is taken from the annual SR1 form for the period 2006-07.

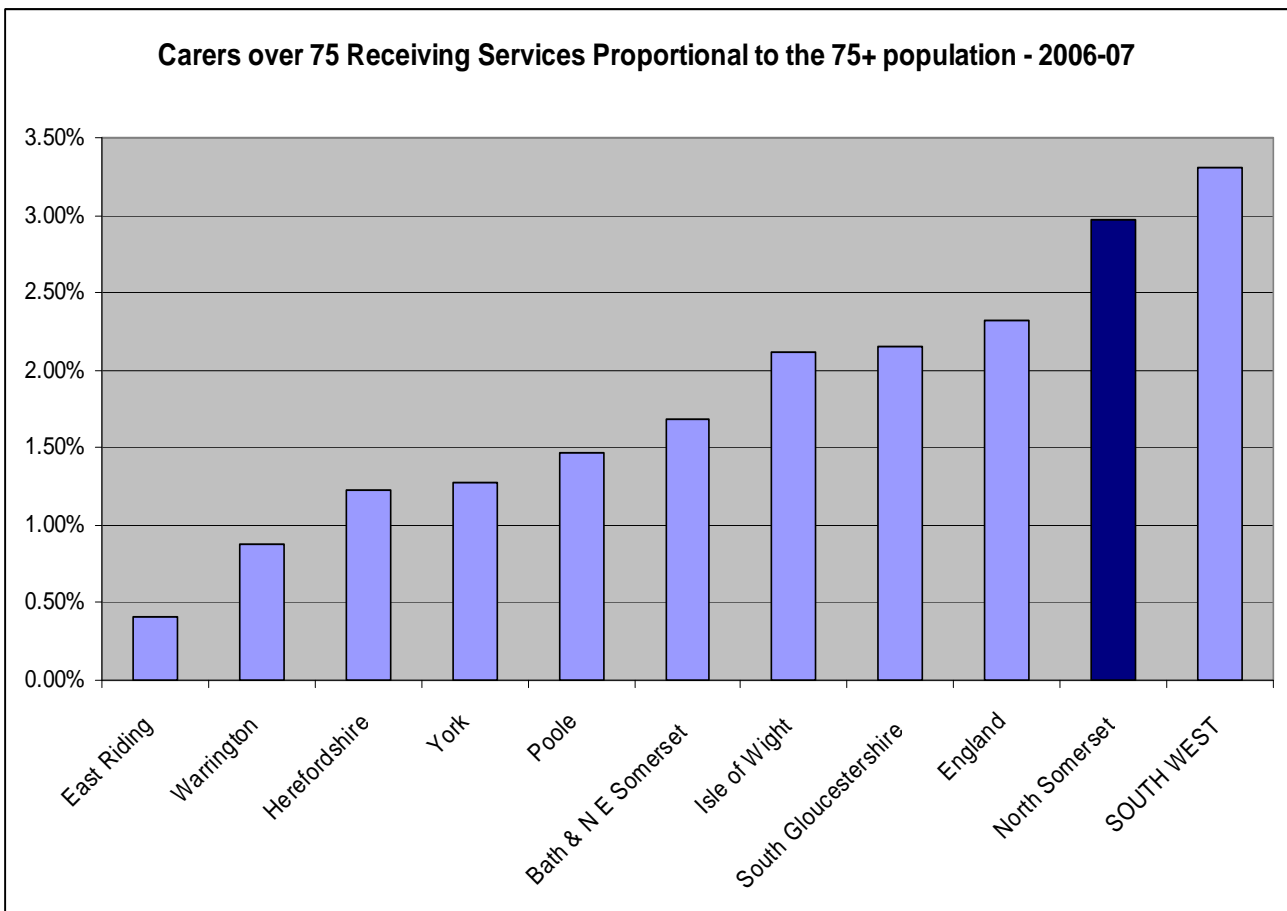
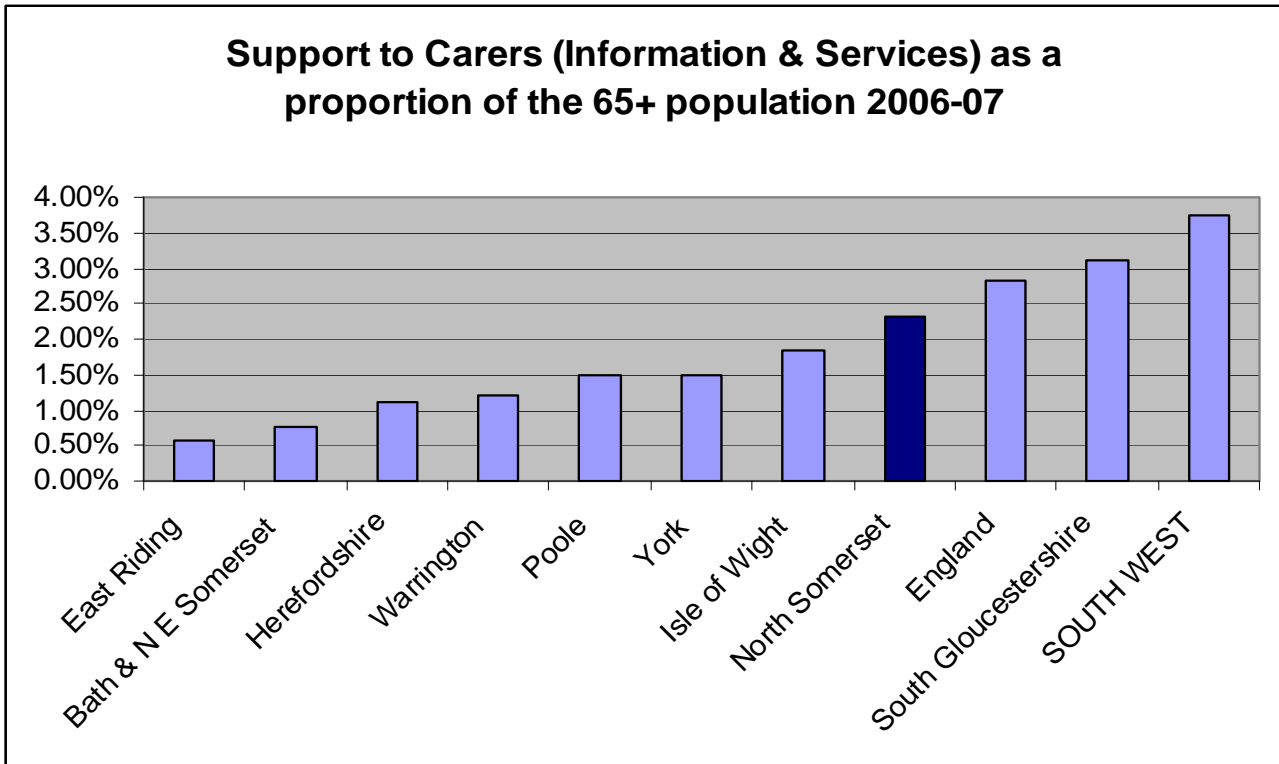
The following table shows the comparative position for North Somerset for the period 1st October 2006 to 31st March 2007:

<b>Councils with Social Services Responsibilities</b>	<b>Total number of carers assessed or reviewed</b>	<b>Total number of carers receiving services</b>	<b>% of carers receiving services following an assessment or review</b>
<b>England</b>	<b>353,000</b>	<b>315,000</b>	<b>89</b>
<b>SOUTH WEST</b>	<b>49,000</b>	<b>44,000</b>	<b>91</b>
B&NES	1,430	740	52
East Riding	495	495	100
Isle of Wight	860	860	100
North Somerset	2,835	1,320	47
Poole	895	760	85
S Gloucestershire	1,640	1,640	100
Warrington	1,990	625	31
York	910	590	65
Herefordshire	..	650	..

**Source:** RAP proformas C1 & C2

This shows that North Somerset is undertaking more carer assessments and reviews than any other authority in the comparator group and is ranked 2<sup>nd</sup> after South Gloucestershire for the number of carers receiving services. In North Somerset, 47% of those carers who are assessed go on to receive services.

The Following charts show the comparative position for North Somerset as a proportion of the over 65 and over 75 population:



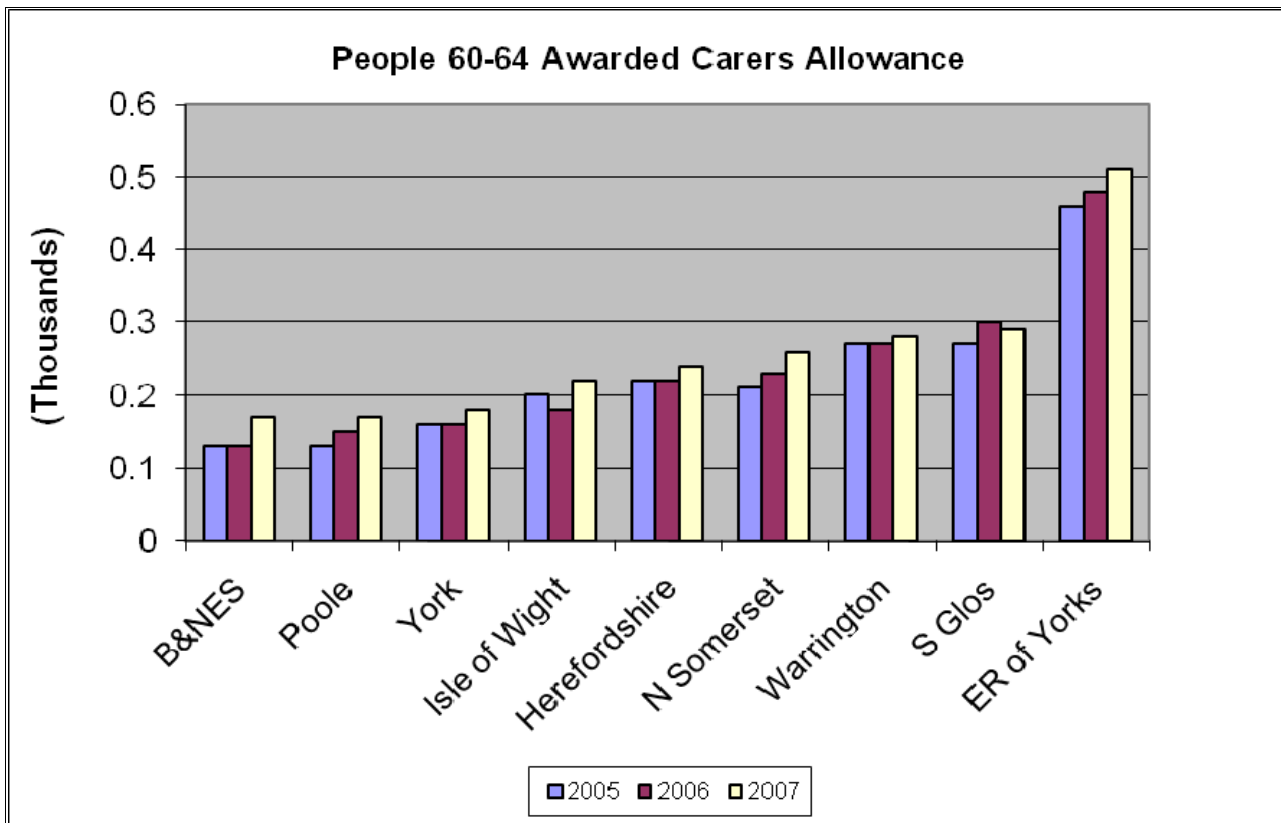
When compared to the over 75 population, North Somerset has more carers receiving services than any other authority in the comparator group, is higher than the average for England and close to the South West average.

### 5.1.2 Carers Allowance

Another source of data in relation to carers, can be obtained from the DWP in relation to benefit paid as “Carers Allowance”.

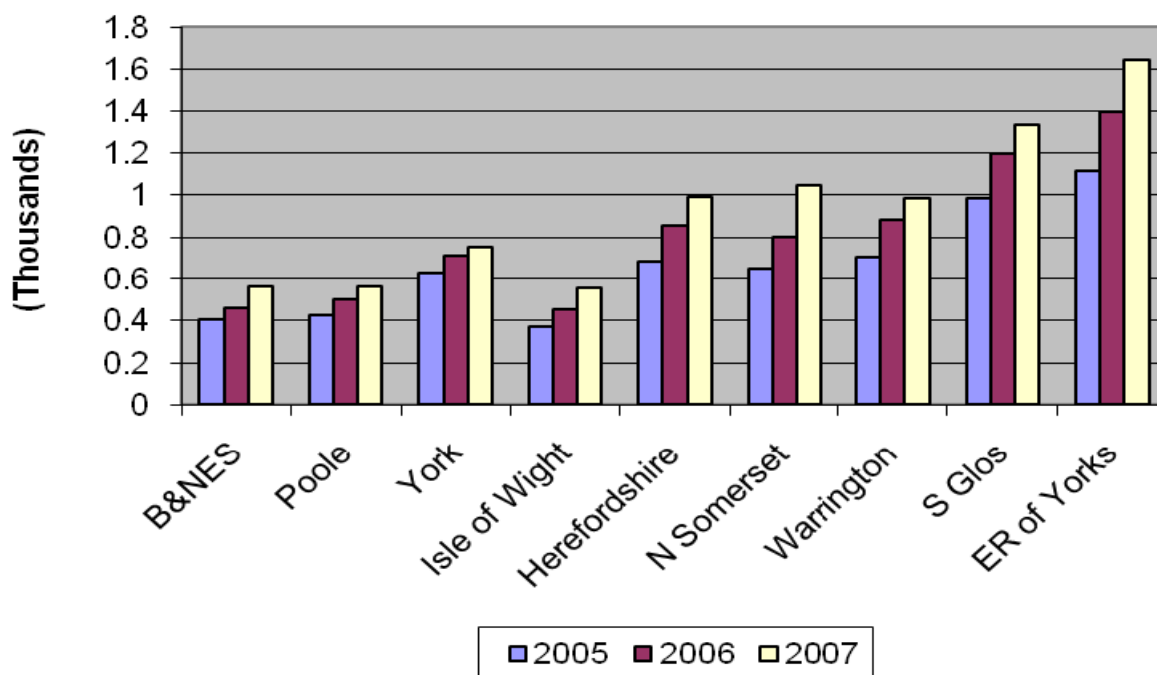
Carer's Allowance is a benefit paid to help a person look after someone who is disabled. The benefit can be claimed by anyone over 16 years of age, who spends at least 35 hours a week caring for a person who is getting Attendance Allowance, or Disability Living Allowance. Specific eligibility criteria can be found at [www.dwp.gov.uk](http://www.dwp.gov.uk)

The following tables show information provided by the DWP, the details show the age of the claimant. In North Somerset, there are an increasing number of claimants, year on year. North Somerset has the 4<sup>th</sup> highest number of claimants of carers allowance.



Source: DWP Information Directorate: Work and Pensions Longitudinal Study

### People 65+ Awarded Carers Allowance



Source: DWP Information Directorate: Work and Pensions Longitudinal Study

### 5.1.3 Census Projections

The following table shows estimated number of people in North Somerset who are caring for another person, based on the statistics obtained in the 2001 census:

Weekly Carer Hours	2008	2010	2015	2020	2025
<b>People 65-74</b>					
Not providing Care	16,903	18,501	22,454	23,547	22,958
Providing 1-19 hours care	1,888	2,066	2,508	2,630	2,564
Providing 20-49 hour care	241	264	320	336	328
Providing 50 or more hours of care	773	847	1,027	1,077	1,050
<b>People 75-84</b>					
Not providing Care	11,636	11,886	13,299	15,709	19,200
Providing 1-19 hours care	704	720	805	951	1,162
Providing 20-49 hour care	178	181	203	240	293
Providing 50 or more hours of care	555	567	634	749	915
<b>People 85+</b>					
Not providing Care	4,000	4,263	4,656	5,378	6,492
Providing 1-19 hours care	95	101	110	127	154
Providing 20-49 hour care	19	20	22	25	31
Providing 50 or more hours of care	134	142	156	180	217

Source: (ONS) 2001 Census, Standard Tables, Table S025 Sex and age by general health and provision of unpaid care. POPPI

The term "unpaid care" covers any unpaid help, looking after or supporting family members, friends, neighbours or others because of long-term physical or mental ill-health or disability or problems related to old age. Numbers have been calculated by applying percentages of people who do or do not provide unpaid care by their age and the number of hours provided, to projected population figures.

The figure show that in 2008, it is estimated that 15% of people 65-74, 11% of people 75-84 and 6% of those over 85 years of age are providing unpaid care for someone. In total this amounts to approximately 4,600 people providing unpaid care for another person.

It has been reported in Chapter 1 that the age pyramid for North Somerset is set to change, resulting proportionally less people available to care for the aging population.

#### **5.1.4 POPP Evaluation of the Carers Scheme**

As part of the POPP (see section 5.6 below for more details), creative support and respite services for older carers have been introduced, this is supported by Crossroads Caring for Carers. The projects are subject to ongoing independent evaluation; the first evaluation report was produced at the end of the first year in April 2008 and the summary findings in relation to the carers service are detailed below:

Crossroads is currently providing a service to 45 carers, having had 144 potential users referred to the scheme. The majority of carers who requested the new service did so in the hope that it would increase their ability to cope and enable them to care for longer.

Many varied packages of care have been arranged for those on the scheme, but there have also been unexpected benefits for those who were assessed, even though their application was unsuccessful. The process of assessment itself, by an understanding individual, was clearly beneficial. Not only was the opportunity to talk to someone greatly appreciated, but also the opportunity to receive one off practical support or information made a significant difference to many of the carers visited.

The main issues identified are as follows:

- Companionship for carers is extremely important, both whilst caring and particularly after the cared for person has died. Several referrals have been made to the Age Concern POPP project in the hope that befriending services will be set up to help address this need.
- Carers value the opportunity to talk about their needs (as opposed to focusing purely on what service is provided); often very simple services can make the most significant difference to their quality of life.

## **5.2. Falls Prevention**

As people grow older they are increasingly at risk of falling and consequential injuries. A fall may be the first indication of an undetected illness. Every year between 33 and 50 per cent of people over the age of 65 suffer a fall. For every 100 of those people who fall, 20 will need medical help and just less than 10 will sustain

a fracture. Falls can lead to a long stay in hospital and can result in people experiencing a loss of confidence, self esteem and reduced independence.

The prevention of falls is important because they cause considerable suffering for older people and their families, and are responsible for a significant number of hospital and nursing home admissions.

### **5.2.1 Estimating Current Numbers**

Todd C, Skelton D (2004) in *“What are the main risk factors for falls among older people and what are the most effective interventions to prevent these falls?”* Copenhagen, WHO Regional Office for Europe (Health Evidence Network report) shows that approximately 30% of people over 65 fall each year, and for those over 75 the rates are higher. Between 20% and 30% of those who fall suffer injuries that reduce mobility and independence and increase the risk of premature death.

In the study conducted by Scuffham, P. et al, entitled “Incidence and costs of unintentional falls in older people in the United Kingdom” the following statistics were developed:

<b>Age</b>	<b>% of Population Attending A&amp;E Departments</b>	<b>% of Population Admitted to Hospital</b>
65-69	2.873	0.52
70-74	3.679	0.92
75+	9.453	3.68

These figures were derived, based on a study in 1999 of 647,721 people who attended A&E and 204,424 people admitted to hospital for fall related injuries. All those in the study were aged 60 years and over.

### **5.2.2 Census Projections**

The following table has been obtained from the POPPI website using the prevalence rates above and applied to ONS population projections of the 65 and over population. This shows the numbers of people aged 65 and over in North Somerset, predicted to attend hospital Accident and Emergency (A&E) departments or be admitted to hospital as a result of a fall(s), by age group:

<b>A&amp;E attendance as a result of a Fall</b>	<b>2008</b>	<b>2010</b>	<b>2015</b>	<b>2020</b>	<b>2025</b>
People aged 65-69	310	348	431	385	408
People aged 70-74	342	364	430	537	482
People aged 75 and over	1,900	1,966	2,184	2,562	3,119
Total over 65 Population	2,552	2,678	3,045	3,484	4,009
<b>Hospital Admissions following a Fall</b>					
People aged 65-69	56	63	78	70	74
People aged 70-74	86	91	108	134	121
People aged 75 and over	740	765	850	997	1,214
Total over 65 Population	882	919	1,036	1,201	1,409

Data for North Somerset shows the numbers of hospital admissions as a result of a fall by locality area as follows:

<b>Age Range</b>	<b>65 - 69</b>				
Locality area		2003 - 2004	2004 - 2005	2005 - 2006	2006 - 2007
Clevedon and Portishead	1	9	16	16	9
Nailsea area		16	16	18	11
Weston-super-mare		16	22	27	15
Worle		8	5	5	11
<b>Grand Total</b>	<b>1</b>	<b>49</b>	<b>60</b>	<b>67</b>	<b>48</b>

<b>Age Range</b>	<b>70 - 74</b>				
Locality area		2003 - 2004	2004 - 2005	2005 - 2006	2006 - 2007
Clevedon and Portishead	1	19	17	22	23
Nailsea area	4	21	28	26	23
Weston-super-mare		20	36	32	41
Worle		14	18	14	14
<b>Grand Total</b>	<b>5</b>	<b>78</b>	<b>99</b>	<b>96</b>	<b>105</b>

<b>Age Range</b>	<b>75+</b>				
Locality area		2003 - 2004	2004 - 2005	2005 - 2006	2006 - 2007
Clevedon and Portishead	7	155	203	259	220
Nailsea area	10	132	204	225	177
Weston-super-mare	14	270	370	397	338
Worle	3	81	111	124	108
<b>Grand Total</b>	<b>36</b>	<b>658</b>	<b>906</b>	<b>1024</b>	<b>861</b>

**Source:** Hospital admissions downloaded June 2008, (ICD codes W00-W19)

Further work needs is needed to understand the implications for North Somerset to gain a clearer understanding of the people affected, their needs and what needs to be put in place to help people remain independent.

### **5.2.3 Falls Service in North Somerset**

North Somerset has an integrated Falls Services managed by a Falls Coordinator employed by North Somerset PCT. About 120 people are referred to the falls service each month. The main elements of the service are:

- A targeting and screening system for those at risk of falling
- Assessments of risk and of need
- Introduction of a care pathway including prevention and rehabilitation for people who have fallen.
- Improved rehabilitation procedures to prevent future falls

The service provides home exercise programmes, exercise and Tai Chi sessions in community centres and home safety assessments and also refers on to other social care and health services as necessary.

At the end of March 2008 there were 30 community exercise classes running across the district with around 600 people registered. 11 of these classes were for people with limited mobility. Many class participants are referred to the classes by the Falls Physiotherapist after a falls assessment.

All community alarm users who report a fall are referred to the falls service. In April 2008, Carelink reported 48 referrals made to the “Falls” service.

#### **5.2.4 Intermediate Care – Falls Service - Current Service Users**

On 4<sup>th</sup> June 2008, there were 15 people recorded on swift as receiving a falls service as part of the intermediate care team. Of these:

- 86% (13 people) were over 75 years of age.
- 80% (12) are women and 20% Men
- 10 are receiving Intermediate Care Assistant help and 5 Occupational Therapy
- 53% are in the Weston Area and 33% in the Nailsea area.

#### **5.2.5 Intermediate Care – Falls Service - New Service Users**

For the year 2006-2007 there were 107 service users recorded on SWIFT as having started to receive an intermediate care falls service during the year.

- 50 received Occupational Therapy (OT) assistance only
- 3 received Intermediate Care Assistant (ICA) help,
- 54 received both OT and ICA help.
- 90% of service users were over 75 years of age.

<b>Age Band</b>	<b>Intermediate Care Assistant input</b>	<b>Occupational Therapy input</b>	<b>Total</b>
65-74	3	10	13
75-84	23	39	62
85-94	26	44	70
95+	5	11	16
<b>Total</b>	<b>57</b>	<b>104</b>	<b>161</b>

### **5.3 Aids & Adaptations**

According to the Projecting Older People Population Information System (POPPI) in 2008, there are an estimated 17,130 people over the age of 65 in North Somerset with a long-term illness and/or disability.

Providing small improvements to a person’s home by way of minor adaptation or mobility aide can significantly improve independence, reduce the risk of falls or injury, improve delays in discharge from hospital and also improve quality of life. In North Somerset, there has been an expansion in the provision of equipment & minor adaptations over recent years.

Adult Social Services through the Occupational Health Team mainly provide these services in conjunction with the PCT. However, Housing Associations have limited

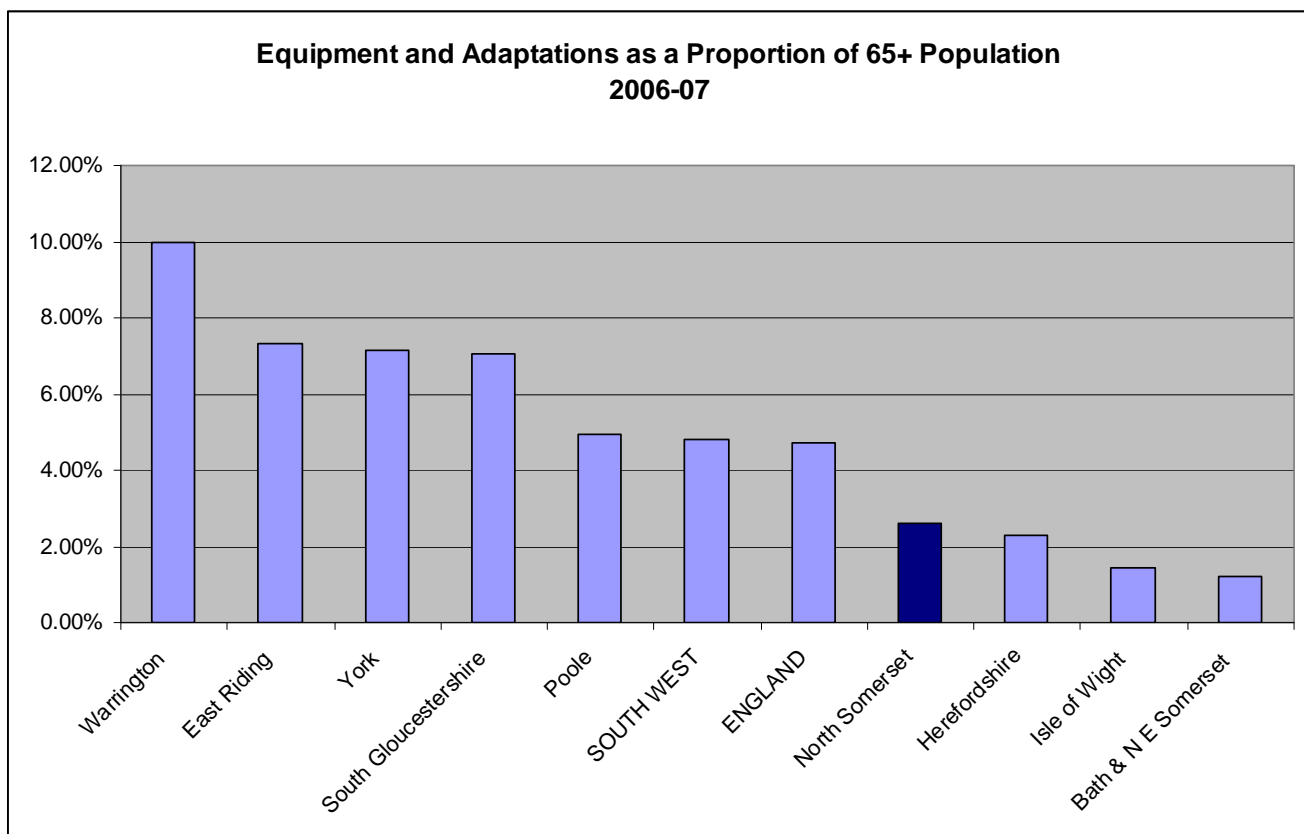
budgets to deliver minor adaptations on demand. Where more complex structural or plumbing/electrical work is required the Council can offer a small grant (Adaptation Support Assistance); usually work would cost no more than £1000.

In 2006/07 the Council provided 3637 items of equipment and minor adaptations to help disabled people maintain independence. (Source: “Promoting Quality and Choice for Older People’s Housing in North Somerset”, 2007)

### **5.3.1 Comparative Data – Aids & Adaptations**

The provision of Equipment and Adaptations is another area of operation that can be compared with other Authorities, information is collected as part of the annual performance return. The data in this section has been taken from the “The information Centre” website which is part of the Government Statistical Service, data is collected from the annual “Referrals, Access and Packages of Care” (RAP) return submitted by Councils with Social Services Responsibilities (CSSRs).

The following table shows the comparative position for North Somerset for 2006-07



This shows that North Somerset is apparently providing less equipment and adaptations as a proportion of it’s over 65 population than many of its comparator authorities. The 2.59% shown for North Somerset equates to 1,005 service users.

### **5.3.2 Current Service Users**

On 4<sup>th</sup> June 2008, there were 657 service users recorded as current service users of Aids, Adaptations or Occupational Therapy (OT) advice and assistance. Many of these were recorded as receiving more than one service. The following table shows the age and gender of the current service users:

Age Band	Female	Male	Not Recorded	Total
60-64	43	25		68
65-74	93	50	1	144
75-84	123	74		197
85-94	151	53		204
95+	36	8		44
<b>Total</b>	<b>446</b>	<b>210</b>	<b>1</b>	<b>657</b>

This shows:

- 68% of service users are over 75 years of age
- 68% are women. The POPPI gender estimates for 2008 show 60% of the over 75 population and 56% of the over 65 population are women.

The following table shows the location of service users:

Area	60-64	65-74	75-84	85-94	95+	Total	% 75+
Clevedon	16	25	49	58	9	157	74%
Nailsea	20	42	49	64	13	188	67%
Weston	20	51	60	55	14	200	64%
Worle	9	21	36	23	7	96	69%
Out of Area	3	5	3	4	1	16	50%
<b>Total</b>	<b>68</b>	<b>144</b>	<b>197</b>	<b>204</b>	<b>44</b>	<b>657</b>	

Weston has the largest number of service users, however it is the Worle area that has the greatest proportion of service users compared to its over 75 population. This is shown for each area in the table below:

Area	Proportion of Service Users in Area	Proportional to the over 75 Population (2001 Census)
Weston	30%	3.13%
Nailsea	29%	3.76%
Clevedon	24%	3.32%
Worle	15%	3.81%

### **5.3.3 New Service Users**

The following data is taken from the SWIFT data base and shows a comparison between 2005-06 and 2006-07. The table shows the number of individual service users receiving either OT advice, equipment or an adaptation:

	2005-06	2005-06	2005-06	2006-07	2006-07	2006-07
	Female	Male	Total	Female	Male	Total
65-74	132	90	222	126	84	210
75-84	315	139	454	249	142	391
85-94	281	96	377	200	83	283
95+	7	4	11	13	9	22
<b>Total</b>	<b>735</b>	<b>329</b>	<b>1064</b>	<b>588</b>	<b>318</b>	<b>906</b>

This shows an overall reduction of service users of 33% between 2005/6 and 2006/7. This relates to those starting to receive the service during the year stated.

The following table shows the services being provided. The numbers are bigger as it includes service users who are receiving multiple services:

<b>OT Services Provided</b>	<b>2005-06</b>	<b>2006-07</b>
OT Adaptation	719	774
OT Advice	629	874
OT Equipment	1578	1481
Piper Alarm	1	0
OT Therapy	0	2
OT Report	10	12
<b>Grand Total</b>	<b>2937</b>	<b>3143</b>

This shows a growth of services being delivered by 7%, albeit to fewer service users. This may suggest that service users are either receiving a fuller assessment of needs or the cases are more complex.

#### **5.3.4 Adaptations - Housing**

According to the Housing Strategy for Older People, there were 163 disabled facility grants completed during 05/06 and 204 during 06/07. The high demand and budget pressures resulted in extended waiting times.

#### **5.4 Carelink**

The Carelink service is provided by Local Authority employed staff and provides a 24-hour personal alarm call service for older people and other vulnerable people via a telephone link to the Carelink Control Centre.

When a call is received, the control centre alerts friends or relatives and when necessary contracts the emergency services. The service also provides back up to tenants of sheltered accommodation when the scheme manager is unavailable under service agreements with local housing providers. Until recently, the largest contract was with North Somerset Housing, however, this contract ended in February 2008.

Plans are underway to co locate Carelink with Care Connect to enhance capacity and deliver an integrated first point of contact and 24 hour response.

The following table shows the number of new Carelink Alarms installed to Service Users living in the community for each month (April 07-Mar 08):

<b>Month</b>	<b>New Alarms installed</b>	<b>Removals Service User Moved to Care Home</b>
Apr-07	28	12
May-07	46	9
Jun-07	38	11
Jul-07	36	9
Aug-07	36	9

Month	New Alarms installed	Removals Service User Moved to Care Home
Sep-07	28	8
Oct-07	36	11
Nov-07	36	10
Dec-07	24	8
Jan-08	45	11
Feb-08	44	16
Mar-08	49	14
<b>Total</b>	<b>446</b>	<b>128</b>

Source: Carelink Records

Records are kept on the number of removals per month, the following show the position for April 08 and June 07 as comparisons:

MONTH	REMOVALS	Moved to Care Home	Deceased	No longer require / moving
April 2008	52	20	14	18
Feb 2008	33	16	14	3
June 2007	30	11	6	13

On 20<sup>th</sup> June 2008, there were 2251 service users recorded on SWIFT using the Carelink service, of these 2098 people were over the age of 65; 85% of all service users were over 75 years of age.

Area	65-74	75-84	85-94	95+	Total
Clevedon	26	131	214	34	405
Nailsea	52	203	293	45	593
Weston	62	218	325	61	666
Worle	24	106	134	8	272
Out of Area	10	40	86	26	162
Total	174	698	1052	174	2098

Source: SWIFT Report 20.06.08

Weston has the largest number of service users; the 3 wards with the highest number of service users are Weston super Mare - Clarence and Uphill (169), West (161) and South (128). However, when compared to the over 75 population it is Nailsea that shows the largest proportion (12.73%). The wards with the highest number compared to the over 75 population are:

- Backwell 17.9%
- Nailsea East 17.6%
- Weston super Mare South 16.2%

75% of the service users over 65 years of age are women; this is shown in the following table:

Age Range	Female	Male	Total
65-74	127	47	174
75-84	508	189	698
85-94	798	254	1052
95+	133	41	174

<b>Total</b>	<b>1566</b>	<b>531</b>	<b>2098</b>
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The ethnicity of service users is shown in the following table:

<b>Ethnic Origin</b>	<b>Total</b>
Black/Black British Other	1
White British	1755
White E European	1
White Irish	9
White N American	1
White Other	17
White Other W European	10
Not Recorded / Not Known	304
<b>Total</b>	<b>2098</b>

- 84% are categorised as White British
- 14.5% of service user's ethnicity is not known or not recorded. This is high due to the fact that many service users arrange for a start of service by phone and details are not recorded on SWIFT.
- 1.9% of service users are non White British

## **5.5 Telecare**

Telecare equipment is available through the Council and can also be purchased privately. Much of this equipment can also be linked to the Carelink control centre. The types of equipment in use include falls detectors which transmit an alarm if the user has a fall, sensors which turn lights on if a person gets out of bed during the night, sensors which can detect whether normal activity is going on in a person's home and raise an alarm if it is not.

There is also equipment, which can monitor a person's health status. The aim of this type of equipment (and the Community Alarm System) is to enable more vulnerable people to live in their own homes, secure in the knowledge that if some problem occurs while they are alone, help will be available. The sophistication of these devices is increasing as time goes on.

In 2005-06 the council had 1,815 users with telecare who are funded by the Authority alone. There were 1,065 users funded in partnership with other agencies and 160 users funded by other agencies without the input of the authority. (Source: DIS 2155).

## **5.6 Partnerships for Older People Project - POPP**

POPP is an initiative by central government to trial new services and ways of working, to help improve the lives of older people. The aim is to support older people to maintain independent living in their community. The focus is on prevention; to avoid deterioration in health and quality of life, which can result in

distress, loss of independence, unnecessary admissions to hospital and premature admissions to residential or nursing care.

The North Somerset POPP involves 5 projects to develop services for older people in the area. They are:

1. The introduction of four community development workers (CDW) through Age Concern Somerset to actively work with older people in North Somerset to improve their quality of life and develop services.
2. The introduction of creative support and respite services for older carers supported by Crossroads Caring for Carers.
3. The introduction of a community development worker, through Somerset Racial Equality Council, to engage with older people from ethnic groups in North Somerset to encourage access to appropriate services.
4. The improvement of pavements identified as dangerous, with the aim of avoiding further incidents and associated costs.
5. The integration of health and social care services, to improve access to the right services for people and reduce duplication of work. The integration will involve staff from North Somerset Primary Care Trust (NSPCT), North Somerset Council Adult Care Social Services and Avon and Wiltshire Mental Health Partnership Trust (AWP).

The projects are subject to ongoing independent evaluation; the first evaluation report was produced at the end of the first year in April 2008 and the findings in relation to older people needs are detailed below:

The Community Development Workers at Age Concern have recorded contact with a total of 459 older people across all four localities; 295 of which have been identified as having community support needs. This is defined as those with identified unmet needs or those referred / signposted. This is shown by area below:

<b>Area</b>	<b>All people in contact with the CDWs</b>	<b>Older people with community support needs</b>	<b>% of contacts with support needs per area</b>
Clevedon	114	83	73%
Nailsea	87	63	72%
Weston	158	96	61%
Worle	100	53	53%
<b>North Somerset</b>	<b>459</b>	<b>295</b>	<b>64%</b>

Of those with community support needs 94% were over 65 years of age and 47% were over 80 years.

<b>Age Band</b>	<b>Number</b>	<b>%</b>
Under 65 years	16	5.5%
65 – 79 years	123	42%
80+ years	140	47%
Not recorded	16	5.5%
<b>Total</b>	<b>295</b>	<b>100%</b>

76% of those in need of community support who approached the POPP workers were women and 24% men. This gender split is consistent with other service areas. The following tables attempt to summarise the identified unmet need of those who contacted the POPP workers:

<b>Main Need</b>	<b>Number</b>	<b>%</b>
Isolation	114	39%
Social Care	31	11%
Financial	24	8%
Health (prevention)	11	4%
Health (access)	10	3%
Other Need	105	36%
<b>Total</b>	<b>295</b>	

The largest single need of people contacting POPP workers is that of social isolation. The following table shows the services most requested by those contacting the POPP workers

<b>Main Requests for Voluntary Help</b>	<b>Number</b>	<b>%</b>
Befriender	44	15%
Help with garden	17	6%
Other practical help at home	14	5%
Transport	12	4%

The evaluators also commented as follows:

- The CDWs have made high numbers of onward referrals / sign posting, including 22 older people identified following falls or at risk of falls.
- Social isolation is the main issue identified among older people needing community support. The establishment of a volunteer Companionship Project is regarded as a high priority.

Subsequent to the formal evaluation, staff report that the change in identified unmet needs is the increase in demand for gardeners due to the time of year. However, Isolation, access to transport for rural areas and information / publicity about services are still also regularly mentioned as need areas.

The CDW at Somerset Race Equality Council (SREC) has undertaken community work with 34 organisations has resulted in 45 referrals and ongoing work with 24 BME older people. The details are shown in the following table:

<b>Ethnic Community</b>	<b>Number</b>
White British	12
White - other	4
Mixed White & Asian	1
Indian	3
Pakistani	2

<b>Ethnic Community</b>	<b>Number</b>
Asian – other	2
Caribbean	4
African	5
Chinese	2
Any other ethnic group	10
<b>Total</b>	<b>45</b>

An initial assessment of key issues has identified isolation, and reservations about accessing services, as those most pertinent for BME older people.

## **5.7 Voluntary Organisations**

### **5.7.1 North Somerset Council – ASC Contracts**

The following organisations have contracts with North Somerset Council, administered by the ASS&H Contracts Team to provide the services listed:

#### **AGE CONCERN**

Provide an information, advice and advocacy service, for older people. This is a service for people aged 60 and above who may have complex problems requiring emotional support, have recently been bereaved, who are in the early stages of Dementia or whose wishes may be in conflict with family or carers.

The Advocacy Service is provided to support people and family carers with a target of contact with 250 service users in a 12 month period.

#### **ALZHEIMERS SOCIETY**

The Alzheimer Society provides Home visits, support groups, befriending and social activities for carers of people with dementia, these include:

Tea Dances, Information sessions including home visits, Remember group in Nailsea, support and advice, Weston Memory Clinic, Forget Me Not surgeries at 7 GP surgeries across North Somerset, a befriending scheme, 2 Carer support Groups, support for ex Carers, arranging group holidays, outings and social activities and providing training.

#### **BRUNELCARE**

Provide a domiciliary care service to people with dementia, this service is at full capacity and is commissioned via the Older Persons' Mental Health Teams. In addition they provide 130 hours support per week in their respite at home service and 2 lunch clubs. In addition they provide day services at Pembroke Court, Tickenham and Locking Castle Church

#### **CROSSROADS**

Provides support to carers in North Somerset, they have an "involvement network & Support Service" a carers information, advice and support service and an extended hours and attendants service for carers which provides respite care service and help at home service

### **LIVING CENTRE**

This is an Information and advisory service for mobility aids and equipment, services and products available.

### **PILL DAY CARE CENTRE**

This is a day service run by a local volunteer group for older people or those with a physical disability

### **PILL CARERS GROUP**

This is a local volunteer group supporting the local community; it is a support group for bereaved Carers/ex-Carers.

### **RETIRED AND SENIOR VOLUNTEER PROGRAMME**

Volunteers provide short term practical support to older people. Discussion is underway to develop a shopping service.

### **REMAP**

Volunteer specialist group supporting individuals and the occupational therapy service for those seeking bespoke adaptations. The service devises adaptations in the home where a commercial solution is unavailable.

The monitoring forms for 2007 show that approximately 2,500 service users benefited from a service provided by the voluntary organisations listed above 62% of which were women and 38% men.

## **5.7.2 Health & Social Care Jointly Commissioned Services**

### **HEALTH WALKS**

North Somerset Strollers is a project jointly run by North Somerset Council and North Somerset Primary Care Trust. All walk leaders are volunteers.

There are 5 health walk programmes in North Somerset: Nailsea, Yatton, Clevedon, Weston super Mare and Winscombe. The walks are short (less than an hour) and are aimed at people who need to be more active for health reasons. At the end of 2007, almost 2000 people became active by joining the scheme. Most of these walkers are over 60, there are approximately 150 people walking each week with 33 trained walks leaders. More information is available on the following web link: [www.nsstrollers.co.uk](http://www.nsstrollers.co.uk)

## **5.8 Community Cafés**

By April 2008 the Community Cafés were being developed throughout North Somerset, there had been 11 full Community Cafés held in the Weston and Nailsea localities, visited by 361 people (92% over 50 years of age) involving a minimum of 633 enquiries for information and advice. Community Cafés had not yet taken place in Worle or Clevedon but these were planned.

The Age Concern Somerset Community Development Workers received a total 126 enquiries / contacts at the cafés to date, which involved:

- providing information about POPP;
- providing information about other services (e.g. Alzheimer's society, local libraries, grants, local services and groups);
- referring onto other services e.g. Warm Front, Care Connect, Liberata, Parish Clerk.

The Evaluation Trust commented in their April 08 report that "It is clear that the cafés provide an invaluable route for contacting older people and identifying local issues and support".

In July 2008, there were 4 full community cafes running in Portishead, Clevedon, Congresbury and Banwell, taking place on a monthly basis between 10am - 1pm. They involve providing information and advice services and food. In some cases there is an activity also put on.

In addition information and advice services are added to existing community activities where possible and a road show is being developed so that information and advice services can be provided at more existing activities.

Some developments that have come out of the suggestions received via cafes are:

- Computer courses aimed at silver surfers, in conjunction with the libraries and Weston college
- Activities to coincide with grandparents day in October,
- Home Safety sessions

By August 2008, there have been 25 full Cafes held across the whole district; 39 different organisations attended cafes to give information and advice, 11 of whom attended 3 cafes or more.

A total of 800 people have visited the cafes of whom 89 (11%) were under 50 years of age. A minimum of 1416 enquires were made, with each area averaging between 1.5 and 2.5 enquiries per person attending. Details on outcomes of enquiries are incomplete but a minimum of 33 appointments and 401 referrals were made, with 69 people signposted to other services. 40 volunteers have been recruited.

Attendees were asked to complete a feedback questionnaire, 152 responses have been received that show the following:

**Learnt about the Café via:**

- |                                 |     |
|---------------------------------|-----|
| • Mail drop                     | 25% |
| • Church                        | 12% |
| • Free local paper              | 12% |
| • Exhibitor                     | 7%  |
| • Local lunch club              | 4%  |
| • Banner on day                 | 4%  |
| • Local Poster                  | 2%  |
| • POPP Panel                    | 7%  |
| • Farmers Market                | 3%  |
| • Other /Friends / not answered | 24% |

- 28% had experienced difficulties in the past in getting information and advice, 45% had not and 27% did not answer this question. The following comments were received that show some people's experiences in relation to information:

- *"..too much junk mail and I am unable to get to the notice board"*
- *'Not knowing where to gather information and not always being able to get to Weston for CAB'*
- *Sometimes when dealing with police and social workers difficult to getting hold of department and information and advice'*
- *'Don't always know where to go'*
- *'Seem to go from place to place'*

**Motivation for attending the Café** (more than 1 reason given in some cases)

- To meet people 85
- General Information & Advice 78
- Specific Information & Advice 37
- Food 342
- Other – buy plants, buy Christmas presents and cards, warmth, drop in, see what is available, find social events

## 5.9 Direct Payments

Direct payments are local council payments for people who have been assessed as needing help from social services, and who would like to arrange and pay for their own care and support services instead of receiving them directly from the local council.

The aim of a direct payment is to give more flexibility in how services are provided. By giving individuals money in lieu of social care services, people have greater choice and control over their lives, and are able to make their own decisions about how their care is delivered.

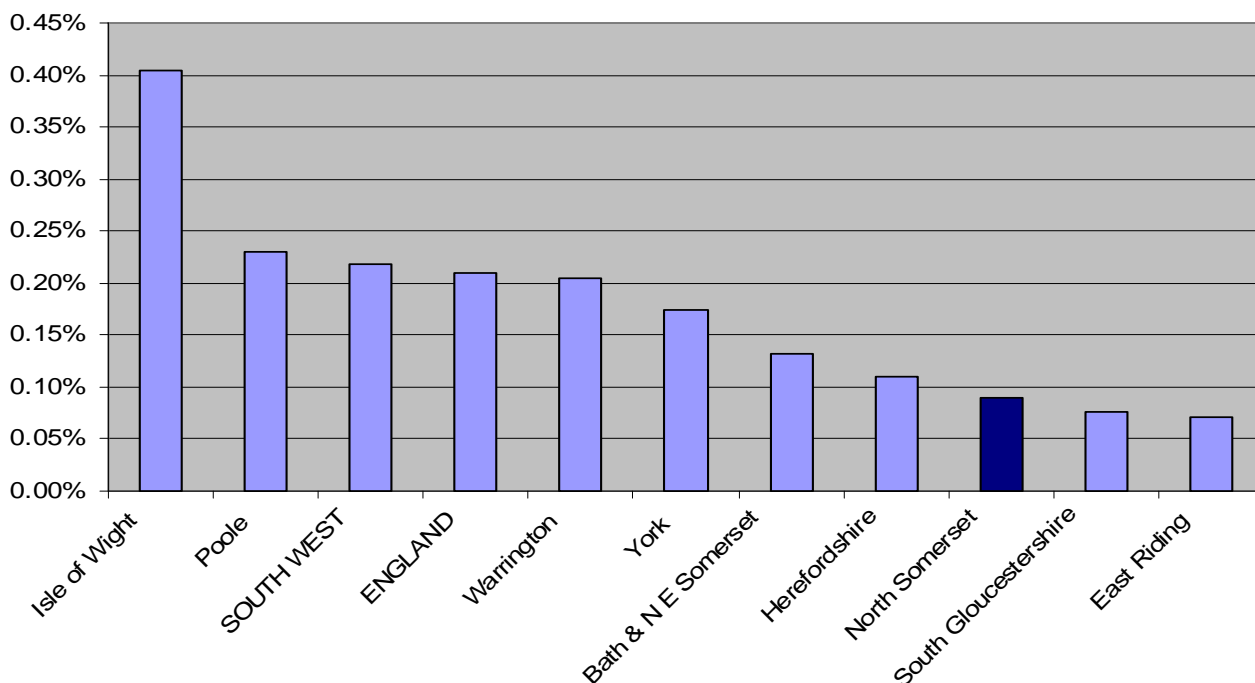
The law has been changed so that it is a duty to offer direct payments. This means that councils must offer a direct payment to eligible individuals who are able to provide consent. Direct payments should be discussed as a first option at each assessment and each review.

Data is taken from the "The information Centre" website which is part of the Government Statistical Service, data is collected from the annual "Referrals, Access and Packages of Care" (RAP) return submitted by Councils with Social Services Responsibilities (CSSRs).

The data shows that for 2006-007 North Somerset was making only 35 direct payments which represents 0.09% of the over 65 population or 0.18% of the over 75 population. This compares to an England average of 0.21% and 0.43% respectively and a South West average of 0.22% and 0.43%.

The following table shows the comparative position for North Somerset for the period 1st October 2006 to 31st March 2007:

**Direct Payments to Clients over 65 as a proportion of the 65+ population - 2006-07**



According to the Community Care Statistics 2007 – 2008: Referrals, Assessments and Packages of Care for Adults, England – Provisional Council Data, the number of people receiving a direct payment in North Somerset rose in 2007-08 to 100.

Data provided by the Direct Payment Team shows a continued increase in uptake in Direct Payments, substantially increased in 2007-08

Start Year	Current	Ceased	Total
99-00	2	2	4
00-01	4	2	6
01-02	5	3	8
02-03	1	7	8
03-04	9	15	24
04-05	22	30	52
05-06	17	14	31
06-07	20	14	34
07-08	80	11	91
not known	15	11	26
<b>Grand Total</b>	<b>175</b>	<b>109</b>	<b>284</b>

## **Personalisation of Adult Care (Updated May 2009)**

Following on from direct payments, North Somerset Council (in line with Government guidance) is developing “**Self Directed Support**” as one of the options for service users to choose to meet their care needs. It allows users to choose and arrange care or support services to meet their individual needs. Self Directed Support aims to:

- Increase the choice and control of people using social care services, putting the service user in control - with the help of others, as necessary
- Allocate resources fairly and transparently – a personal budget gives you a clear idea right from the beginning about how much money you will have available to spend on your social care support.
- Improve the quality of services
- Make better use of resources
- Ensure that support is personalised to individual needs

A **Personal budget** is where a service user is given an indicative allocation of money following a determination of their needs, and where they themselves plan how they would like those needs to be met in order to achieve desired outcomes in their lives. Users can either take their personal budget as a direct payment, or - while still choosing how their care needs are met and by whom - leave the council with the responsibility to commission the services. Or they can have some combination of the two. As a result, they provide a potentially good option for people who do not want to take on the responsibilities of a direct payment yet who wish to have as much control as possible over the support they receive.

This moves away from traditional provision where people are fitted into a limited set of statutory services that are available to a position where it is acknowledged that the individual is a person with strengths, preferences and potentially, their own networks of support and resources.

Personalisation reinforces the idea that the individual is best placed to know what they need and how those needs can best be met.

In North Somerset, we have decided to phase in the introduction of personal budgets, to make sure that we learn what works and what doesn't before offering Personal Budgets to more and more people. We are currently in phase 2 of the project and to date, 63 people have a personal budget; a further 45 people have completed the resource allocation system and are progressing development of their support plans. The numbers with Personal Budgets are increasing week by week.

The government intends that, by April 2011, Personal Budgets will be used for most adults in receipt of social care services.

## Preventative Services - Summary

### Carers

- North Somerset is undertaking more carer assessments and reviews than any other authority in the comparator group.
- North Somerset is ranked 2<sup>nd</sup> after South Gloucestershire for the number of carers receiving services.
- 47% of those carers who are assessed go on to receive services.
- When compared to the over 75 population, North Somerset has more carers receiving services than any other authority in the comparator group, is higher than the average for England and close to the South West average.
- There are an increasing number of claimants of carers allowance, year on year. North Somerset has the 4<sup>th</sup> highest number of claimants of carers allowance.
- It is estimated that there are 15% of people 65-74, 11% of people 75-84 and 6% of those over 85 years of age are providing unpaid care for someone. In total this amounts to approximately 4,600 people providing unpaid care for another person.
- It has been reported in Chapter 1 that the age pyramid for North Somerset is set to change, resulting in potentially proportionally less people available to care for the aging population.
- Companionship for carers is extremely important, both whilst caring and particularly after the cared for person has died.
- Carers value the opportunity to talk about their needs (as opposed to focusing purely on what service is provided);

### Falls

- Between 33 and 50 per cent of people over the age of 65 suffer a fall.
- For every 100 of those people who fall, 20 will need medical help and just less than 10 will sustain a fracture.
- About 120 people are referred to the falls service each month.
- Of those referred to the Intermediate Care falls service:
  - 86% (13 people) were over 75 years of age.
  - 80% (12) are women and 20% Men
  - 10 are receiving Intermediate Care Assistant help and 5 Occupational Therapy
  - 53% are in the Weston Area and 33% in the Nailsea area.
- For the year 2006-2007 there were 107 service users recorded on SWIFT as having started to receive an intermediate care falls service.

### Aids & Adaptations

- In 2006/07 the Council provided 3,637 items of equipment and minor adaptations to help disabled people maintain independence.
- North Somerset is apparently providing less equipment and adaptations as a proportion of it's over 65 population than many of its comparator authorities.
- In 2006-07 there were 1,005 service users recorded as receiving equipment and adaptations in North Somerset.
- On 4<sup>th</sup> June 2008, there were 657 service users recorded as current service users of Aids, Adaptations or Occupational Therapy (OT) advice and assistance
- Of these:

- 68% of service users are over 75 years of age
- 68% are women. The POPPI gender estimates for 2008 show 60% of the over 75 population and 56% of the over 65 population are women.
- Weston has the largest proportion of service users, however, it is the Worle area that has the greatest proportion of service users compared to its over 75 population.
- There has been a growth in services being delivered by 7%, albeit to fewer service users. In 2005-06, there were 2,937 services provided & in 2006-07 there were 3,143 services.

#### **Carelink**

- On 20th June 2008, there were 2251 service users recorded on SWIFT using the Carelink service.
- 85% of all service users were over 75 years of age (1924)
- 75% of the service users over 65 years of age are women;
- 84% are categorised as White British
- Weston has the largest number of service users; the 3 wards with the highest number of service users are Weston super Mare - Clarence and Uphill (169), West (161) and South (128). However, when compared to the over 75 population it is Nailsea that shows the largest proportion (12.73%). The wards with the highest number compared to the over 75 population are:
  - Backwell 17.9%
  - Nailsea East 17.6%
  - Weston super Mare South 16.2%
- 1.9% of service users are non White British

#### **Telecare**

- In 2005-06 the council had 1,815 users with telecare who are funded by the Authority alone.

#### **POPP**

- The Community Development Workers at Age Concern have recorded contact with a total of 459 older people across all four localities; 295 of which have been identified as having community support needs.
- Of those with community support needs 94% were over 65 years of age and 47% were over 80 years.
- 76% of those in need of community support who approached the POPP workers were women and 24% men. This gender split is consistent with other service areas.
- The largest single need of people contacting POPP workers is that of social isolation.
- Those contacting POPP identified a need for befriending services, practical help around the house and with the garden and for greater access to transport.
- CDWs have received high numbers of complex referrals from Social Services Teams. There is a danger that hard-pressed staff may be using the CDWs inappropriately to provide additional assessment and casework capacity.
- The CDWs have made high numbers of onward referrals / sign posting, including 22 older people identified following falls or at risk of falls.
- The CDW at Somerset Race Equality Council (SREC) had 45 referrals and was involved in ongoing work with 24 BME older people.

### **Voluntary Organisations**

- North Somerset contracts with several voluntary organisations to help achieve their overall objectives.
- 2,500 service users benefitted from the services provided during 2007.

### **Community Café**

- There are community cafés being operated across the district. By August 2008, 800 people had visited a community café from which 1,416 enquiries were made and 40 volunteers identified.
- Feedback received shows that the single most effective communication method is a mail drop to individual households, supported by posters and advertisements in the local press. Word of mouth was also shown to be a powerful means of communication.
- Attendees reported difficulty in knowing who to contact or where to go for information.

### **Direct Payments**

- The take up of direct payments in North Somerset has been slow which has meant that North Somerset appears to be behind other authorities in this initiative.
- However the data shows a continued improvement in take up with a 200% increase between 2006-7 and 2007-08.

## **Recommendations – Preventative Services**

### **Carers**

1. Ensure that the work being undertaken by POPP is fully supported to get the best outcome for carers.
2. That actions identified in the North Somerset inter agency Carers Strategy are progressed to ensure that carers are treated as individuals with a right to a life beyond caring.

### **Falls**

3. Further work is needed to collect more data on falls and those accessing the falls service and to gain a clearer understanding of the needs and what should be put in place to help people remain independent

### **Aids and Adaptations / Carelink**

4. This group of services users could be those who may benefit from community based services aimed at reducing social isolation and building community support networks, it is recommended that work is done to include these service users in any proposed developments, subject to data protection issues.

### **POPP**

5. Ensure plans are progressed to develop service that addresses the needs of those suffering from social isolation.
6. The key areas of need identified within POPP are a need for befriending services, practical help around the house and with the garden and for greater access to transport.

### **Voluntary Organisations**

7. That work is progressed on assessing the contribution that grant funded voluntary organisations make towards the preventative agenda and that best use is made of these services.