

NORTH SOMERSET PARTNERSHIP ANNUAL EVENT 2009

WORKSHOP – HEALTH & WELLBEING

AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: Voluntary organisations to visit vulnerable people to check on their welfare	
<ul style="list-style-type: none"> • Voluntary organisations to visit vulnerable people to check on welfare • Promote walking and cycling • Encourage <u>all</u> people to keep a sensible diet and exercise regime • Keep people at home • Choice – home support • Identify voluntary overlaps and review absences • Assistive technologies – self management • Choice – expert patient and care programmes • Accept corporate responsibility to our older community 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Early identification of need and signposting to appropriate services • Early intervention – saves money and improves care
	<p>Q2. How could this idea be developed?</p> <p>What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Volunteers – recognition and support • VANS – Forum to develop ideas • Mentors • Care navigator – increased numbers to meet demand • Utilising existing voluntary infrastructure/community groups <p>Challenges:</p> <ul style="list-style-type: none"> • Identify isolated individuals • Residential homes as well as individuals • Overcoming fear – communication, information and gaining trust • Local co-ordination • Red tape (health & safety) • Language barriers

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Ideas to consider	Key Idea to Develop: Improved partnership working – coordinating discharge care pathways between hospital and social services	
<ul style="list-style-type: none"> • Making it easier to access services – simplification • Whole system approach providing a range of services. Rational systems ‘mapping’ • Community projects to tackle isolation – ‘building neighbourhoods’ • Identifying ‘hidden population’ – most isolated • Partnership working – improving hospital and social services co-ordination on discharge • Community projects – seniors clinics in children’s centres 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Cut down costs to council for care homes and potentially home care • Bed blockers released and cut down on administration
	Q2. How could this idea be developed?	<ul style="list-style-type: none"> • Community liaison officer – community intelligence • Voluntary involvement – low level intervention
	What has to change to make this happen?	<ul style="list-style-type: none"> • Breaking down silo working <p>Challenges: Confidentiality</p>

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Ideas to consider	Key Idea to Develop: 'Village Agents' – eyes/ears of community providing advice and support for isolated individuals	
<ul style="list-style-type: none"> • Support older people to remain in own homes • Promote ICT to enable communication • Increased access to social and hobby groups for older community • Changes/improved standard to sheltered housing options • Specialisation within agency working • To support people to remain well physically and mentally – support independence • Address the needs of carers • 'Village Agents' – eyes/ears of community providing advice and support for isolated individuals 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Reduce costs • Preventative – early intervention • Single point of contact for older people • Grant increases from central government
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Utilise existing structures e.g. neighbourhood watch • Community centres • NSHousing – Street representatives • Urban residential areas as well as rural areas <p>Challenges: Capacity and training Publicity and communication Funding Co-ordination Trust and choice Time to develop</p>

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Ideas to consider	Key Idea to Develop: Appropriate means of communication for ‘older’ older people. To let them know what is available	
<ul style="list-style-type: none"> Put into place the key factors/services that must be there Who are the older people – 50 to 80++ - consider the needs of the different age groups within Appropriate means of communication for ‘older’ older people. To let them know what is available Try to prevent loss of rural services e.g. transport, moving a Drs surgery Efficiencies at hospitals need improving. Don't assume older people are not working Prevention rather than ‘treat’. Start at <50 years, directory of services Facilities close to where people live Back to basics – practical and caring nurses Support and promote development of community transport More structured input from voluntary and community sector Urban/rural disparity between services 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> Use of post offices for most vulnerable Pharmacies – with medicine delivery to homes Drivers to take information to patients homes Find out how people want/prefer to communicate North Somerset Life – its improving – key messages
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> Look more deeply at vulnerable communities Partnerships used more effectively to distribute information
	Key Idea to Develop: Support and promote development of community transport	
	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> Door to door community transport – better for vulnerable older people Better publicity More flexible public transport Needs more structured support, can't rely wholly on volunteers
Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> Partnership working between community transport groups Look at funding for community transport Vital for accessibility Voluntary driver scheme 	

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AIM: Meeting the health and social needs of older people		
Ideas to consider	Key Idea to Develop: Closing the 'gap' between health and social care	
<ul style="list-style-type: none"> • Education and communication – groups for support e.g. cooking skills, health diets • Develop capacity through mutual support (older persons) – bringing together in social network groups, broader family network • Provide support for male carers • Carers looking after older people and different age group needs within 'older people' • Providing signposting for support services at time of diagnosis • Learning and sharing best practice from elsewhere – especially in respect of signposting services on diagnosis • Improve hospital discharge • Closing the 'gap' between health and social care • Adaptation of properties for inclusive living 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Holistic approach to health and social needs • Improved discharge from A&E and ward care • Information across whole care pathway including at the point of diagnosis • Good practice in cancer care, sight care and diabetes – learn from this - support nurse is a key resource • <u>No</u> general point of contact/reference – PALS more proactive visible • Implement information prescription and self care • Consider choice and cross boundary care • NHS only as good as its database • Use voluntary and community sector – support them
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Mental health dementia care needs improving • Identification of holistic health and social care needs • Spreading knowledge of signposting arrangements • Better partnership working • Improved community transport • Support voluntary sector to help 'fill the gap' • Expand target audiences • Consider diversity issues • Joined up communications strategy across NSP organisations

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Ideas to consider	Key Idea to Develop: Making sure service users and carers have a voice in planning and decision making	
<ul style="list-style-type: none"> • Maintain support to voluntary and community organisations • Service centres to help older people meet and socialise • More funding to voluntary and community organisations (who are on the ground) and who have a good track record of delivery • Better information for older people and their carers – make more visible as a ‘client group’ • Making sure service users and carers have a voice in planning and decision making • To demonstrate to population the real value of local voluntary support and help • Introduction of free community alarms for >80s • Using community facilities for children & young people for older people – may link to service centre comment above 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Improved communication – via variety of media e.g. North Somerset Life • More volunteers/volunteers do more • Public bodies use the same language around community engagement (e.g. in health called public involvement)
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Encourage children and young people to plan for and think about older age e.g. Age Concern ‘Life Book’ • Engagement processes need to be very clear
	Key Idea to Develop: More funding to voluntary and community organisations (who are on the ground) and who have a good track record of delivery	
	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Bigger slice of cake from business sector • Capacity building of existing voluntary and community organisations – central core functions e.g. payroll • New money under S106 (buildings) to be targeted toward improving the local area affected e.g. community facilities, community transport
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Look more carefully at how revenue and capital (under S106) can be spent

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AIM: Increase supply and access to affordable housing		
Ideas to consider	Key Idea to Develop: Design for community integration and privacy (to meet community and individual needs)	
<ul style="list-style-type: none"> • Landlords keeping property up to good standard – ‘fit for living’ • Engage planning at an early stage (reality check) • Infrastructure in place to support affordable housing • Making the best use of what we have • Joined-up approach – coordinated approach to development (Poundbury model) • Prioritise affordable housing in new development • Design for community integration and privacy 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Targeted approach to consultation • Look at community, individual, service benefits i.e. designing out crime and improving health and wellbeing • Joining up services in community hubs • Thinking ahead – planning for good design that meets people’s needs • Economies of scale – services sharing resources drive down costs – fire/rescue/police/NSC – and re-invest savings (invest to save)
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Joined up politics for long term vision • Need to focus on design – <u>quality of experience</u> • Current affordable housing not good • Meet range of needs – not zoned • Mixed communities – central hubs, community spirit at its heart • Legislation change – pressure on profits for developers (planning rules – out of date) • Q. Would I like to live here? • Look at good practice • Outside space important

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AIM: Increase supply and access to affordable housing		
Ideas to consider	Key Idea to Develop: Maximise percentage of development and raise awareness of affordable housing – what it is, how to access information	
<ul style="list-style-type: none"> • Local housing allowance paid direct to landlord (previous system) • Developing communities with suitable services and facilities • Use of public sector land • Social housing in private developments – according to demand – demand led development meeting needs of people • Tackle culture of home ownership being preferred choice • Compulsory purchase powers • Stimulating development in present climate • Maximise percentage of development and raise awareness of affordable housing – what it is, how to access information • Range of solutions for client groups • Creation of communities eco-homes 	Q1. How will this help to deliver in difficult times?	<ul style="list-style-type: none"> • Respond to local need to provide appropriate housing • Maximising use of kick start • New ways of attracting investors/developers
	Q2. How could this idea be developed? What has to change to make this happen?	<ul style="list-style-type: none"> • Address people/political perception of affordable housing • Mixed communities – range of options and tenures – integration • Seeing is believing trips • Clear, agreed development vision • Good design policies and practice • Using urban extensions to facilitate integration • Adopting RSS

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Ideas to consider	Key Idea to Develop: Empty homes brought back into use	
<ul style="list-style-type: none"> • Using Parish Plans to identify rural community needs • ‘Turn up heat’ on developers to provide housing and infrastructure – avoiding loop holes, weight of social capital • Empty homes brought back into use • Percentage of affordable housing in each new development 	<p>Q1. How will this help to deliver in difficult times?</p>	<ul style="list-style-type: none"> • Not paying for emergency accommodation • Increase in council tax payments • Positive impact on recovery from recession and community spirit • Stops out commuting • Benefits to local business • <u>Infrastructure already in place</u> – overcome S106 issues
	<p>Q2. How could this idea be developed? What has to change to make this happen?</p>	<ul style="list-style-type: none"> • Bringing empty industrial units etc for residential – (mixed use opportunities) need to think about employment and establish linked provision where appropriate and feasible • Tied accommodation with new business units (Look to Devon for examples) • District wide strategy • Availability of empty stock • Market value and issue • Capital investment to release property • Explore good practice • How to bring properties back into the market • Social contract – social landlords