

# Low Level Preventative Support

APSE Presentation  
22<sup>nd</sup> March 2010



Our Vision: “ A successful, prosperous and healthy community which offers a good quality of life for all the people of Telford & Wrekin.”

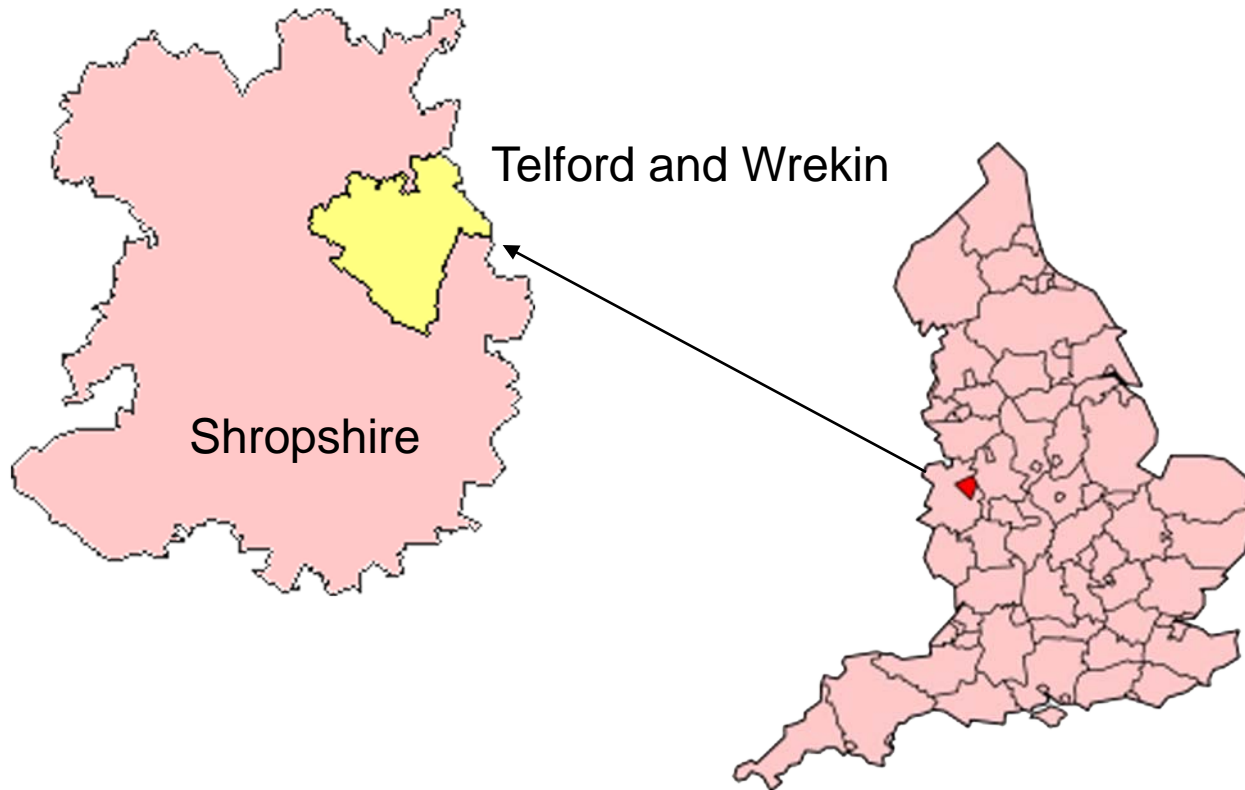
# Welcome Introduction



- Presentation -
- Information on our service
- Experience of Low Level Preventative Support
- Vision of future service delivery
- Business Opportunity

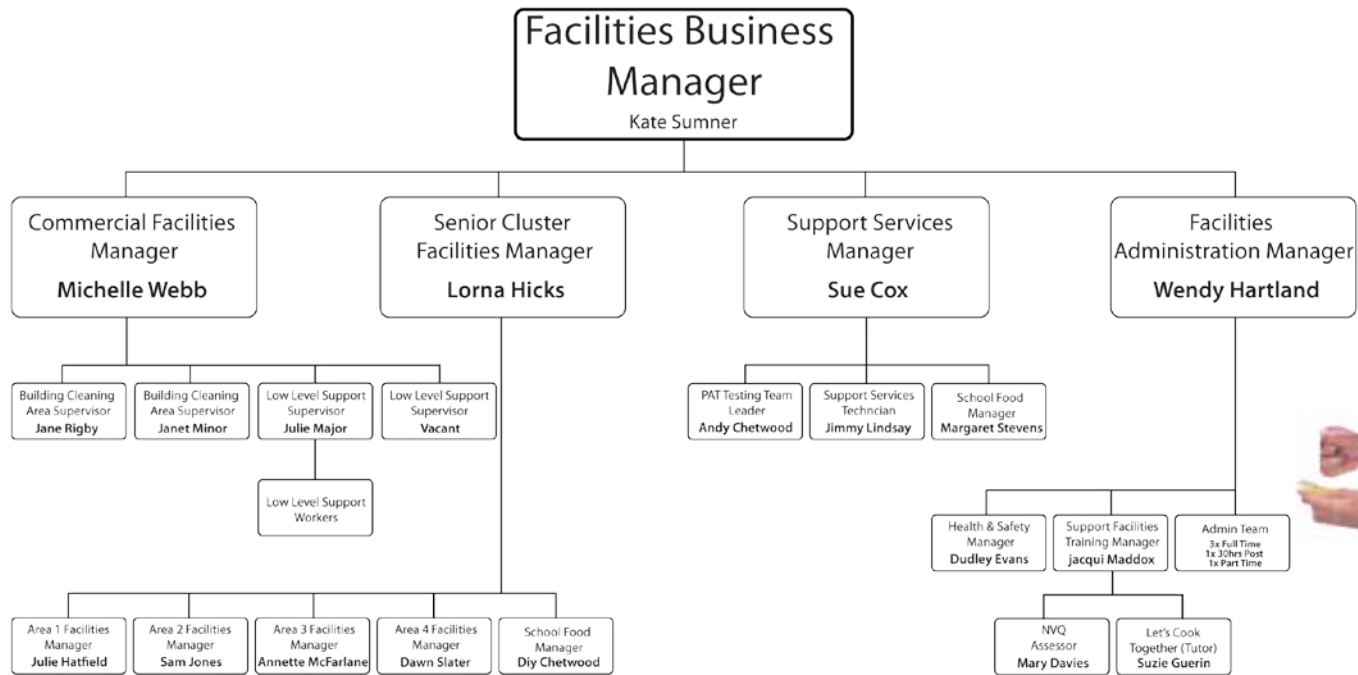
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# Telford & Wrekin Councils Location



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# Structure



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# Service Area

- Facilities Management Services /  
Part of Telford and Wrekin Council
- Responsible for delivering
- Caretaking – 30 schools
- Daily Cleaning Service / range of sites  
Schools, Leisure. Day Centres and Offices 172  
Sites
- School Meals Service
- Portable Appliance Testing
- Assertive Family Out Reach Support
- School Milk
- Civic Catering (Small)
- Low Level Preventative Support
- Part of Property and Design
- Employs over 850 people



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# What is Low Level Preventative support?

Aim of the Service is to help older people remain independent at home;  
**Offer a range of services**

- Shopping Service
- Household clerical tasks
- Food Preparation
- Basic Gardening
- General Cleaning, Dusting, Kitchen/  
Bathroom Cleaning
- Bed Making/ Changing
- Washing/ Ironing
- Visiting Service



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# Background

- Idea for Low Level Support – from Social Services – to meet C32 Performance Indicator “Help Live at Home “
- Discussion / could we deliver the service
- Pilot scheme received Government funding
- We tendered for pilot scheme in which we were successful against large private sector organisations
- Pilot Launched in January 2004 – delivering 150 hours per week to the elderly community
- Service proved a huge success / totally funded by the authority
- Had a waiting list of 90 people
- Council decision to increase to 300 hours per week
- Tendered for additional hours
- Successfully won tender in October 2004 / commenced January 2005
- Now deliver 450 hours / large service area
- Created 60 part time jobs
- Strong working relationship between two very different service areas of the Council



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# Factual Information



- Delivered Low Level Preventative Support since 2004
- Dedicated Team to deliver / support service area
- Elderly Population is growing
- Change in Family culture / moving away /life style changes
- Many elderly People are independent
- Desire to live in their own homes
- Remain in Control
- Support Councils Priorities
- Supports Councils Stay at Home PI
- Putting People First

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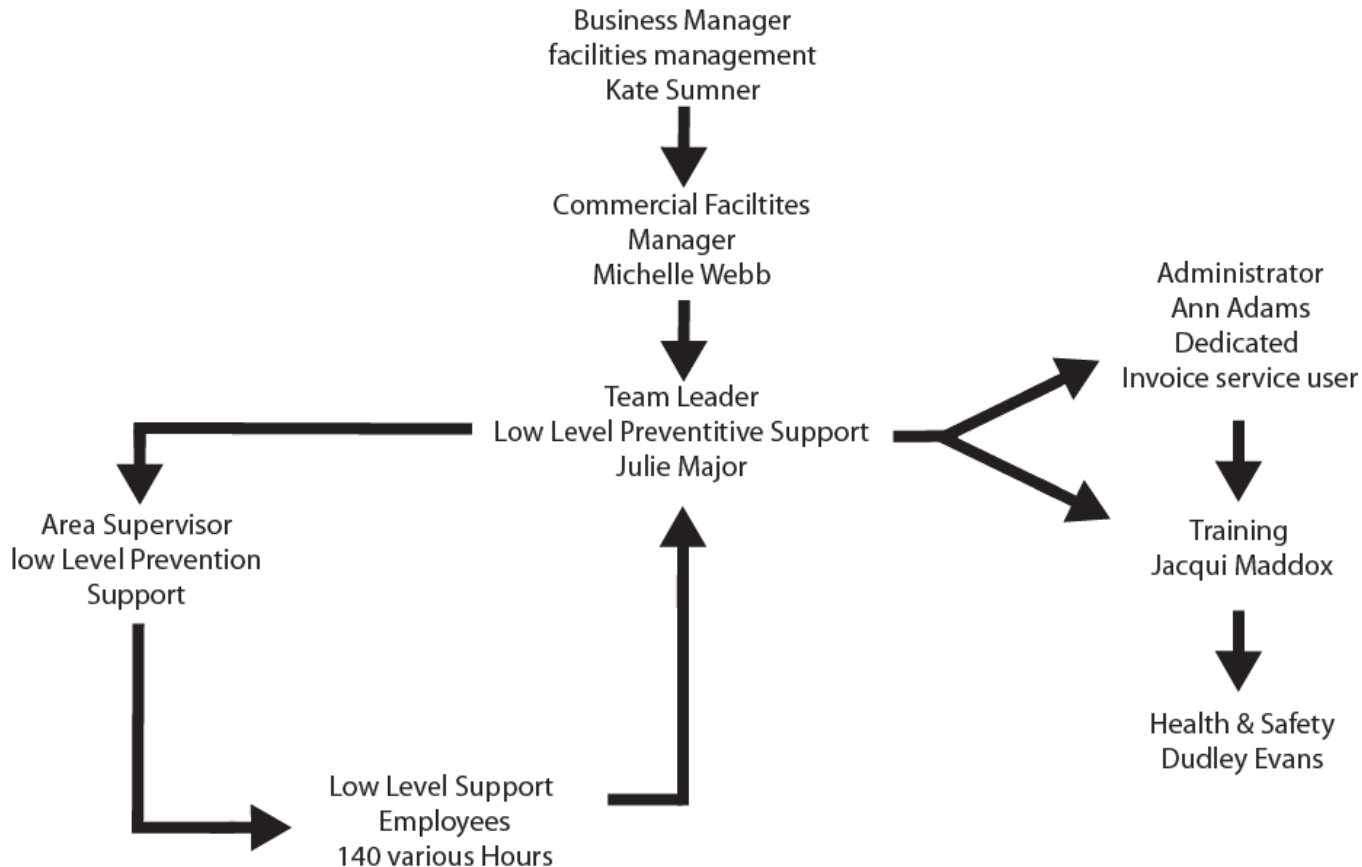
# Benefits to older People



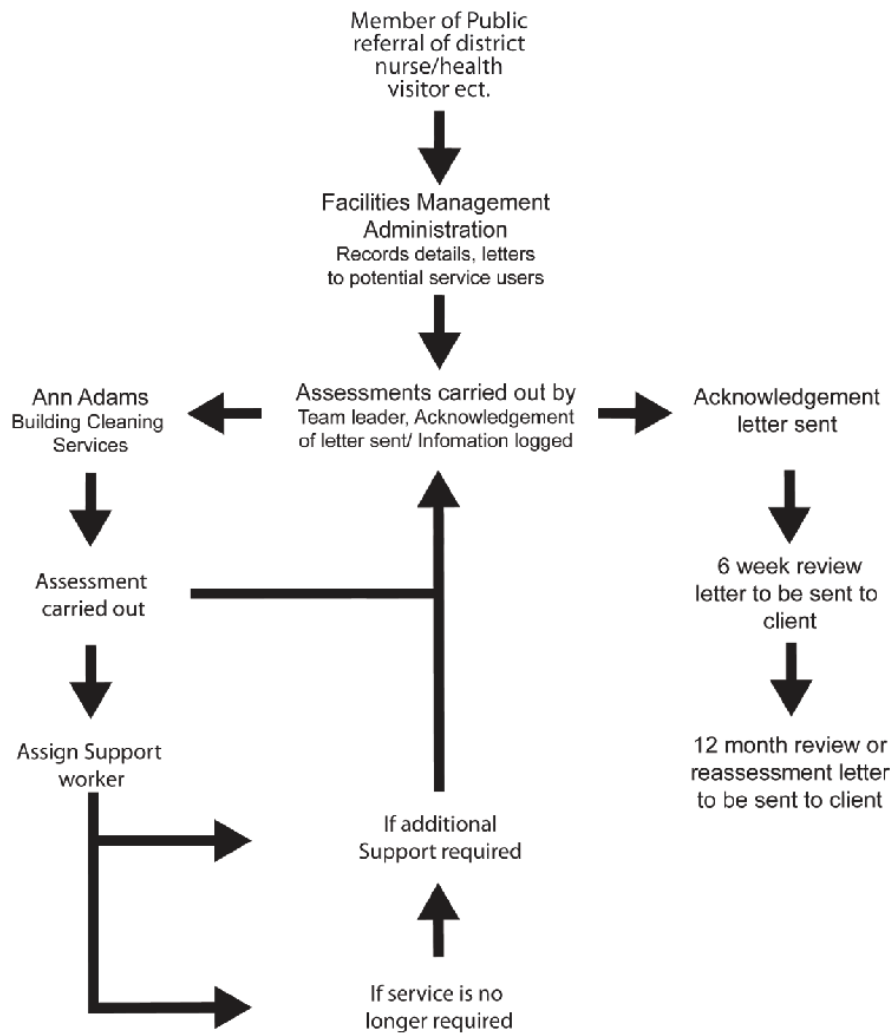
- Appreciate the desire of older people to remain independent in their own homes
- Support the older person by providing practical support , but allowing them to maintain control and have choice. They may only require a little support which could make the difference
- - For example – Changing bed linen  
Changing light bulbs  
Vacuuming
- Important to treat each client as an individual, promoting dignity and independence
- Well Being, safe
- Outcome – Independence social well being, normal life.

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# Service Delivery/ Structure

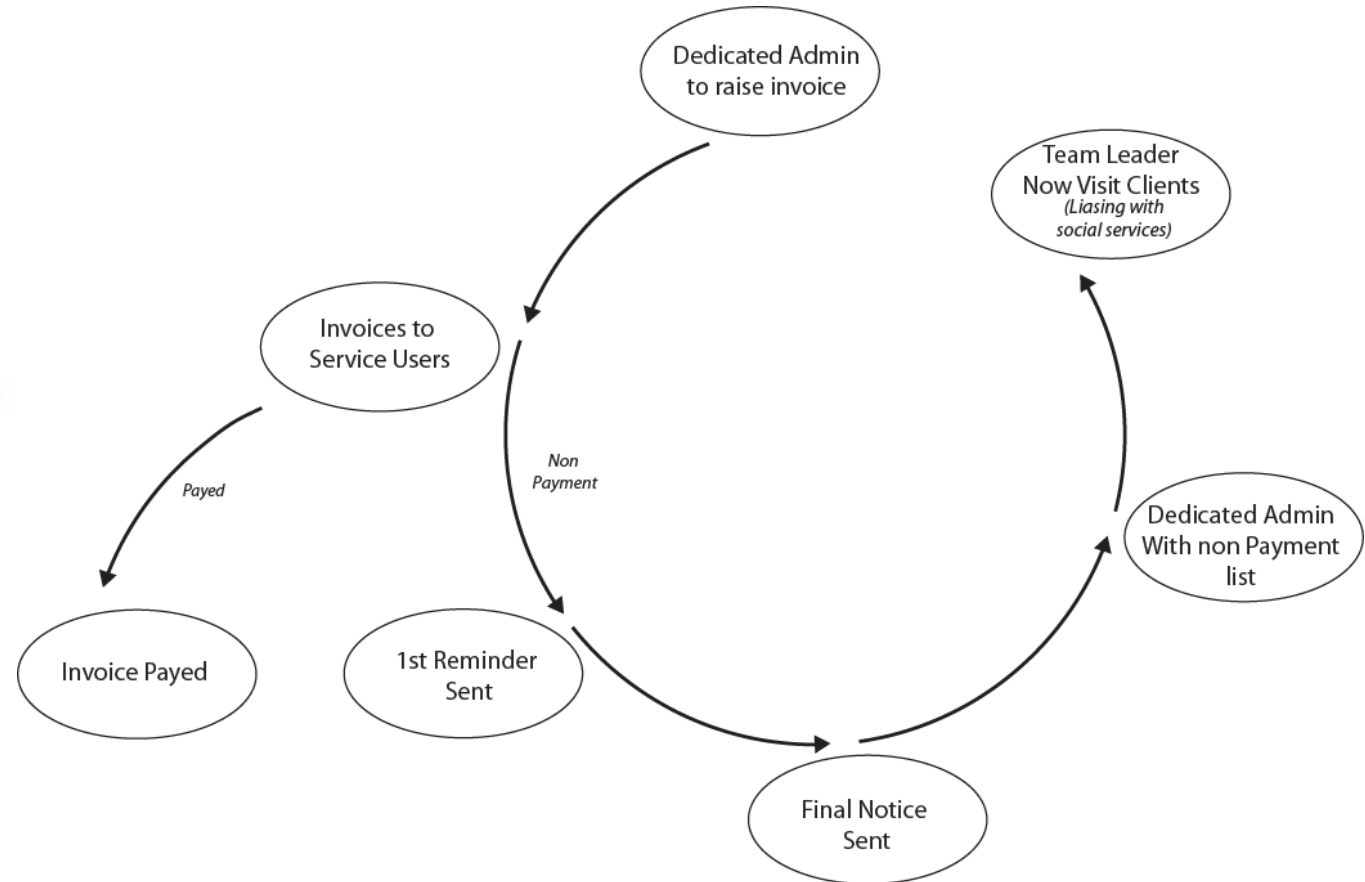


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# Collection of Service users contribution



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# Recruitment

Recognise the importance of skills, people requirements for service delivery.

- Customer Care
- Ability to work certain environments e.g. Special Schools, Day Centres and Homes
- Communication Skills
- CRB checked- all our employees
- Essential to recruit a specialist team
- Ability to work flexible
- Work on own initiative

- Respond to emergency procedures
- Be Professional at all times
- Adaptable to relate to different service users
- Good time Management
- Ability to work alone
- Job description ( Home support worker)
- Contacted hours (various, sociable day time hours)



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# Specialist Training

- Induction
- Aims Objectives of service
- Health and Safety
- COSHH
- Home skills
- Basic Food Hygiene / nutrition
- Step ladder training
- Maintaining privacy respect for client
- Using service users equipment/electrical safety
- Recruitment important / Enhanced CRB / References
- Emergency Procedures
- NVQ / Dementia training
- Alzheimer's Awareness
- First Aid
- Manual handling
- Confidentiality
- Cash handling
- Gifts/ procedure
- Personal conduct
- Infection control
- Vulnerable Adults



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# Winning Contract

- Tender- August 2009 - Successful for another 3 years.
- Short Listed
- Competitors – Private Sector- Care Agency
- Feed Back – Top scorer on all sections
- Challenges – Cost
- Wider client base to include full paying clients



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# Support

- Council Budget
- Not Required to deliver a service
- Allow elderly to remain at home
- Subsidised by Council – currently client pays £6ph
- Increased charges last year to reduce subsidy
- Members supported maintaining service
- Opportunity to deliver more hours- open area to full charge service – client pays £12ph



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# Why we are successful

- Involvement through assessment process of task required
- Choice/Independent/Control of service
- Encouraged to assist
- Feel safe/regular support worker
- Access to other services
- Re –Assessments
- Well Being



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# Confidence service users and existing staff



- Designated low level support worker
- LLPS worker- information on requirements of services user; example change bed, shopping requirements
- Designated manager/ team leader/ establish professional relationship
- Re-assessment every 6 months
- Training LLPS worker- work with person- respecting elder
- Risk Assessments
- Building a honest and trusting relationship with the person they support
- Observation – deterioration, concerns

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# Our Ethos

- Deliver Services
  - Professional, face to face.
  - Developing employee's skill base
  - Continuing to develop and improve ....
  - Added value example:
    - » Initial Support
    - » Cold Weather
    - » Heat wave
    - » Emergency planning
    - » Emergency meals



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# Future Challenges



- Budget:
- Work to close gap on funding from Adult Consumer Care
- Demand could increase
- Age, living longer, supporting older communities
- Adult obesity
- Partnerships for older people projects (POPPS)
- Putting people first

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# Future development

- **IT – Assessments**
  - Develop online shopping
  - Links with other services/ information
  - Allows inclusion
  - Access to information
  - Tool box sign post services
  - Assessment – links to out comes
- **Communication**
- **Online payment**
- **Promotion of Service**
- **Service user survey**
- **Mobile team- cover holiday/ sickness**



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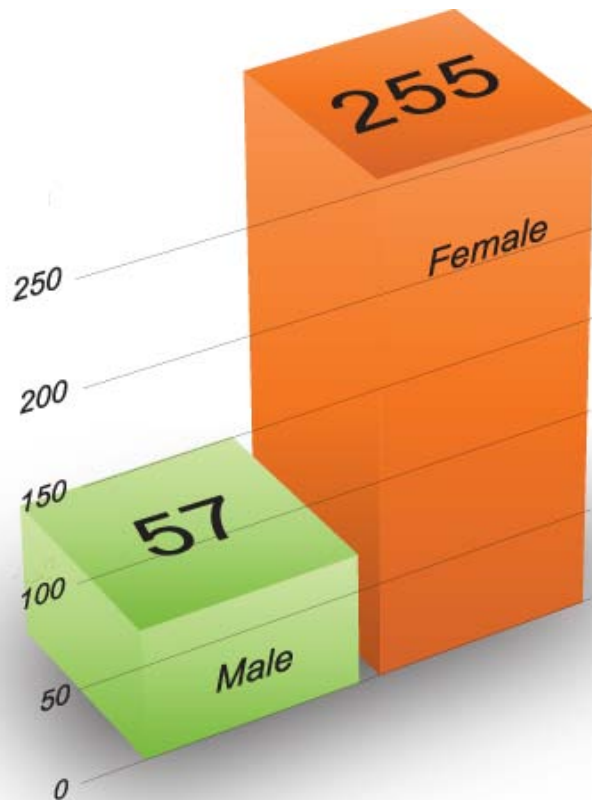
# Partnership working

- Currently work with:
  - Shropshire Fire Rescue/ smoke alarms / safety
  - Age Concern information booklets
  - Leisure services
  - Library services
  - Community events
  - Data link
  - Home fix
  - Dial a Ride
  - Red Cross
  - Adult and Consumer Care
  - Wrekin Housing Trust
  - Expand to elderly person forum
  - NHS – health information
  - Cookery – Nutritional Information



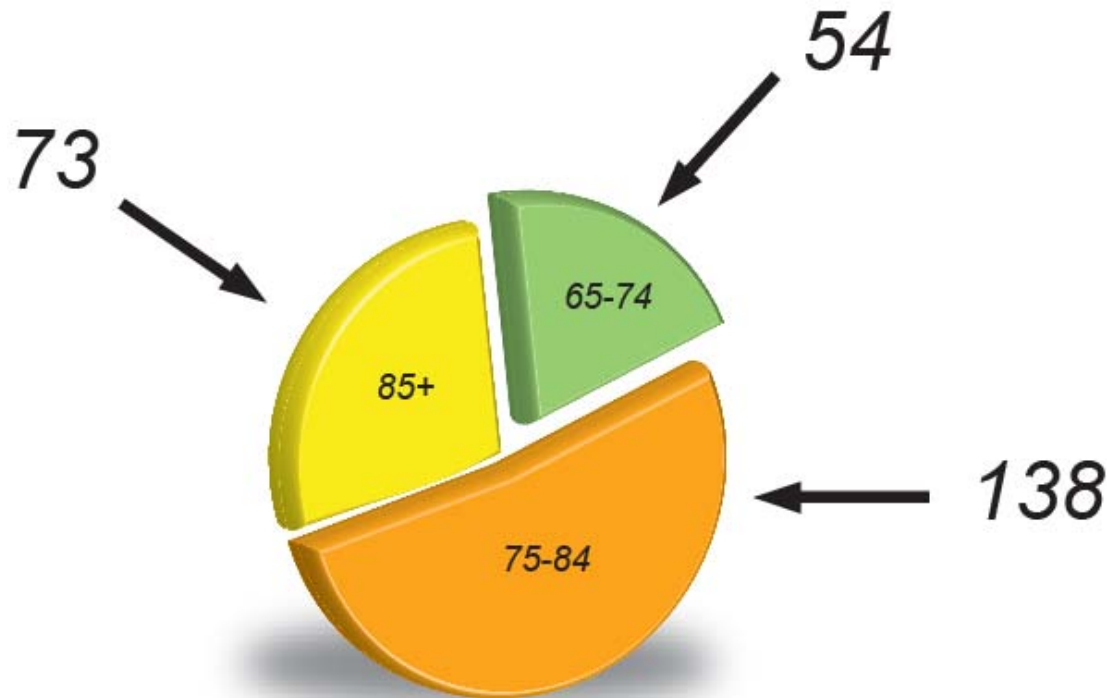
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# Graph to show the different genders that we work with



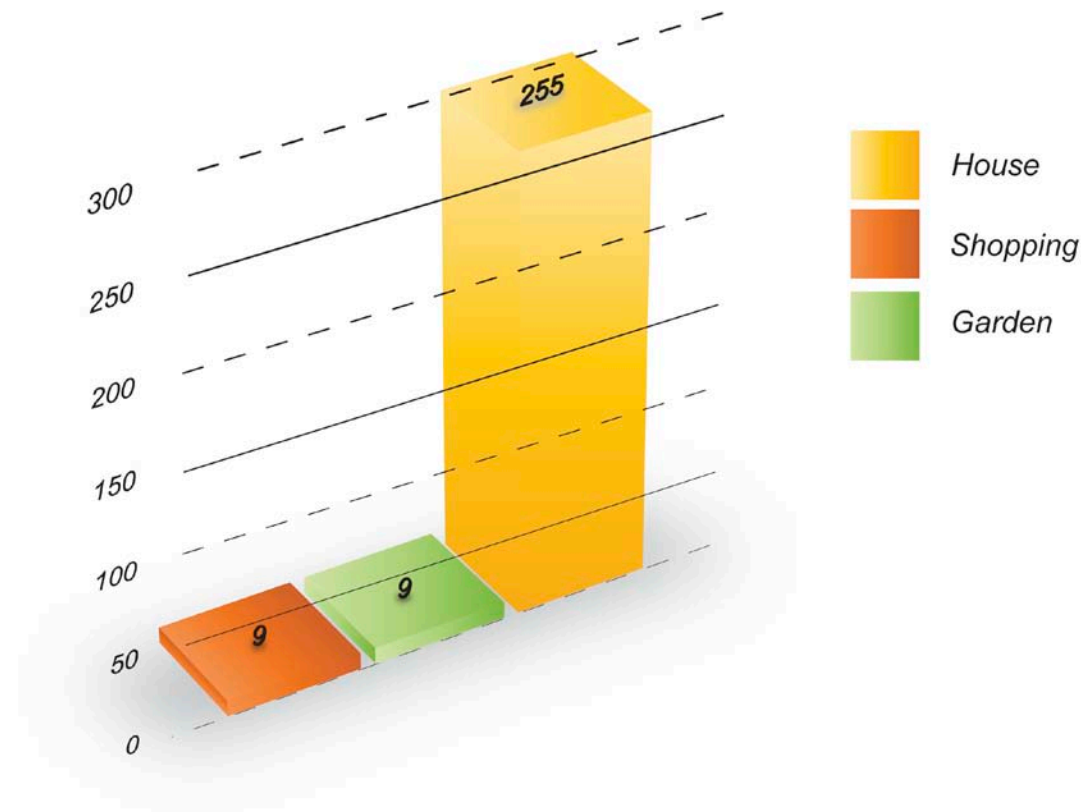
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Chart showing the number of people in each of our age categories that we provide a service for



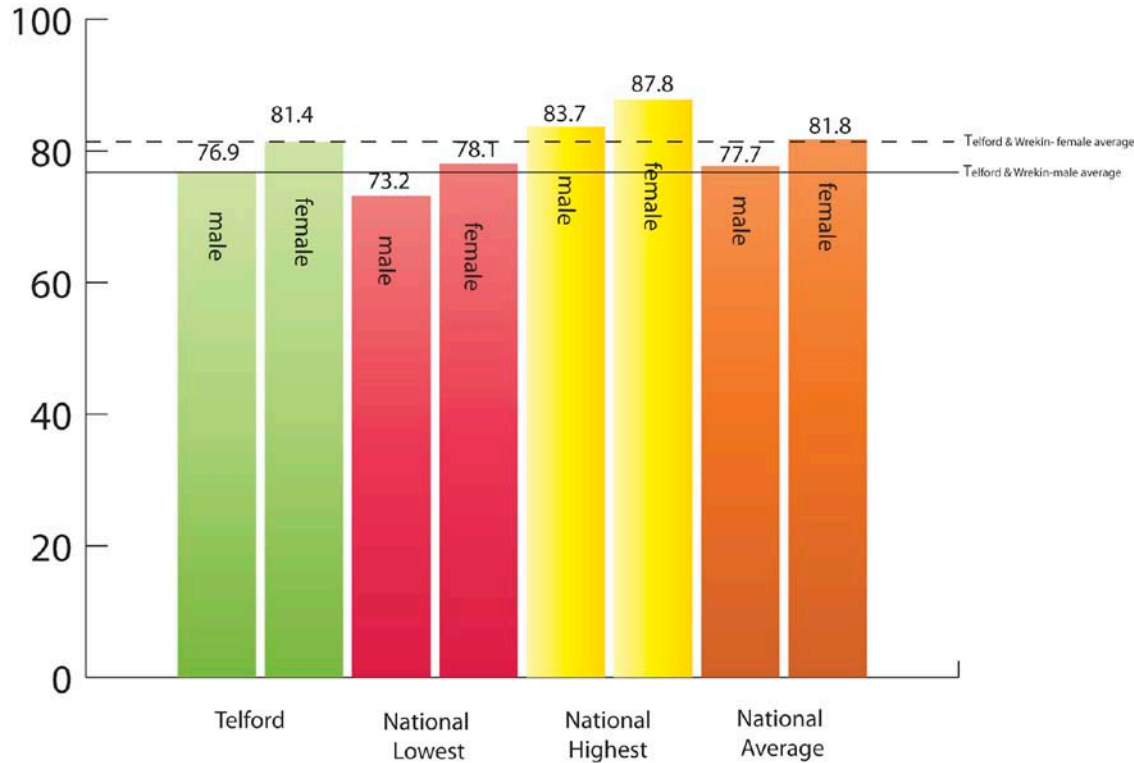
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# Graph to show different types of support work carried out by our employee's



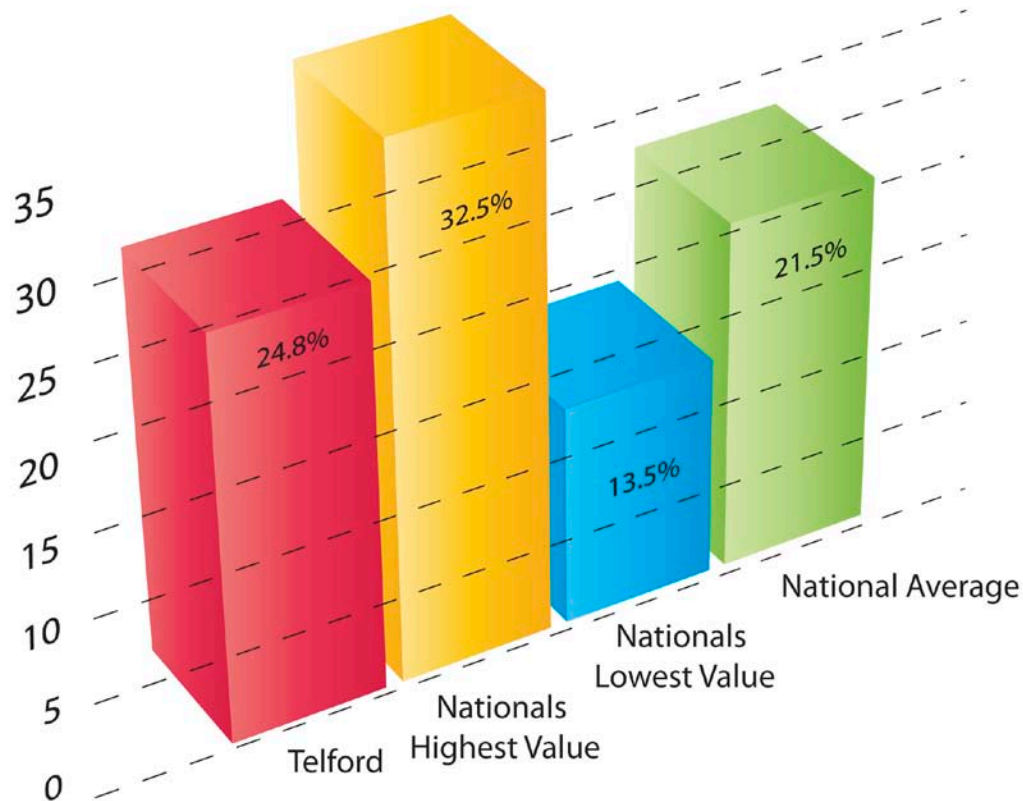
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# Graph to show National and Local life expectancy



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# Graph to show % of over 65's "not in good health"



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# Best Provider

- Experience pilot – November 2004
- Current Provider – 450 hours per week
- Non profit making
- In line with corporate Priorities/ objectives
- Established Multi-skilled workforce
- Access to other business units
- IIP accreditation
- Telford & Wrekin Terms and Conditions
- Contracted employees
- Personal / Professional service
- Developed operational systems
- Knowledge of service
- Added Value
- Location – Quick response
- Route planning
- Emergency response
- Mobile / committed team
- Dedicated admin support
- Customer satisfaction/ positive feed back



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# Family Outreach Support Additional Opportunities

- Suggest pilot scheme
- Able to adapt our current experience to diversify
- Already in contact with Family Support Officers
- Flexibility and experience of management team / employees
- Working with a small number of families
- Aim to reduce children going into care
- Utilising
  - - existing skills
  - - Child protection
  - - Vulnerable adults



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# Operational Detail

- Ability to tailor make service to meet individual needs
- Access to TAC (Team around child)
- Joint assessment / introduction to family
- Brief / co-ordinate work, to work with family
- Believe it is important to have designated employee to support family, build trust and confidence
- Monitor progress / feedback
- Pilot allows to train and develop team



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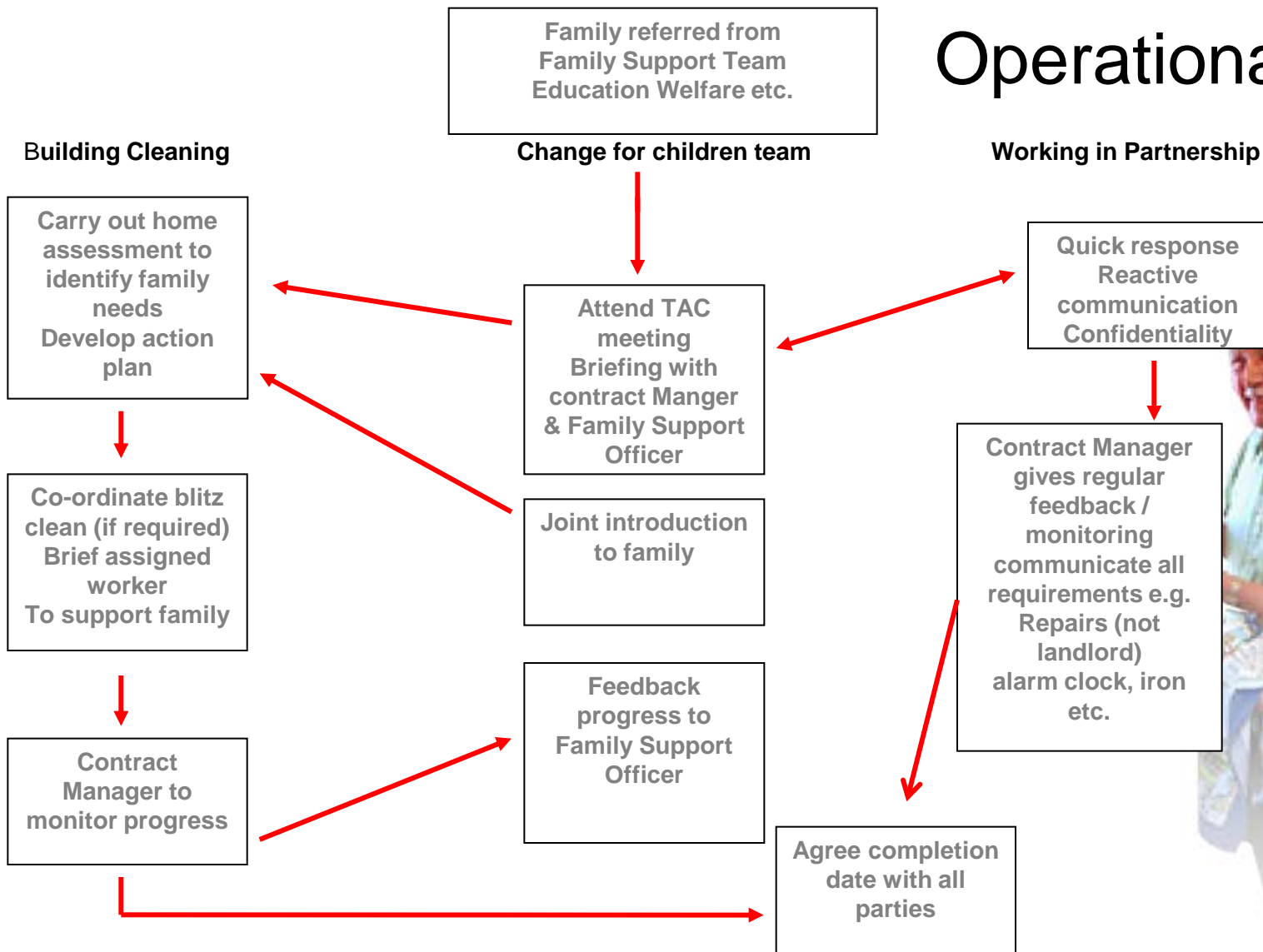
# Objectives

- Support family, not just to carry out household tasks
- Assist parents to establish routine e.g. laundry, clean school uniforms, children to arrive at school on time, domestic regimes, basic culinary skills
- Basic recipes for healthy eating
- Build rapport with family and involve in learning key cleaning tasks / good housekeeping



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# Operational Detail



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# Experience

- Working with family and social worker
- Built up trust
- Cleaning – general household skills
- 16+ team
- Liaising with social worker / case worker
- Cleaning temporary accommodation
- Children's homes
- Working with people with mental health / substance misuse



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Thank You  
Any Questions?



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