

Better Connecting Need to Support Bulwell and Bulwell Forest self-care pilot

Area 1 Committee
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Purpose of today

- **Background to:**
 - **Better Connecting Need to Support and**
 - **Bulwell/Bulwell Forest self-care pilot**
- **Run through some of key strands of the pilot**
 - **when they will be implemented and**
 - **what they aim to achieve**
- **Discussion and questions:**
 - **How do you want to be involved?**
 - **How you can help?**
 - **..... to make this a success**

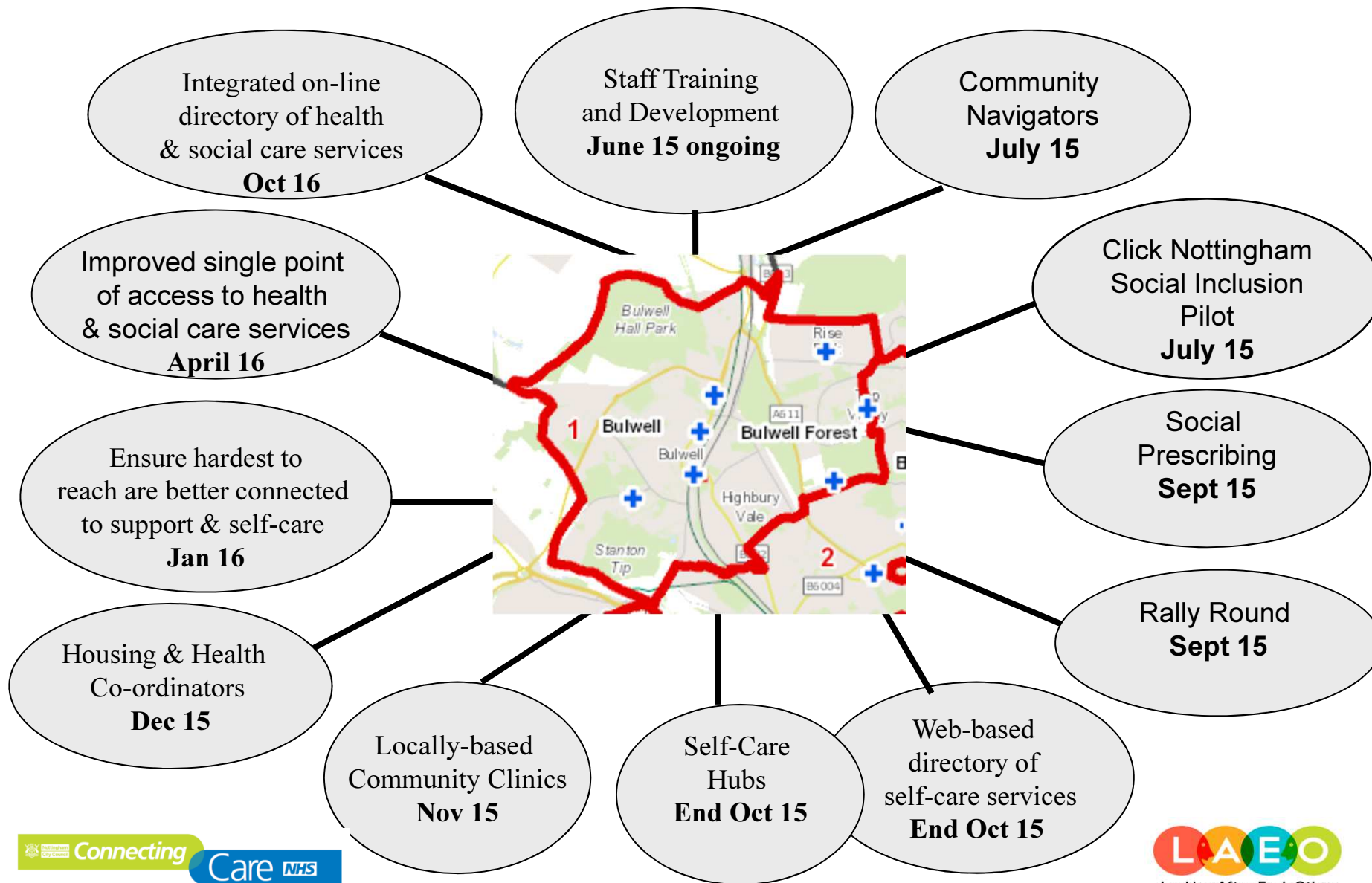
Better Connecting Need to Support

- People have high levels of need – and significant levels of support in place (*although there are gaps*)
- The problem is that lots of people who are in need don't know about what is available – or aren't directed towards it by professionals
- This pilot is a set of interconnected projects aimed at:
 - better connecting what people need to the support which is available, and
 - promoting and encouraging self help
- Focus on Bulwell and Bulwell Forest initially - as Bulwell has highest % of referrals through the Health and Care Point which can't be met under existing social or health care thresholds

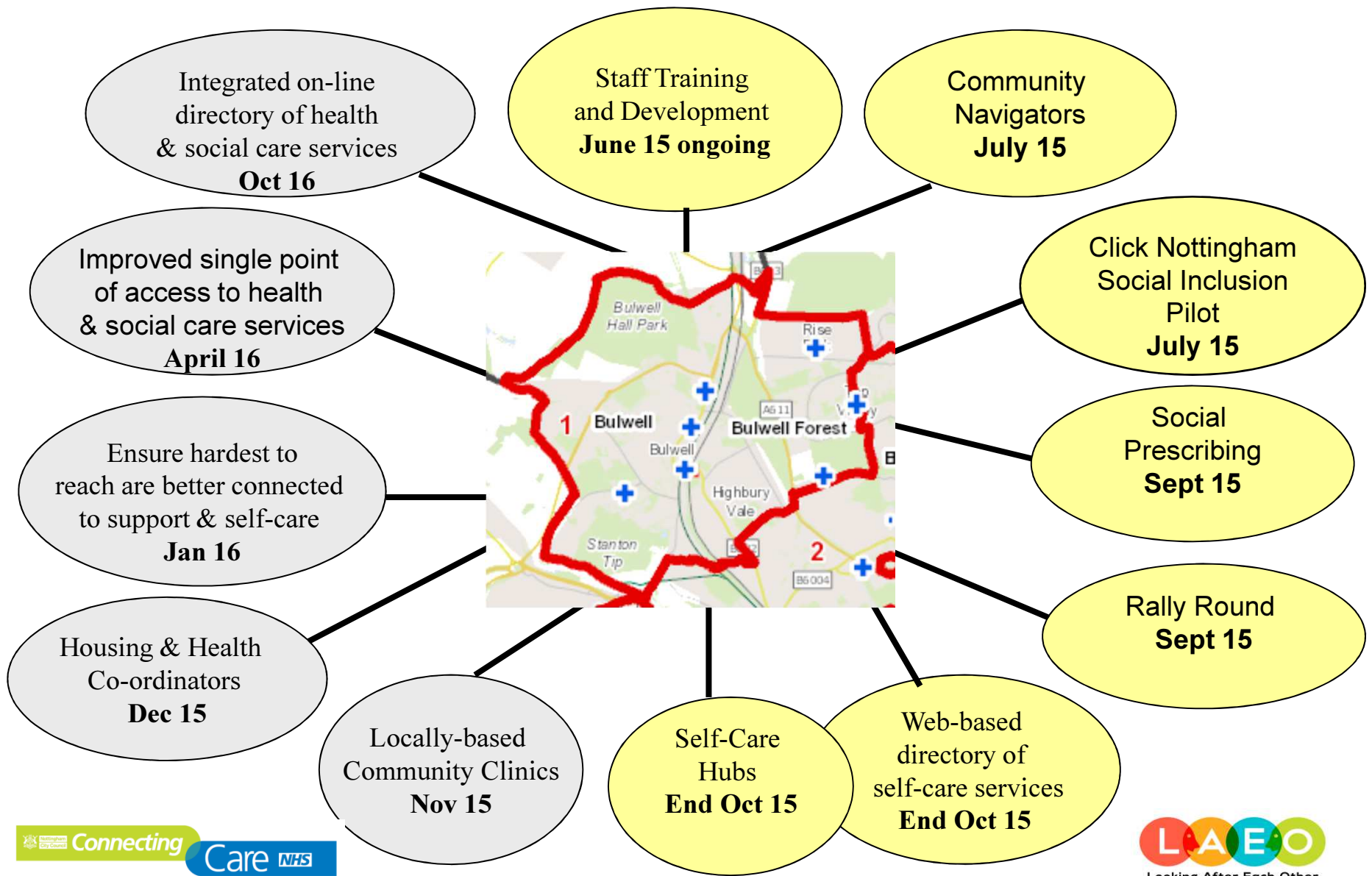
What things are like at the moment

- “System” fragmented
- People don’t know where best to go for help
- Lots of information – but its confusing and in lots of different places
- People sent to the wrong place
- The time of key professionals isn’t always spent helping
- the people in most need
- Demand for help is increasing
- Help isn’t available early enough to stop things getting worse
- Over-reliance on health and social care systems

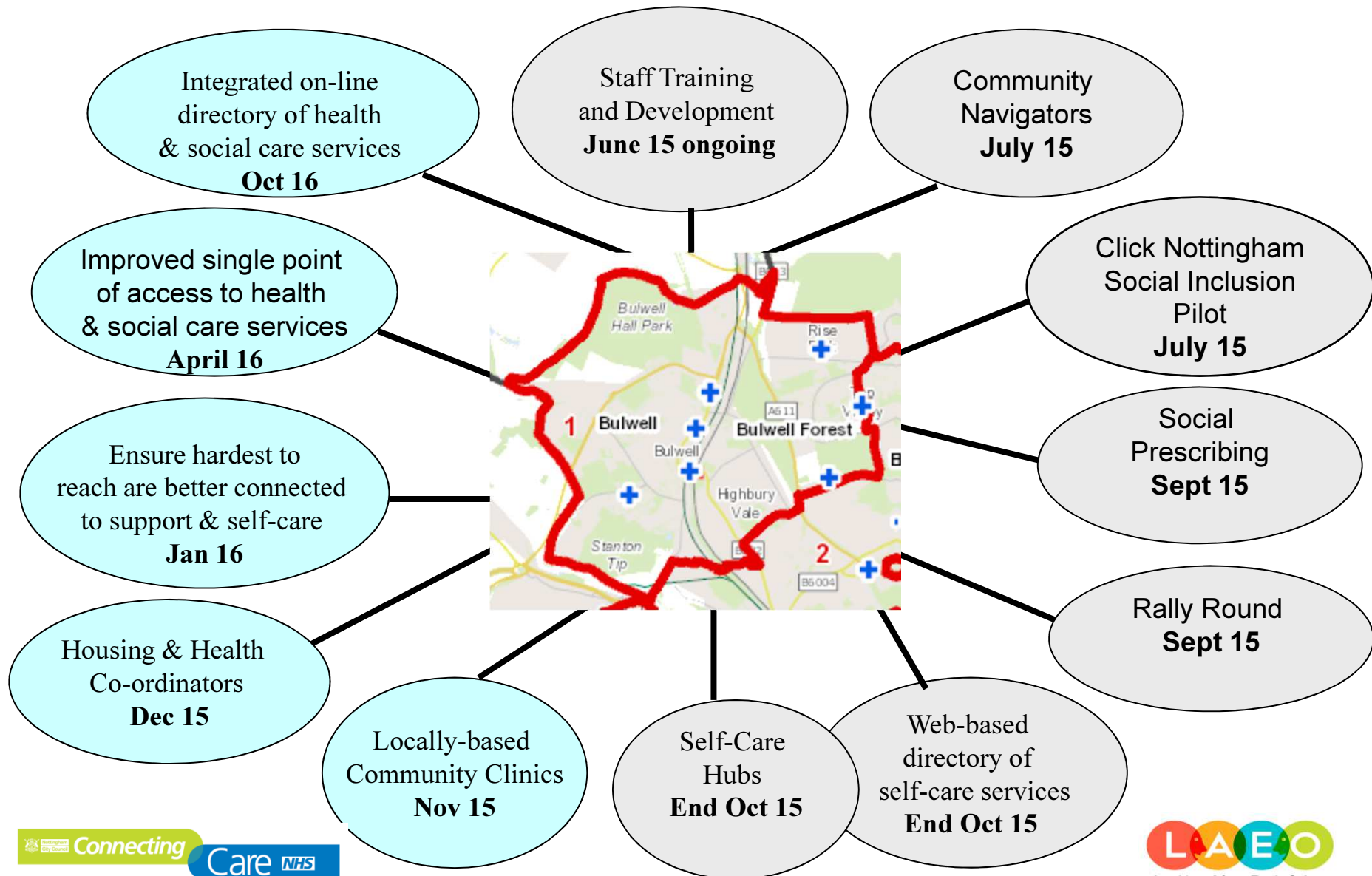
What is going on and when



Phase 1 – now underway



Phase 2 – to be completed by Oct 16



~~Self-Care Training and Development~~

Giving professionals and organisations training and information on self-care to pass onto people who need help

- Self-care training for the health and care workforce
- Half-day training sessions started on 26th June and will continue to run until Jan 16 – open to voluntary organisations too
- Work also underway to way to develop the role of care co-ordinators specifically so they better join things up

Community Navigators

Helping people to find the support they need

- Pilot project based on successful model running throughout Cambridgeshire
- Volunteers literally help people navigate their way through the system - Hand-holding role
- Being led by the Bestwood Partnership
- Started in July – 17 volunteers recruited and 65 people already have been supported by Community Navigators



Click Nottingham – Social Inclusion pilot

Supporting people to become better socially connected to other people and to their local community

- Community Pioneers
- Supporting people to become more independent
- Directly promoting less reliance on NHS services

(Click Nottingham previously known as Nottingham Circle)



Social Prescribing

A new model of identifying and responding to social and health needs

- GPs identify people would benefit from some form of personal/social support (beyond medical needs)
- This could be - support and advice on weight management, carrying out physical exercise or linking in to a peer support group to help with certain conditions or overcome social isolation.
- GPs will use a simple tick box form to notify the Care Coordinator who will sort out the support required
- Starts within all GP practices in Area 1 during Sept 2015

RallyRound

Creating lasting support networks through the use of a simple mobile/web-based app

- A brand new product designed to make it easy to create and maintain support networks
- Enables someone to really easily organise help for people who need it from families, friends and neighbours
- We are also looking at ways to use this to help people who haven't a support network available to them
- Being implemented during September – aim is to have at least 50 accounts opened by end Oct

Integrated on-line directory of services – linked to self-care hubs

A comprehensive, joined-up and up to date information directory about services available

- Health and social care information in the same place
- Hard copies can be printed off
- Self Care Hubs/Kiosks - located in community venues (like Bulwell Library, a Community Pharmacist, Morrison's) – will provide the opportunity to access the website
- Support to use Hubs will be provided by volunteers
- Fully directory will be ready in late 2016, interim solution from October 15. Date for hubs to be confirmed

Locally-based Community Clinics

Locally based multi-purpose clinics where people can drop-in for support and advice

- To offer assessment by social care staff for low level equipment
- To provide advice/info about social inclusion support
- To provide information about assistive technology services and opportunities to trial equipment
- Opportunities to develop social links
- Locations still being sorted but hope is to go live with first of these in Oct 15

So what will things look like if all this works as planned

- Joined-up “system” of care
- Much clearer where best to go for help – with more support available
- Information in one place - easy to understand and access
- People more empowered to manage their own conditions
- Time of key professionals freed-up to spend helping the people in most need
- Demand for help more manageable – more time available to focus on heading-off problems before they occur
- Much less reliance on health and social care

Key next steps

- “Launch” on 1st October in Bulwell Riverside— spreading the word about what the pilot is about
- Moving all projects into implementation as soon as possible
- Evaluating the impact of the pilot
- Looking at ways we can identify and reach people who don't access services – and aren't on our radar – **the most socially isolated and lonely**

Some ways in which you can help and might want to be involved? to make this a success

- Tell other people about the pilot and the various projects within it
- Consider giving or volunteering your time to be part of it – for example, being a Community Navigator, opening a RallyRound account for someone
- Be part of evaluating the success of the pilot
- Help us identify the people who aren't on the radar
.....and
- Other ideas you have about how you could or would like to be involved