

## **Help to Live at Home - update**

The council are continuing to work with the NHS, selected providers and residents of Wiltshire to implement the 'Help to live at Home' service. This service will, upon full implementation improve the experiences of people and their carers who require support, whilst ensuring that the changes are sustainable in the future.

The main priority at this stage is managing the movement of customers from existing providers to the new Help to Live at Home providers: Enara Complete Care, Ridgeway Care (now re-named Aster Living), Somerset Care at Home and Leonard Cheshire Disability. This is being managed on an individual basis to ensure that customer requirements are taken into account. It is important that these changes are undertaken with as little disruption as possible to the customer concerned.

### **Testing out the New Model:**

The Help to Live at Home service is a new way of working for the Council and is unique in the country we believe. What is different is that providers will only be paid if they deliver the service that customers, the Council and NHS want. This will be introduced later in the year however, before introducing this new way of working we want to test it out which we plan to do so in February in West Wiltshire working with Somerset Care. Whilst we are testing out this new payment system we are also going to test out the new response service as well as the new equipment service so we can be sure that it all works as we intended.

### **Practical Help and Support at Home:**

In November a new contract for community equipment and practical help in the home was awarded to Medequip Assistive Technology Limited, a national organisation with offices in Calne. In addition to bathing aids, grab rails and ramps, Medequip will also be providing telecare equipment, continence products and pressure care. In the future Medequip will also be opening new retail outlets and will be employing specialist advisors, able to help people to find the right equipment for them. Medequip are also planning to operate a mobile equipment "bus" able to go all over the county so that people in rural areas will be able to see what equipment is available to help them.

### **Response service**

A key part of the Help to Live at Home approach is to offer telecare to customers with a call centre and personal response service able to visit people at home if necessary.. This service will be available county-wide and will operate 24 hours a day and 365 days a year. There will be an opportunity for people to purchase the service privately if they are not eligible for a service from the Council. The response service will be provided by Wiltshire Medical Services (WMS) in partnership with the NHS, which is based in Chippenham. When the customer presses their alarm or a telecare sensor in their home indicates that there may be a problem, an alarm is received by the call monitoring centre at WMS who assess the most appropriate response to resolve the situation.

**Issues and Concerns:**

In making these changes the Council wants to hear from people who are receiving these services about their experiences. We believe that the changes that are being implemented will provide excellent services to the whole population of Wiltshire but recognise that it will take time for services to settle down. Should you have any concerns about services you or someone you know is receiving please contact: 01225 712553 anytime between 9am and 4pm Monday to Friday.