

## **Southwark SAIL (Safe And Independent Living) 'in a nutshell'**

### **What is Southwark SAIL?**

The intention of Southwark SAIL is that older people completing the SAIL checklist will be able to better access services and support across the borough and we, as support agencies, will all be able to increase our reach, improve partnership working and reduce duplication.

### **Who are the SAIL partners?**

Age UK Lewisham and Southwark, funded by Southwark Council, is working closely with the London Fire Brigade, Metropolitan Police, the council, health and voluntary sector partners across the borough of Southwark. SAIL partners are all committed to ensuring that those aged 50+, and potentially vulnerable individuals, such as people recently discharged from hospital, people living with long term conditions, carers, people on low incomes, people who are drug/alcohol dependent or people who meet other criteria identified by partner agencies, are able to receive support from a number of agencies to access services that will improve their health, safety and independence.

### **Who can use the SAIL checklist?**

The SAIL checklist is designed to be used by front line staff, volunteers, family, friends or carers. Older people can also complete the checklist themselves and self refer.

### **How does the SAIL checklist work?**

The checklist is comprised of questions with yes/no responses grouped under four headings: Security and Fire Safety, Health and Wellbeing, Living conditions and Income and Finance. Each question identifies interventions and actions that can be undertaken to promote early intervention/prevention opportunities. Services which can be accessed include fitting a smoke detector or Telecare equipment, undertaking benefit checks, signposting to falls prevention, stop smoking, drug and alcohol support services, eating opportunities, exercise classes, memory loss advice, support for carers and wellbeing planning. A postcard is left with the older person with a record of actions being taken and Age UK Lewisham and Southwark's contact details to call for reassurance or a progress check if necessary.

### **Not more paperwork!**

The SAIL checklist aims to reduce the amount of time you might have to spend looking for suitable support services and the referral paperwork and follow up that you might otherwise need to complete. The quick yes/no questions can be answered by the older person either face to face or over the telephone and checklists can be sent by email, post, fax or by telephone to the SAIL Administrator at Age UK Lewisham and Southwark who will then coordinate and monitor the response.

### **How is Southwark SAIL monitored?**

Age UK Lewisham and Southwark will monitor the number and progress of referrals and the outputs of the project. SAIL partners who receive a referral via the SAIL checklist are requested to complete any actions within 6 weeks of receiving the referral. Age UK Lewisham and Southwark will be analysing data and collecting case studies and this information will be fed back to Southwark Council. In addition to supporting vulnerable older people to access a wide range of services, the checklist is also a mechanism to record which services older people are requesting as the checklist is completed from their perspective and not the professional viewpoint.

### **More Information**

If you would like more information about this scheme please contact:

Rachel Henry, Southwark SAIL Manager, Age UK Lewisham and Southwark.

Email: [sail@ageuklands.org.uk](mailto:sail@ageuklands.org.uk) or telephone 020 7358 4077

## Top tips on using the SAIL checklist

1. The person supported decides if they want to complete the checklist and decides how to answer the questions. As a partner agency you can assist with this, but the person has to sign the form after agreeing to the information-sharing note at the end of the form.
2. SAIL is not an emergency response service. If you have safeguarding concerns or an urgent intervention is required, please follow your usual processes.
3. Anything written on the form is written with the consent of the person supported. Anyone completing the form should avoid assumptions regarding the person's circumstances, or any conditions or health issues that they may have.
4. If completing the form over the telephone there is a tick box for client consent at the bottom of the form.
5. The SAIL representative should make it very clear that if 'yes' is circled on the checklist, an action WILL take place as a result, and a third party agency WILL then contact the person. A completed checklist sent in to Age UK Lewisham and Southwark will generate a number of single referrals out to individual agencies.
6. Ensure that you leave a SAIL postcard with the person you have completed the checklist with. Tick the agencies named on the card that are going to be contacting the person as a result of the referral. Please explain the SAIL postcard so that the person knows that they can contact Age UK Lewisham and Southwark if they are concerned about anything.
7. Confidentiality is of paramount importance – do not share details that have been recorded on the form with anyone outside of the SAIL process. Use of email – do not identify any details of a person (including name, address, or referral need) in the subject bar of any emails relating to a referral.
8. Referrals forwarded by Age UK Lewisham and Southwark to a partner agency are expected to be carried out within 6 weeks.
9. If you are a partner agency attending to undertake an action, please indicate on the postcard that you have visited to do so. (If possible!)
10. Your feedback is vital to us. Please let us know if you have questions, comments, concerns or success stories so that that the project can evolve and adapt to best meet the needs of older people in our borough.