

Southern Wiltshire Area Board – 7 June 2012

Agenda Item 10

Wiltshire Council Update

Helping People To Live Safely In Their Own Homes

Following extensive consultation and considerable planning, the care and support service is now in place throughout the county provided by Leonard Cheshire, Aster Living, Enara Complete Care and Somerset Care.

This service is now available to over eight hundred Wiltshire residents and is already delivering some really good outcomes for people, some examples of which include:

- Mrs A, who was able to return home after a period in a care home.
- Mr S, able to manage without support following a period of intensive support from a Help to Live at Home provider.
- Mr P was able to return home from hospital, with an intensive support package from a Help to Live at Home provider rather than take the previously traditional route of a nursing home.
- Mr G was withdrawn and uncommunicative, with the implementation of a flexible care package from a Help to Live at Home provider, within two weeks Mr G started referring to his carers by name and holding short conversations. He has now requested to go shopping with a carer once a week, and is able to manage some personal care.

All services are available to everyone in Wiltshire, not just those eligible for support from the Council and contact details for each Help to Live at Home providers below:

Leonard Cheshire Disability

North and east Wiltshire
Tel: 01225 781126

Aster Care Services

East and south Wiltshire
Tel: 01380 829000

Somerset Care at Home

West and north Wiltshire
Tel: 01225 792925

Enara Complete Care Services

West Wiltshire
01225 791015

Wiltshire Medical Services

Tel: 01249 454000

Medequip UK

Tel: 01249 815052

Further service improvements:

- ✓ The **Help to Live at Home telecare response and community equipment services** are being provided by Wiltshire Medical Services (WMS), Medequip UK and Aster Living. These services have already been implemented in West Wiltshire, as part of the Help to Live at Home pilot test and will be introduced across the county in April.

Medequip UK is now the provider for all community equipment aimed at assisting customers to remain independent in their own homes. Community equipment ranges from the more

traditional aids such as chair raisers, continence products, hoists etc. to more specialist technology including pendant alarms, fall sensors and pressure relief mattresses.

With an aim to make equipment more accessible Medequip is working closely with the Independent Living Centre in Semington to equip a demonstration suite for customers to visit and will be opening a number of retail units across Wiltshire. In addition Medequip will implement a mobile demonstration and assessment unit, able to visit the whole of Wiltshire.

Telecare customers have specialist equipment in their homes which, in an emergency, triggers an alarm at the Wiltshire Medical Service call centre in Chippenham. This can be responded to in a number of ways; a conversation with the customer via the Telecare equipment, contacting a key holder, or a WMS responder visiting the customer.

A telecare service without the ability to visit customers has restrictions. When an alert is triggered, a standard call centre may be able to do little else, except call an ambulance and which can lead to an inappropriate hospital admission. The benefit of the new telecare response service is that it allows customers to receive the most appropriate response, when they need it.

- ✓ **Specialist financial advice** to people seeking assistance with paying for their care is now available.

Around 40 percent of individuals, who go into residential and nursing care in the county have to finance care themselves as they have savings and assets (including their home) worth more than £23,250. Unfortunately up to 25 percent of these individuals run out of funds, leaving little or no inheritance for loved ones. This may be avoidable in some cases.

Paying for care can be an expensive and open-ended commitment so the council would strongly recommend that customers seek specialist information and advice before making any commitments.

If a customer is currently in receipt of care it is still advisable to seek specialist information and advice as there may be options available to you to protect your interests.

To support people who pay for their own care, Wiltshire Council is working with two independent care fees specialists to help customers make informed choices about their long term care and specifically how they can fund it.

Both of these Specialists are accredited by SOLLA, (Society of Later Life Advisers) through the Later Life Accreditation Scheme:

Ashton Rowan

Telephone: 01225 475359

Email: wilts@ashcourtrowan.com

Web: www.ashcourtrowan.com/financial-planning

Care Fee Investments Limited

Telephone: 0845 077 5655

Email: wilts@carefeesinvestment.co.uk

Web: www.carefeesinvestment.co.uk

- ✓ The **Customer Reference Group** now has 40 members, 20 of whom have received training and are shortly to hold two coffee mornings for Help to Live at Home customers to hear their views on the service.
- ✓ A **dedicated customer helpline** has been set up for Help to Live at Home issues, this number is staffed 9am-5pm, Monday to Friday on 01225 712553.