



HELPING PEOPLE TO STAY AT HOME

Improving Services for People in Marlborough



VI

Why are we doing this?



Consultation with older people and others.

Modernising and transforming services


WHAT WE FOUND OUT

- Too many organisations – too much choice
- Too difficult to know where to get help when it is needed
- Lots of money wasted from duplication
- Concern about crises at night
- Importance of “that little bit of help”
- Loneliness and isolation
- People going into care homes who would rather be at home

What support services do people get now in Marlborough?



- Home care – 120 / 3 organisations (Home Care / Audley Care / Dimensions)
- Housing related support – 20 / 12 organisations (in SN8 area)
- Equipment – 6 organisations
- Voluntary and community sector – 1000's



THE LOCAL PICTURE - Marlborough

- Number of care home beds – 142 units (10 homes)
- No. Sheltered housing units – 241 units (12 homes)
- Number of extra care units – 146 (Merlin Court / Brendoncare /Aldbourne Nursing home)
- Number of people receiving domiciliary care at home in Marlborough (SN8) – 81
- Marlborough Area (SN8, SN9, SP11, SP9) - 127
- Community organisations – parish councils, voluntary sector, good neighbours scheme




What are the Council and NHS doing about it?




- Commissioning a new service for people at home
- Developing telecare and Response service
- Commissioning a new equipment and practical help service
- Improving access to information, advice and support

Reducing the number of foot steps to people's front door, by bringing together multiple services into a single service




Help to Live at Home Service

- 4 organisations rather than 120 – incl. Leonard Cheshire
- Joint with the NHS
- Not just domiciliary care
- Doing things that customers want
- Making good use of community resources
- Enabling people to have a life
- Assuming most people want to be independent and manage without help
- Professional care and support staff able to provide a wider range of services



Telecare and Crisis Response



Support when you most need it – 24 hours a day

Equipment and Practical Support Service



County Down and Downpatrick
Health Equipment Service
at County Down Health Centre



One service for all (instead of 5)
"One stop shop"
Available to everyone
Joint with the NHS

What will be Better?

- **For the Customer**
- One service for care
- Response service 24 hours a day
- "that little bit of help"
- One equipment service
- Same service for whole population
- Greater independence
- **For the Council**
- Improved service
- Reduced wastage
- Less back office inputs
- Savings from economies of scale
- Reduced travel
- Sustainable model of care

What's Happening Now – Dec 2011?

- New care and support organisation appointed
- Customers changing providers
- Sheltered housing and extra care schemes – staff changing employers
- Equipment contract being tendered
- Response service being negotiated

Any Questions ?

