

My Life a Full Life News Alert

Care Navigation continuing to make a positive impact

Care navigation is continuing to have a positive impact across the Island with 102 new referrals in December 2016 and an open caseload of 358 people being supported.

Case study: Older male referred by community nurse who was supporting cardiac problems. Same day visit undertaken on a Friday afternoon as he had no money, food or power to see him through the weekend but did not meet the criteria for social care support. He was reported as not managing his meds and with mental health problems. The nurse was concerned that he would be admitted to hospital if support was not found. The Care Navigator was able to provide support and prevent a potential hospital admission.



The team have also been working to support people in crisis throughout the winter promoting the Winter Warmth messages and Winter in a Box supplies to ensure older people have been keeping warm in the colder weather. The team have also been able to respond to several people lacking basic items in their homes e.g. a fridge and, through charitable grants, have been able to purchase items for them helping to keep them safe and well in their own homes.

Developing a community mental health Safe Haven

Work is progressing to develop an out-of-hours community safe haven on the Island for people experiencing mental health problems. The facility, which is still subject to relevant planning permissions, is likely to be based in Newport and will operate from 5pm-10pm during the week and 10am-10pm over the weekend. The initiative stems from the feedback gathered as part of the conversations with the community about the redesign of health and care services last year and the development work that followed with groups including service users. The feedback indicated that people with mental health problems often felt at their most vulnerable during the evenings and weekends and whilst not necessarily experiencing a crisis, they needed some form of support. This meant that people were having to attend A&E which is not geared up to offer the kinds of non-crisis, but nevertheless essential support required. The Safe Haven will provide a safe space for people to drop in and have a chat and a cuppa with someone during these hours. This will include both staff and volunteers with lived experience who can provide the knowledge, understanding and support to enable people with mild to moderate mental health issues to cope better. People at higher risk of mental health crisis will, however, still be supported through the current channels. It's a model that has worked well elsewhere e.g. in Aldershot, where in the six months after its launch psychiatric admissions fell by 33% according to independent research undertaken by the consultants Mental Health Strategies. It is hoped that the facility will be up and running by early summer.



Rally Round support coming soon!



Funding has been approved for Isle Help to roll out a safe, easy to use social networking tool to support people on the Island - called Rally Round. In other places around the country the online tool has been mainly been used for supporting the elderly by enabling a network of friends and family to better co-ordinate the support they can provide to their loved one, but it could also be applied in a variety of other ways e.g. from helping young carers, to mental health reablement support, hospital discharge and co-ordinating volunteers.

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You can read more about Rally Round and some real-life stories about the kind of difference it has made on the draft website that has been prepared www.rallyroundme.com/iow The service is expected to go live during April. For more information contact mbulpitt@actioniw.org.uk

Redesigning Acute Services

Following on from the design of the overall acute services framework, work has begun this week to look in more depth at the issues and opportunities for the 12 individual acute speciality areas to reconfigure their services to ensure their sustainability. These reviews will involve clinical and non-clinical staff from the services together with project team support reviewing key operational and performance data and assessing key criteria around quality of care, access and affordability. The groups will also be looking at the patient experience and seeking to involve patient representatives at key points during these reviews. These sessions will run from now until the end of May after which a 'blueprint' will be prepared identifying the options for how these services could be provided in the future and preparations made to consult formally local residents and other key stakeholders.

Working more closely together - North East hub update

In our last issue, we referred to staff working in the North-East locality being based at the Ryde Health and Wellbeing Centre which will serve as a Locality hub. The initial phase, will include some key locality team members being based at the centre and staff in the core community services will also use the hub as a base and as a drop in for joint meetings and to work more closely together to ensure greater collaboration and integrated care.



Those services include Integrated Community Nursing Services; Adult Social Care, Community Therapy Services: Community Rehabilitation (including community occupational therapy, physiotherapy, speech and language therapy), and the Housing & Adaptations Occupational Therapy Team. There will also be liaison and aligned working when required from the Crisis Response Team.

Supporting Primary Care

There are several projects currently being undertaken through One Wight Health, the Island's Primary Care Federation across the Island to provide practical help to sustain general practice. These include:



- New Primary Care Team – development of standard operating procedures (SOPs) for use by clinical staff in advanced practitioner roles - advanced Musculoskeletal (MSK) Physiotherapy Practitioners roles being trialled. These started at the end of January and will initially last for 12 weeks with patient feedback being collated
- Remote Access – design and delivery of online/telephone/Skype/app/email primary care service using General Practitioners and Advanced Practitioners, supported by Healthcare Assistants to manage consultations without seeing patients face-face, where appropriate
- Clinical Triage – developing new delivery models to open up options for partners, salaried clinicians and managers to develop strategies for managing demand in general practice by building community networks, connecting with the voluntary sector and support patient activation/self-care
- Back office admin - sharing best practice across general practices.

For more information about the My Life a Full Life new care model being developed for the Island visit our website www.mylifeafulllife.com

Got a story to share? Please tell us more – contact us at MLAFL@iow.gov.uk or 01983 822099 x 3085.