

## **Tackling Social isolation and loneliness faced in Older People – update report**

### **SUMMARY**

- 1.1 In December 2015, the Protecting Vulnerable Adults Board discussed a Cabinet report focused on the work that the Council has made in engaging with Derby's older people to try and reduce social isolation and loneliness. The Board resolved to receive an update at their March meeting and to add tackling social isolation and loneliness to the work programme.
- 1.2 This report provides an update on the work as requested, and should be read alongside the report on the recent evaluation of Local Area Coordination also being presented to the Board.

### **RECOMMENDATION**

- 2.1 To note the progress being made.

### **REASONS FOR RECOMMENDATION**

- 3.1 At its meeting on the 22 December 2015, the Board resolved to receive an update at their March meeting and to add tackling social isolation and loneliness to its work programme. This report provides a summary of on-going activity in this area.

### **SUPPORTING INFORMATION**

- 4.1 Loneliness and social isolation are significant risks for some older people. Isolation creates a poor quality of life for the affected person and also poor outcomes for communities that are deprived of their positive contribution. In addition, loneliness and social isolation can also have consequences for the Council and other statutory partners in that an older person's needs increase and become complex, which is likely to require more costly and intensive support and intervention. As previously reported to Cabinet, the "solution" for the older person might be found in a range of different responses rather than any single response that could be delivered by one organisation. Fundamental to the Derby approach is the focus on partnerships, but also a focus on

embracing and building upon the many strengths of Derby's older people themselves.

**4.2 Engaging with Older People** - the Council is continuing to use as many opportunities as possible to gain feedback from older people. These include:

- Hearing directly from people using Council funded services when Council staff visit care homes or home care providers and using that feedback to target community resources towards those older people in most need. We also seek out opportunities to engage with older people and their families who use Council run facilities such as our own care homes, day centres and Care Link.
- Listening to older people when they contact us with less favourable experiences that lead to complaints and concerns raised through partner agencies. We use the learning from complaints to influence where services could be better joined up to support older people who may be isolated and at risk.
- Inviting older people to become part of our continuous improvement mechanisms, such as offering places to them on our Customer Experience Board. This allows us to hear first hand about their experiences so we can use this to improve the advice and information we provide to other older people. Through this route we are also continuing to engage with carers, including older carers to learn about the issues directly affecting them.
- Using surveys and consultation to ascertain the views of older people about what's important to them – such as the annual social care survey, our recent charging consultation survey and the POET survey aimed at people using Personal Budgets.

The information that is being gathered from older people is being used to shape our response and priorities for 2016/17 are:

- Developing further our advice and information “offer” that is available through main Council outlets such as the website, Derby Direct, leaflets etc
- Working with key partners to ensure that relevant information and advice aimed at older people is provided – such as hospital based advice services and those provided in the voluntary and community sectors.
- Commissioning specific advice and information to carers and people with dementia in partnership with the CCG.
- Working with existing community based groups, run by older people, to connect those in receipt of social care services together.
- Continuing to roll out local area coordination where resources permit.

**4.3 Ensuring access to universal services** - universal services (those currently available to all of Derby's citizens) are often targeted at older people who may

otherwise face loneliness. These include libraries which run a range of activities and services that support older people, including reading and other leisure groups which they facilitate rather than directly provide. It is hoped that these will be able to continue for the next few years, and eventually become self-sustaining so they can continue despite the financial pressures that may threaten their long term future.

- 4.4 Participating in culture and the arts** - The Council has recently secured funding to promote small grants to develop art and health based initiatives that in part will be aimed at socially isolated older people. Adult Social care is continuing to work with the arts and cultural sector so that limited available resources can be better targeted on those older people who would benefit the most. There remains a wide range of arts, craft and cultural opportunities available across the city, many of whom are geared to support older and disabled people. The art and cultural providers themselves are working with voluntary sector organisations and this collaboration continues to provide weekly programmes of creative activities that are very popular amongst the community.
- 4.5 Participating in physical activity** - The Active Living programme at Council leisure facilities continues with a targeted focus on older people. Activities available include swimming, badminton, short-mat bowls, sequence dancing, keep fit and group exercise classes. Prices are subsidised and activities take place across the three Derby City Council Leisure Facilities. The Livewell programme, funded by Public Health, also targets older people aged 40-74 and offers a healthy lifestyle service free of charge for 12-months to help people improve their health and wellbeing. As well as weight management it now incorporates a variety of different programmes including offering a free NHS Health Check looking at height, weight, cholesterol and blood pressure, as well as working with people to find ways to prevent health problems such as dementia, diabetes, kidney disease and strokes.
- 4.6 Local Area Coordination** - A key strand tackling social isolation and loneliness is our approach to building community capacity building and individual resilience. This is a growing agenda across the health and care system and in 2016 the Council will be looking for any opportunities that can be used to develop and strengthen the role that individuals can play in achieving sustainable health and wellbeing. Our vision is that older people are supported to contribute to their community without the need for costly statutory interventions. As part of our commitment to this agenda, together with Southern Derbyshire Clinical Commissioning Group (SDCCG), we have further expanded our local area coordination approach and this has now become a key Council service to prevent, reduce or delay needs. Where in post, local area coordinators in Derby are now core members of local NHS multi-disciplinary community support teams that work with clusters of GP practices to assist people at home to avoid hospital admission and get people back home when they have had a period in hospital.

The Council has recently had published the findings of a social return on investment evaluation of local area coordination in the city (the evaluation is subject to a separate report being reported to the Board). The evaluation demonstrates that over the three

year forecast period, local area coordination would deliver significant social value with up to £4 of value for every £1 invested. The average age of people supported by local area coordinators is 60, with the majority identified as being either people with mental health needs (38%) or older people (25%). Most people supported by local area coordinators live in the social rented sector with 39% being Derby Homes' tenants and 24% other housing association tenants. 31% are owner occupiers and only 4% are privately renting. There are now local area coordinators in ten wards of the city, with 60% of the funding provided by the NHS and 40% by the Council.

- 4.7 **Integration with the NHS** – Since the Cabinet report in June 2015, the Council has continued to progress the integration agenda with both commissioning and provider colleagues within the NHS. The Council is using the Better Care Fund to drive integrated service delivery which is primarily aimed at joining up the health and social care system for patients and social care service users. There are a number of jointly funded initiatives that are aimed at assisting older people to remain living at home for longer, and providing them with support to enjoy a good quality of life. These services are also attempting to connect socially isolated older people into community resources. Some of the jointly funded programmes include:

***The Healthy Housing Hub*** - this aims at identifying and supporting vulnerable and frail older people utilising a range of low-cost health-focussed interventions, including:

- Advice and support
- 'Prescribed works' and 'Healthy Housing Assistance'
- A 'Handy-person Service'
- Housing solutions such as boiler/gas fire repairs, installing central heating in cold homes; removing trip hazards; making electrical installations safe and helping with fuel poverty.

A recent survey of 150 Health Housing hub service users found that 86.3% felt their health and wellbeing, levels of anxiety, peace of mind, security and confidence at home had benefited from assistance provided by the Hub.

**Home First** - Home First and Perth House are Council run services that work closely with NHS Community Services 7 days a week offering a 2 hour response to stabilise individuals at home, assess their needs and put in place sufficient support to meet immediate outcomes. Where it is clear that longer term care and support is required, Home First work with social work teams, voluntary and community groups and also local area coordination teams to address any on-going support needs an older person may have. The teams identify individuals leaving hospital and provide occupational therapy, falls coordination and sensory awareness expertise. Assistive Technology, equipment and telecare are a key part of service offer, with the Council's CareLink service being used as much as possible to increase confidence levels for those frailer older people who may have limited family support to respond in an emergency.

- 4.8 In summary, tackling social isolation and loneliness is not something the Council can do in isolation. It is also an on-going approach and part of our longer term strategic ambition on prevention. Our approach is varied and involves working with statutory partners as much as possible, but also making

the best use of voluntary, community and faith sector partners that are often more in touch with isolated people, whom they are able to identify more easily using local networks and informal approaches. Given the pressure on Council resources, and also the desire from older people to remain living independently as long as possible, our approach also focuses on building individual resilience and networks so that loneliness and isolation can be prevented as much as possible. This work remains an on-going priority for health and social care, and the opportunities for intergenerational working will no doubt be explored further under the new People Directorate going forward.

## OTHER OPTIONS CONSIDERED

- 5.1 None – this report is in response to a request by the Board for an update in line with it's work programme.

**This report has been approved by the following officers:**

<b>Legal officer</b> <b>Financial officer</b> <b>Human Resources officer</b> <b>Estates/Property officer</b> <b>Service Director(s)</b> <b>Other(s)</b>	Olu Idowu - Head of Legal Pete Shilcock - Group Accountant n/a n/a Kirsty Everson, Acting Service Director – Integration & Direct Services
<b>For more information contact:</b>  <b>Background papers:</b>  <b>List of appendices:</b>	Kirsty Everson 01332 642743 <a href="mailto:kirsty.everson@derby.gov.uk">kirsty.everson@derby.gov.uk</a>  Minutes of Council Cabinet 10 June 2015, Corporate Scrutiny and Governance Board 09 June 2015 & Protecting Vulnerable Adults Board 22 <sup>nd</sup> Dec 2015  Appendix 1 – Implications

<b>IMPLICATIONS</b>
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**Financial and Value for Money**

- 1.1 The budgets for many of the activities described in this report are funded through the Better Care Fund, or the Council's General Fund. Given the on-going pressures on Council and NHS resources, initiatives that look for low cost or no - cost solutions to assist older people to feel less lonely and isolated must be explored wherever possible, to ensure they are sustainable in the longer term.

**Legal**

- 2.1 The Council has a legal duty to prevent, reduce or delay needs under the 2014 Care Act. The local authority's responsibilities for prevention apply to all adults, including:
- people who do not have any current needs for care and support;
  - adults with needs for care and support, whether their needs are eligible and/or met by the local authority or not;
  - carers, including those who may be about to take on a caring role or who do not currently have any needs for support, and those with needs for support which may not be being met by the local authority or other organisation.

**Personnel**

- 3.1 None specifically arising from this report.

**IT**

- 4.1 None specifically arising from this report.

**Equalities Impact**

- 5.1 The Council's recent and planned work to reduce social isolation and loneliness for older people will have a positive equalities impact because it helps address negative assumptions about ageing that can often result in negative outcomes. Older people continue to have huge amounts to offer their communities and a small amount of help will have a great benefit both to the older person themselves and to those around them. Members from both the 50 plus Forum and Older People's Forum often take part in the Council's Equality Impact Assessments, adding well informed expert experience to the meetings and our learning process.

**Health and Safety**

- 6.1 None specifically arising from this report.

**Environmental Sustainability**

- 7.1 None specifically arising from this report.

## **Property and Asset Management**

8.1 None specifically arising from this report.

## **Risk Management**

9.1 None specifically arising from this report

## **Corporate objectives and priorities for change**

- 10.1 Tackling loneliness and isolation will support good health and well-being for older people in Derby, in particular it will help with assisting
- More people living longer in better health.
  - Better mental health and well-being.