



SAIL Impact Report 2017 - 2018

Introduction

I am pleased to introduce the 2017/2018 Safe and Independent Living (SAIL) report, outlining the impact that this service has on Southwark residents. This report highlights both the quality of the support that the team has offered over the year, and the volume of people that have been supported through the help that they offer.

SAIL as a partnership has continued again this year to offer an approach that is integrated in its widest sense – providing information, advice, counselling and community navigation linking services in the community with primary health care (such as GPs). SAIL also offers practical assistance to people through the handyperson's scheme to improve and reassure people of the safety in their own home, including fire safety advice.

In Southwark, we all need to work together to support our residents. Partnerships such as SAIL demonstrate how the voluntary and community sector support a range of needs and reflect the diversity of the borough. The services that SAIL provide help to reach out to our communities, and support people in their local areas in a way that is meaningful to them and that also reflect priorities for Southwark as a whole. For example, the number of people that are referred into SAIL to address isolation is reflected in the council's priorities around tackling loneliness.

This report outlines not just the number of people that have been supported, but the difference that this has made to people's lives. One of the ways this is demonstrated is through the SAIL care navigation (outlined on page 24), showing considerable improvements in a range of wellbeing measures for people accessing the service.

SAIL demonstrates the difference that can be made through collaboration. With 16 GP surgeries hosting SAIL staff and volunteers, and the partnership has received a large number of referrals through this route, as well as positive feedback on the difference that this makes to Southwark residents.

The real-life people's experience described in the case study on page 8, underlines the challenges that people face and the creative ways that these are being supported. SAIL and its partners work to support people to be more independent and continue to live the life that they choose to live.

I look forward to our ongoing partnership with SAIL and working together to help Southwark residents to continue to actively engage with their communities and have positive impacts on their wellbeing.

Pauline O'Hare

Assistant Director – ASC - Older Persons and Physical Disabilities Team

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ACRONYMS KEY

CCG - Clinical Commissioning Group

NAPC - National Association of Primary Care

CMHT - Community Mental Health Team

NOK – Next of Kin

CRAFS - Community Rehabilitation and Falls Service

OPPD – Older Person and Physical Disability team

DCH - Dulwich Community Hospital

OT - Occupational Therapy

GSTT - Guy's and St Thomas' Hospital

PCN – Primary Care Navigator

IHL - Improving Health Limited

QHS - Quay Health Solutions

KCH - Kings College Hospital

SLaM - South London and Maudsley NHS Foundation Trust

LFB - London Fire Brigade

VCS - Voluntary Community Sector

All names have been changed and case studies anonymised

SAIL UPDATE

About Southwark SAIL

SAIL checklist

SAIL throughout 2017-2018

Referral data

- Number of referrals
- Who is referring into SAIL?
- Who is being supported by SAIL?

SAIL and Southwark demographics



About Southwark SAIL

Southwark SAIL is a partnership between statutory, voluntary and community services who all contribute to supporting people over the age of 50 to not only remain safe and independent, but to live fulfilled lives.

It is comprised of a one page checklist with 19 yes/no questions, which all refer to a support service. As such, it is an easy way for older people, family members and professionals, to access a wide range of services that provide support in the areas of:

- **Security and fire safety**
- **Health and wellbeing**
- **Living conditions**
- **Income and finance**

Completing a SAIL checklist and answering 'yes' to a question will trigger a referral to our partner service who will then contact the older person and work with them to resolve their need.

Underpinning the SAIL checklist are SAIL Care Navigators, who visit the older person at home and work with them to identify goals and support needs, facilitating and joining up professional involvement in the older person's care.

The Checklist



Tel 020 7358 4077 | Fax 020 7378 9217
 Email sail@ageuklands.org.uk or sail@nhs.net
 Stones End Centre | 11 Scovell Road | London | SE1 1QQ

Name:		DOB:	
Address:		Male <input type="checkbox"/>	Female <input type="checkbox"/>
Postcode:			
GP Surgery:			
Rented (Council) <input type="checkbox"/>	Rented (Private) <input type="checkbox"/>	HA <input type="checkbox"/>	Owned <input type="checkbox"/>
Telephone:		Ethnicity:	

Southwark resident: Age 50+ Please return checklist to:
sail@ageuklands.org.uk or sail@nhs.net



SECURITY AND FIRE SAFETY	
Would you like advice from your Safer Neighbourhood Team regarding home security, a recent incident of crime or anti-social behaviour in your area? Police	Yes / No
Do you have an odd job at home that you would like some help with? Would you like a Home Fire Safety check or do you need working smoke alarms? Age UK Lewisham and Southwark Handyperson Team (AUKLS)	Yes / No
Would you need help to leave your home in the event of a fire/emergency? Fire Safety Team	Yes / No
Have you ever bought services from someone who knocked at the door, or sent money to anyone who contacted you by phone or mail saying you had won money or a gift unexpectedly? Southwark Council – Trading Standards	Yes / No

HEALTH AND WELLBEING	
Would you like to talk to someone about smoking, alcohol or substance misuse? Stop Smoking Service or Lifeline Southwark	Yes / No
Have you had a fall or a near miss in the last year that has NOT been investigated or treated? Strength and Balance Line	Yes / No
Would you like support for a visual impairment? BlindAid	Yes / No
Do you need a pendant alarm? Southwark Council	Yes / No
Do you need Telecare equipment e.g. a monitored smoke alarm or reminders to do something? Southwark Council	Yes / No
Have you lost weight recently without meaning to or are you eating less than usual and have NOT been referred to a dietician? SAIL Care Navigator	Yes / No
Would you like to talk to someone about help around the home, accessing health, care or support services, social activities, exercise classes or befriending? SAIL Care Navigator	Yes / No
Would you like support with managing stress, anxiety or low mood? Talking Therapies Southwark	Yes / No
Are you worried about memory loss, or do you care for someone with dementia and would like to speak to someone about support available? Alzheimer's Society Southwark	Yes / No
Do you on an unpaid basis spend time caring for someone due to their frailty, physical or mental illness, disability or addiction? Would you like to talk to someone about support available to you? Southwark Carers	Yes / No
Would you like to give feedback about your experience of using healthcare services? Healthwatch Southwark	Yes / No

LIVING CONDITIONS	
Is your home cold? Would you like advice about keeping warm, saving energy and the grants available to help with heating and insulation? Citizens Advice Southwark	Yes / No
Are you worried about the condition/repair/maintenance of your home? Information & Advice	Yes / No
Do you have any difficulties using the bath/toilet/kitchen facilities? Do you have difficulties getting in and out of your home, or using stairs? If yes, please specify your area of difficulty: Southwark Council Occupational Therapy	Yes / No

INCOME AND FINANCE	
Are you having trouble paying your bills or would you like someone to help check that you are receiving all the income that you are entitled to? Information and Advice	Yes / No

Visited by:	From:
Date:	Telephone/Email:

IMPORTANT: This must be read to the client "In signing this form you are consenting to this information being shared with partner organisations in accordance with the Data Protection Act 1998"
 Please tick here if completing by phone to demonstrate you have discussed this with the client

Signed (client/representative): _____

SAIL offers a **holistic and integrated approach** to supporting older people. Below is a case study that demonstrates the breadth of support SAIL partners provide, enabling older people to remain safe and independent.

Mr. C now attends **Talking Therapies** support and coping group for people with Multiple Long-term Conditions. He meets with other people with similar conditions and has the opportunity to share and learn with others.

MR. C



AUKLS' Information and Advice team identified that Mr. C was entitled to Attendance Allowance and helped him to apply. As a result he receives extra money which he spends on a cleaner once a week. Mr. C mentioned to the team that he was living on sandwiches because his cooker was broken. AUKLS helped him successfully apply for a grant for a new oven. They referred to **Occupational Therapy** for a perching stool as he was struggling to steady himself at the worktop. Now he is able again to cook meals for himself.

Mr. C is a 74 year old man who lives alone with no family nearby.
He has multiple long-term conditions (osteoporosis, arthritis and problems with his feet).
He was referred into SAIL by Social Services as he couldn't manage day to day tasks. His health was affecting his ability to go out and he was at risk of falling.

He now attends **Strength and Balance classes** which are helping him build up muscle strength and give him back his confidence. He is once more able to get to the local shops to buy food.

The **SMART team** installed a pendant alarm so that Mr. C had knows that if he did fall in the home, there would be someone he can contact. This not only restores his confidence but, if he were to fall, speeds up response time, maximising his chances of recovery.

A **SAIL Care Navigator** helped him apply for Dial-a-Ride so that he could get to a local lunch club, where a volunteer had been arranged to meet and greet him. The navigator also helped him find orthopedic shoes and referred to Happy Feet, Age UK L&S' toenail cutting service, improving Mr C's mobility and further reducing his chance of falls.

SAIL Overview 2017 – 2018

Numbers at a glance

Since the launch of SAIL in December 2013, we have received **7893** referrals.

From April 2017 to March 2018 we received **2259** SAIL checklists, an average of **188 per month**

From the total number of referrals received **81%** resulted in people receiving support from one or more SAIL Partners.

Partnership working

Southwark SAIL works closely with SAIL partners to ensure that older people are supported holistically.

Our team also continues to work closely with the other services at **Age UK Lewisham & Southwark** and the Consortium of Older Peoples Services in Southwark (**COPSINS**), to ensure we have up to date knowledge of **local community groups and other sources of support, information and advice.**

Our COPSINS partners include: [Time and Talents](#), [Blackfriars Settlement](#), [Southwark Pensioners Centre](#), [Alzheimer's Society](#) and [Link Age Southwark](#).

Social prescribing

According to 'Making Time in General Practice'⁹ 4% of GP appointments could be dealt with through social prescribing.

With the support of **GP Federations** Improving Health Limited and Quay Health Solutions, we have three SAIL Navigators based in GP practices across Southwark. Staff from GP practices continue to be our highest referrers.

Across the year we have had a base in **16 GP practices** in Southwark, working closely with 5 more, supporting patients with non-clinical needs.

We have a further two navigators **based in the community**, taking referrals from mental health teams, social care and anywhere other than Primary Care. They also work across the year promoting **Weathering Well** messages to older people to stay well in the weather highs and lows.

SAIL supports people to remain independent through **helping them to access support in the community.**

Integrated support

SAIL is used widely across health and social care disciplines.

Between 2017 and 2018, out of the SAIL checklists received...

19% were from **hospitals,**

52% from **primary care**

11% from **community services.**

This suggests that older people have access to SAIL from a number of different disciplines.

In 2017-18 the number of SAIL referrals received from Mental Health Services increased with SAIL now enabling support to a people with a wide range of mental health issues.

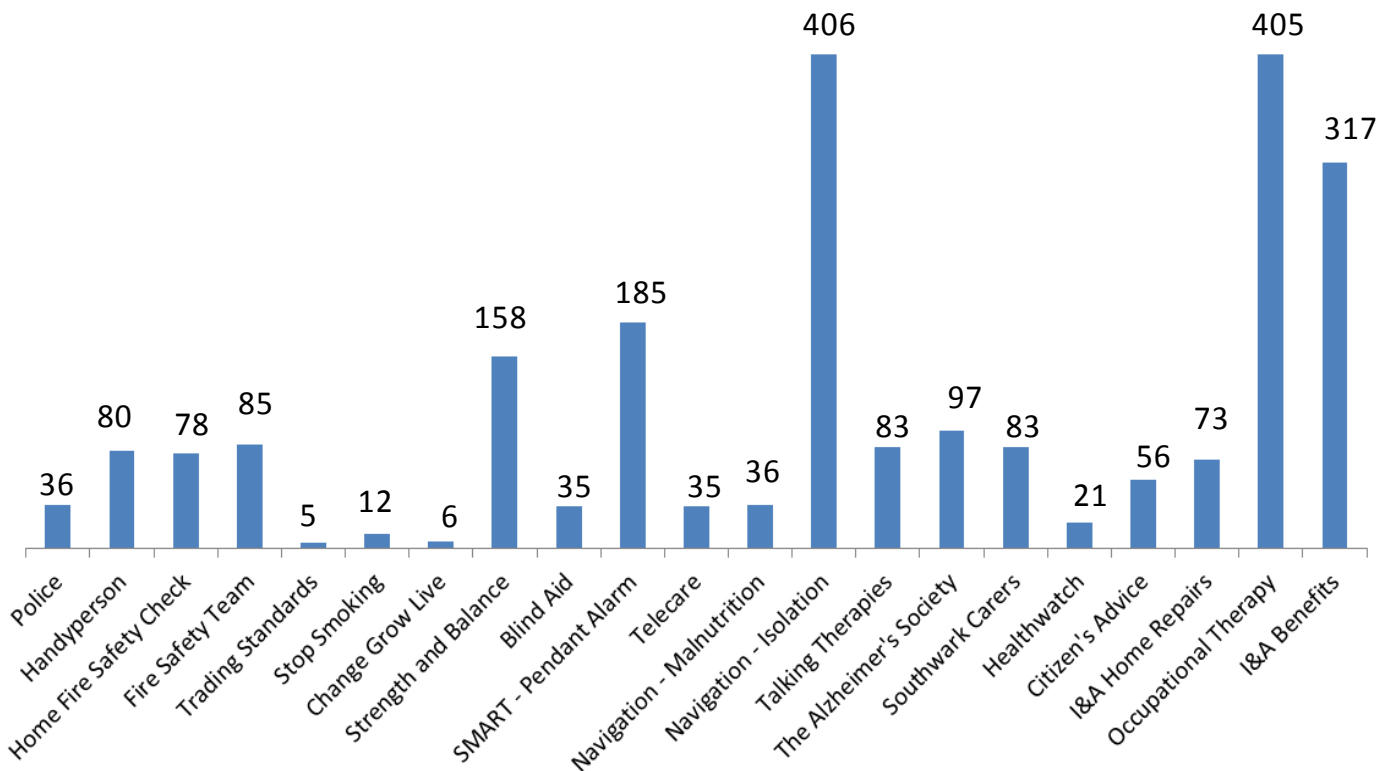
SAIL Navigators attend **Community Multi-Disciplinary Team meetings**, led by primary care and attended by both health and social care, to discuss complex patient cases and take on cases.

Number of completed SAIL checklists

Since SAIL launched in December 2013, **7893** SAIL checklists have been completed (data up to March 2018).

This year there were **2259** referrals into SAIL and we made **2292** referrals out to partners in the last year.

Referrals to SAIL partners 2017-18

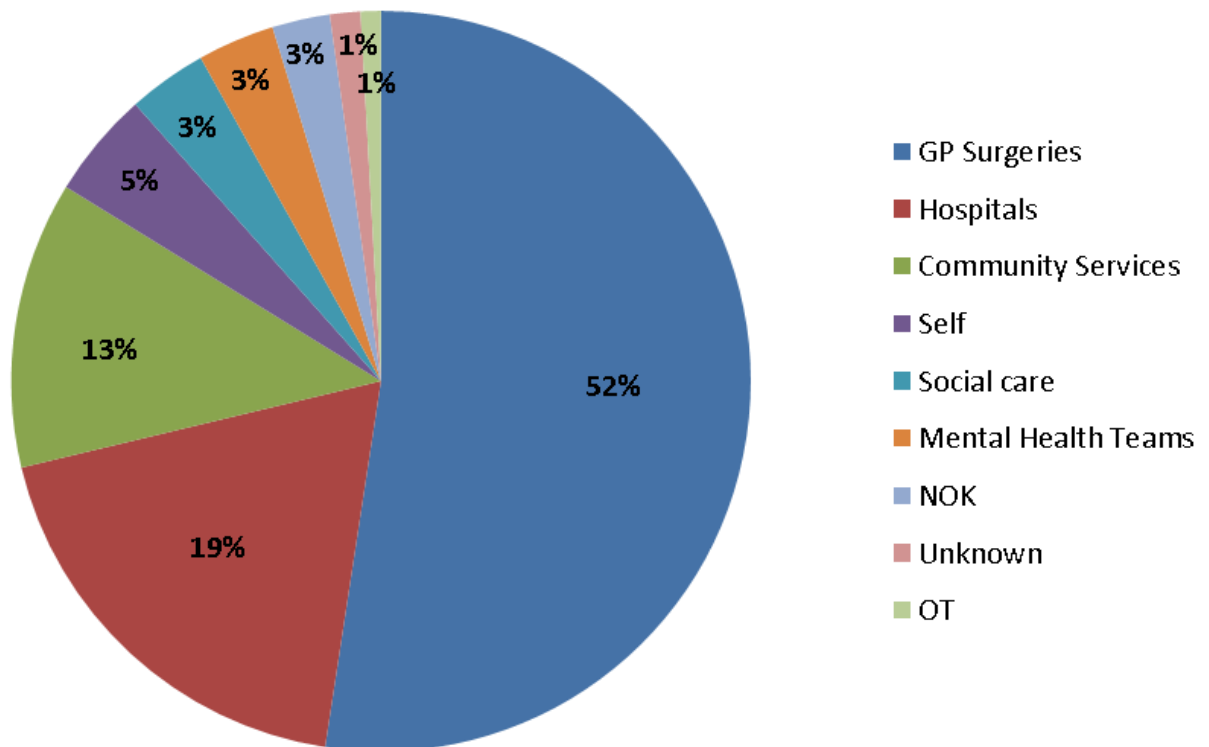
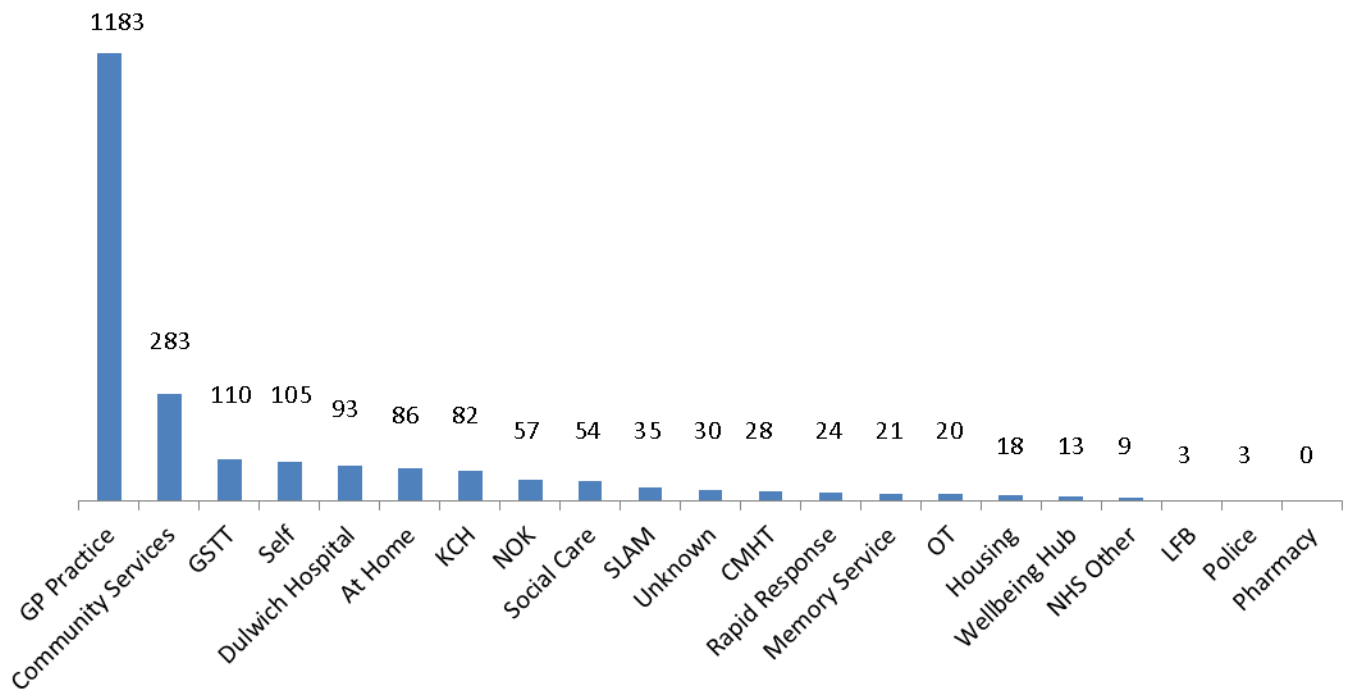


In 2017-2018, the highest numbers of referrals came into:

- ❖ **SAIL Care Navigation** for people who are socially isolated (**406 referrals excluding referrals direct to GP navigators**)
- ❖ **Occupational Therapy** (**405 referrals**)
- ❖ **Information & Advice** - income maximisation (**317 referrals**)

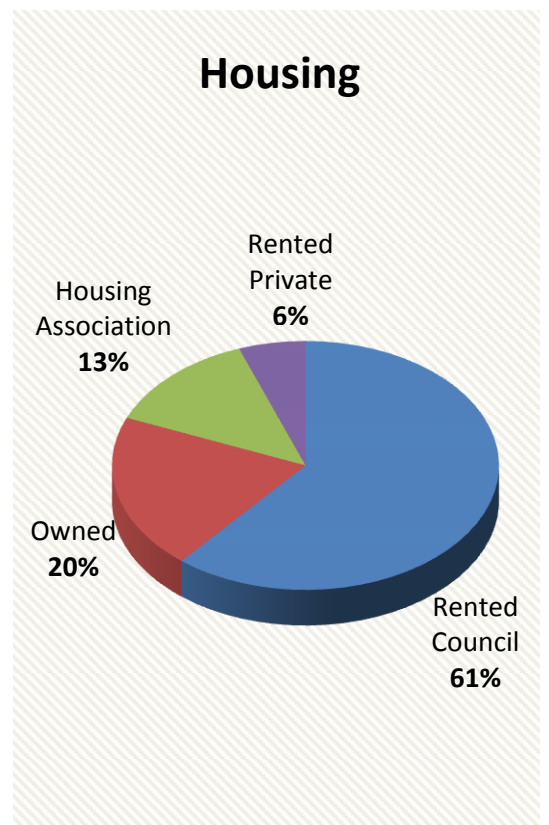
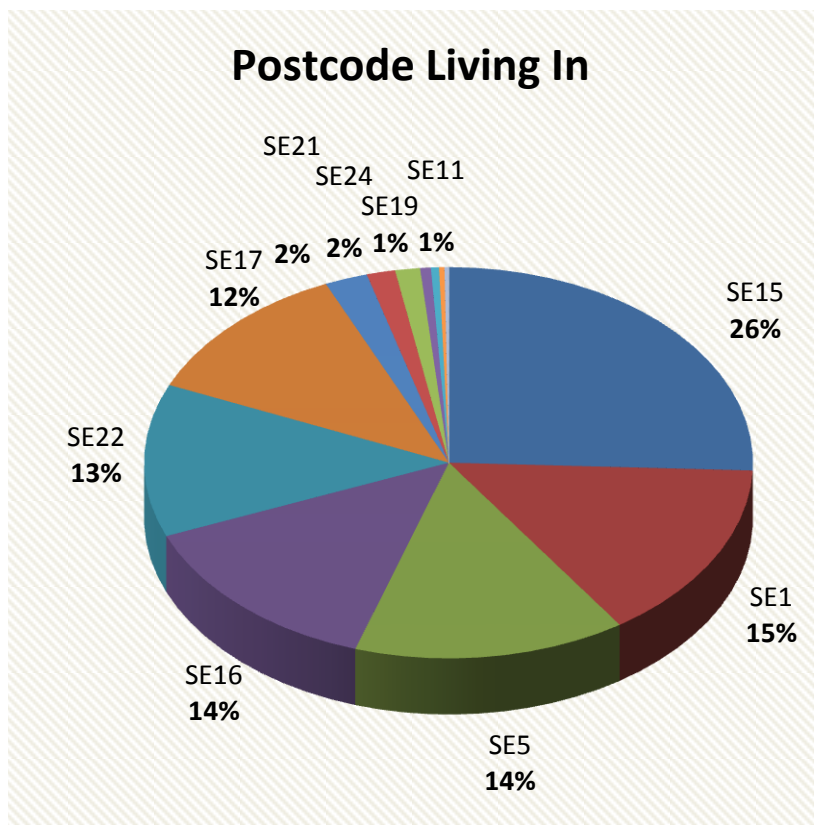
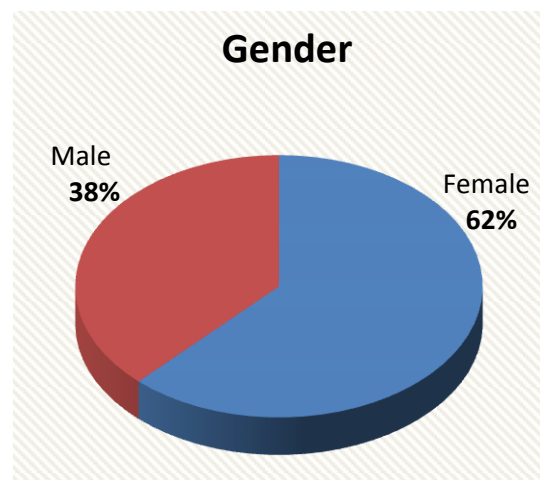
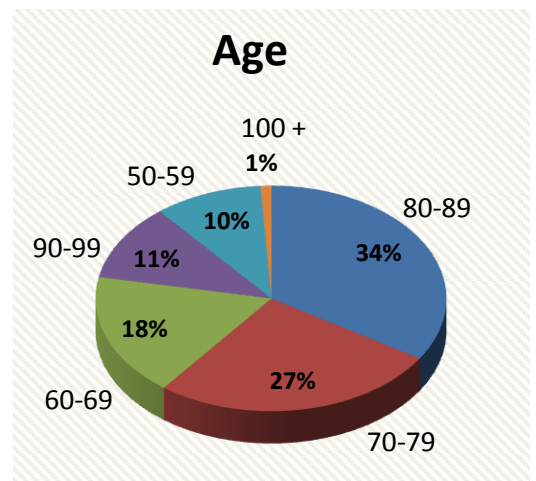
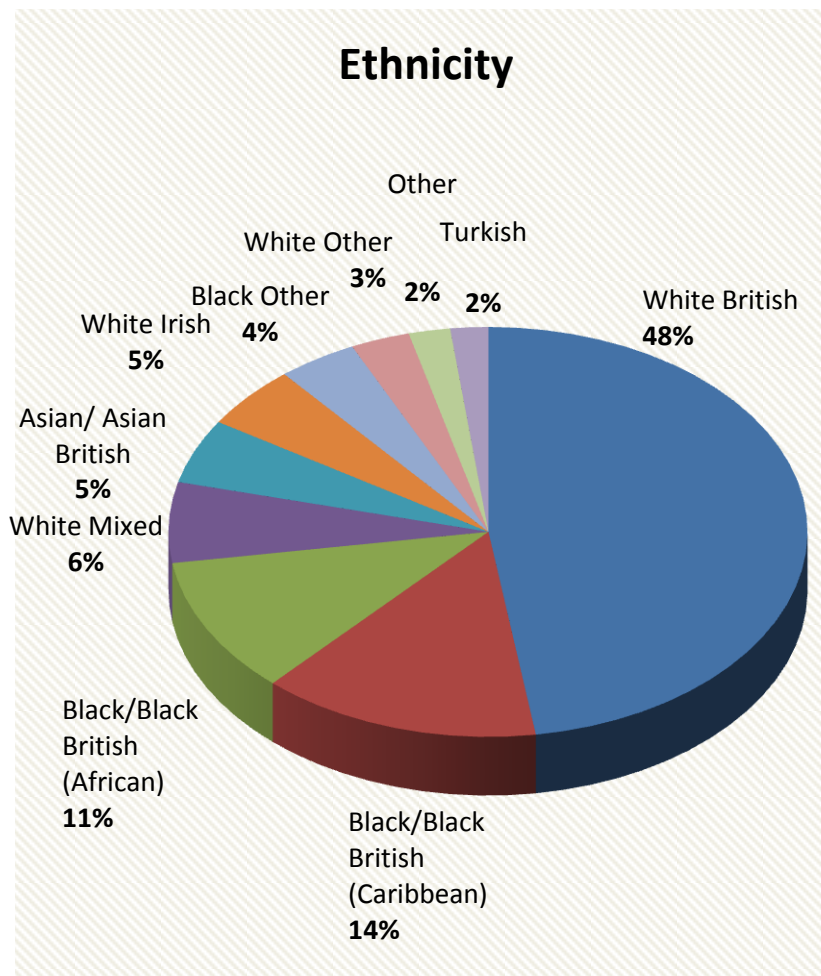
These are consistently in the top three most requested services on the SAIL checklist.

Who is referring into SAIL?



GP practices continue to be our largest referrer. The number of checklists received from surgeries remains consistent over the last year **1228** in 2016-17 and **1184** in 2017-18.

Who is being referred in?



SAIL and the demographics of Southwark

Deprivation

According to the English Indices of Deprivation¹, London has a high percentage of older people in income deprivation with more than one in five people aged 60 or over affected.

Over 80% of Housing Benefit claimants in Southwark rent from the council. This fits the general picture of the borough where the majority of low income residents live in social housing and where private tenants often have medium to high incomes⁵. The figures suggest that SAIL is reaching older people with the lowest income; with **61%** of referrals for people living in council rented housing and **13%** of referrals were for people housed by a housing association.

The **most deprived** wards within Southwark are **Livesey** (which mainly covers parts of SE15 and SE16) and **East Walworth** (which mainly covers parts of SE1 and SE17).

The **least deprived** wards were **The Village** (which mainly covers parts of SE21 and SE24) and pockets of **East Dulwich** (covering mainly SE22).¹

The figures demonstrate that SAIL is meeting the needs of those living in the most deprived wards, with the highest number of referrals for people living in SE15, followed by SE1, SE16 and SE5, and the some of the fewest for SE21 and SE24.

Gender

The Gender split in Southwark's older population is almost equal.

Whilst SAIL referrals are generally **higher for women**, there has been a slight **increase in referrals for men** since last year's Impact Report. Of the total SAIL referrals in 2017-2018, 38% were for men and 62% were for women.

Compared to last year we have seen a 3% increase in referrals for men.

This increase in male referrals may reflect efforts to reach out to more men through different events and promotions in the community, such as the AUKLS **MenDers group in Peckham**, the **men's social at the Yalding Healthy Living Centre**, or the continued **men's social s at the COPSINs partner organisations**. We are keen to continue to improve the lives of older men in Southwark.

Ethnicity

Southwark's general population is increasingly ethnically diverse (54.8% White, 45.2% Black, Asian and Minority Ethnicity), whilst the older population is still predominantly white although this is changing; in 2012 Southwark's older population was made up of **81%** of people with a white ethnicity and **19% Black, Asian or Minority Ethnic (BAME) group**.²

SAIL continues to successfully reach people from most of Southwark's diverse communities. 62% of referrals were for older people from a white ethnicity, **38%** of referrals were for older people from BAME communities.

This reflects what we know about SAILs reach to vulnerable people from deprived communities with a lower rate of BAME older people living in privately rented or owned properties, and a higher proportion in social housing linking with issues around deprivation as above, with SAIL **supporting a our most vulnerable older people living in social housing and on lower incomes**.

Age

Evidence shows that Southwark is a 'young' borough. Just 15% of the population is aged 50-64, whilst only 8% are over 65, both lower than the London average. However, these figures are expected to increase in the coming years. **10% of SAIL referrals received were for people aged 50-59 and 61% were for people aged 70-89**. This age group has consistently been our largest as some people become increasingly isolated and less able to access services in older age.

Isolation and loneliness have a huge impact in later life. Evidence suggests that loneliness can be as harmful for our health as smoking 15 cigarettes a day³.

Southwark is ranked 6th out of the London boroughs and **13th nationally for the prevalence of loneliness for people aged over 65**⁴. Furthermore, a 2015 report predicted that the 65+ age group was to grow the fastest (32% between 2015 and 2025)⁷.

This demonstrates the growing importance of working **holistically to provide support to older people across all areas** of their lives in order to see the greatest improvement in people's health and wellbeing.



HOME SECURITY AND FIRE SAFETY

**SAIL Handyperson
Service**

Fire Safety Team

**Safer Neighbourhood
Team**

Trading Standards

SAIL HANDYPERSON SERVICE



1,236 jobs were completed by the SAIL Handyperson Team in 2017-2018

The majority of requests come from self referrals taken over the phone or from referrers who have heard about the service through SAIL and recommendations

322 key safes fitted

155 home security

93 fire safety checks

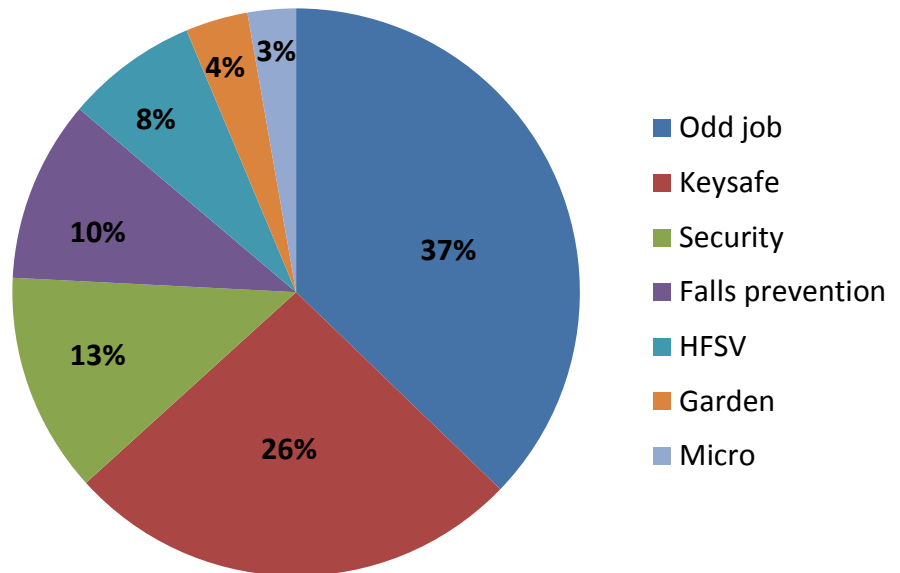
34 micro-environments

44 gardens cleared

128 falls prevention

460 odd jobs

Handyperson Jobs % Split



Our free SAIL Handyperson service enables older people in Southwark to live more safely and independently at home.

Axel and Steve will try their very best to help with a variety of jobs. If there is something they can't do, they will take a look at the job and advise people where they can go to get help.

As well as practical help they offer people support through building a trusting and friendly relationship. They go above and beyond to support people in finding the help they need. Once someone has used the service they almost always return.

Home Fire Safety Checks

Changing lightbulbs

Securing loose carpet

Fitting grab rails

Fitting curtains and rails

Moving furniture for hospital discharge

Putting up shelves

Fitting key safes

Clearing gardens

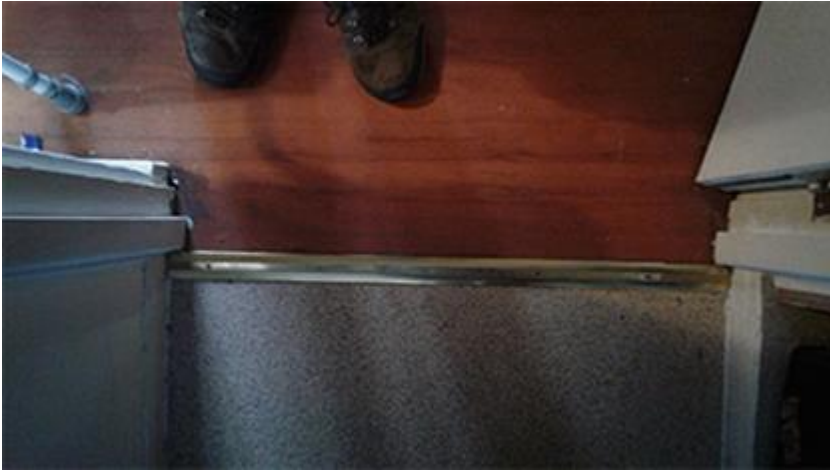
SAIL HANDYPERSON SERVICE

“Axel is marvelous and a true gentleman, he even went out to find my doctor who was lost trying to find the house and walked him back to the house”

“These men did a sterling job. Awesome. Would have them back any day”

“Delighted as usual with the work and company experts”

“Your workers did an excellent job and were polite and helpful”



Falls prevention is one of the priority jobs for the handyman team. These include securing loose carpets, tacking cables, fitting hand-rails and securing handles as well as securing and installing internal thresholds (as shown in above image).



Throughout the year we complete quite a few flat pack furniture assembly jobs. It ranges from small shoe racks through to full size double wardrobes and even small greenhouses. It may be that old furniture needs replacing, but in most cases there is a need for creating additional storage space.

SAIL HANDYPERSON SERVICE

“Two wonderful, helpful men”

“Very pleased with help and very good job done”

“Great job done. Really grateful. Such a nice service. Thank you”

“Many thanks – the doorbell chime is now working and blockage in refrigerator system is now cleared. Thanks for his expertise”

We would like to thank our corporate partner, Pool Re, for their continued support.

During the summer of 2017 we once again received extremely valued help and support from their team. Traditionally, Pool Re help our handyperson team with jobs such as flat pack assembly, establishing of ‘micro-environments’, and house and garden clearance.



Unfortunately, quite a few of our clients are no longer able to tend to their gardens, so we offer a one-off clearance during the summer months. This enables our clients to soak up much needed sunshine and enjoy the good weather in their own privacy.

There is a high demand for this type of support and we are very grateful to have help from organisations like Pool Re.

Fire Safety Team

We have a partnership with Southwark Council's **Fire Safety Team** and SAIL helps to identify older council tenants who may find it hard to leave their home in the event of a fire.

Their surveyors carry out Fire Risk Assessments to identify possible sources of fire and work with the Resident Service Officers to recommend adaptations and repairs required in the home.

Listed below are some of the actions the **Fire Safety Team** took to protect older council residents referred through SAIL:

- ❖ Recommendations for **early detection heat and smoke alarms** to be installed.
- ❖ Recommendations for **FD30 doors to be installed** to protect the escape routes.
- ❖ Making properties **suited for residents** with mobility issues.
- ❖ Informing residents on what to do in the event of a fire and **developing fire escape routes**.

Safer Neighbourhood Teams

Southwark's **Safer Neighbourhood Teams** support members of the public who are concerned about anti-social behavior, personal safety and security (either in the home or when out and about), and those who have experienced crime.

Trading Standards

Trading Standards offer support and home visits to investigate fraud and door stop scams, offering advice and services to block nuisance calls and cold callers.

Trading standards visited a client who had been identified as being a potential scam victim. Like many victims she was reluctant to let any one see the true level of the problem. A joint visit involving Age UK Lewisham and Southwark, Trading Standards and her housing association Peabody Trust identified that a lot of the mail she was receiving were requests for money. This was causing anxiety and also contributing to a hoarding situation, resulting in a reluctance to accept help.

Peabody encouraged the client to become a 'Mail Marshal', this is where recipients of scam mail collect their post over a period of time, date the envelope and send it to the National Trading Standards Scams Team using Freepost envelopes provided by the team. This helps to collect vital intelligence in order to assist Trading Standards to trace the sources of the scam mail.

FIRE SAFETY AND HOME SECURITY

93 Home Fire Safety Checks were carried out by the **SAIL Handyperson Team**

85 referrals were sent through SAIL to the **Fire Safety Team** to support Southwark Council tenants

36 referrals made through SAIL to the **Safer Neighbourhood Teams**

5 referrals to **Trading Standards**

HEALTH AND WELLBEING

**Alcohol and
Substance Misuse
– Change Grow Live**

Stop Smoking

**Falls Prevention –
Strength and Balance**

**Visual Impairment
- Blindaid**

**SAIL Care
Navigators**

Pendant Alarms

Telecare

**Healthwatch
Southwark**

Talking Therapies

**Carer Support –
Southwark Carers**

**Dementia Support
- The Alzheimer's
Society**

Change Grow Live

CGL Southwark is a free and confidential drug and alcohol service, working at all levels, from prevention and early engagement, through to recovery.

Providing –

- Individual one to one support and care planning
- Clinical support
- Substitute prescribing and GP shared care
- Access to detox
- Recovery group work programme
- Talking therapies
- Harm reduction and access to needle exchange
- Access to mutual aid

Stop Smoking

A free **stop smoking service** aiming to help people to give up smoking. Providing advice, support and encouragement to help you stop smoking for good. Offering both community support and home visits.

Strength and Balance Line

The **Strength & Balance Line** supports people who are keen to start strength and balance building exercises to prevent falls. Older people are asked some initial questions to establish their falls need and a GP medical summary will be obtained to make sure they are safe to exercise.

48% of all referrals were triaged into the **Community based exercise** classes (30 week programme at local centers)

Other pathways following referrals were support with **one to one physio input, Falls clinic, OTAGO and Strength and balance group** (8 week intensive programme).

Unfortunately there were 30 clients we were unable to contact, who refused any onwards referral options or were already in exercise classes or being seen by physiotherapists.

HEALTH AND WELLBEING

6 referrals into
Change Grow Live

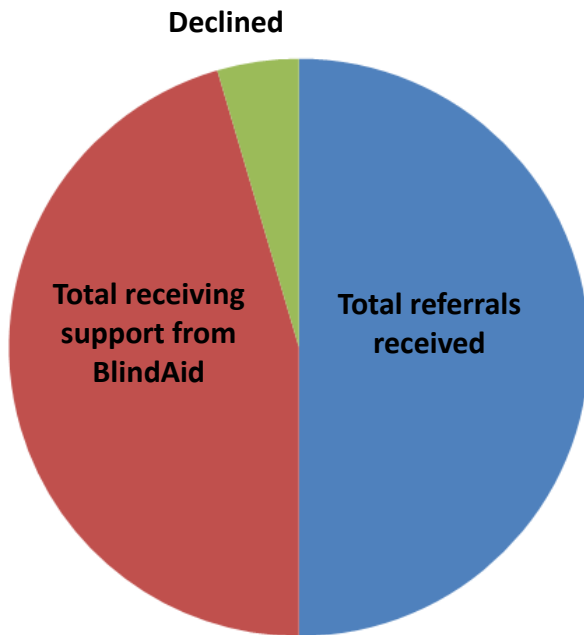
12 referrals into
Stop Smoking Service

158 SAIL referrals into
Strength & Balance Line

BlindAid

BlindAid offer:

- Early support to help people adjust to living with poor sight
- Grants to help independent living
- Regular home visits for friendship and conversation as well as help with correspondence and guidance and information.



Client A presented as requiring a lot of assistance with practical focused tasks, such as **work on the computer**, sorting out email, printing various documents, and a need to be **supported with reading**, sorting and organising a lot of correspondence. Client A is now in a much better space in terms of being organised and having a tidy environment. Client A also presented as rather **lonely** and so the Home Visitor is someone to **enjoy company and conversation with**. The Home Visitor has also assisted with setting up a microwave and adding bumpons to make use of this and other kitchen appliances easier.

*“The HV has helped client C to set up Twitter so she can “follow” people of interest and has assisted with **sorting out correspondence** and ringing for medical appointments on her behalf as she can't hear well. The HV also provides a **“listening ear”** as client C has anxiety and fears over a lot of her medical issues.”*

VISUAL IMPAIRMENT

35 SAIL referrals into BlindAid

BlindAid delivers a **free person-centred service to blind and partially sighted people** within the 12 inner London Boroughs to **alleviate loneliness and isolation** and to **maintain independence** as far as possible.



Beattie was supported to access a craft group she was introduced to by one of the navigators! Her story is below.

When Beattie was first referred for Care Navigation, she seemed a sociable, outgoing person on my visit to her home. However, it turned out that since her husband passed away four years ago she had become increasingly isolated.

It was a concern of hers that she was losing weight, as she didn't eat much when on her own. She was keen for an opportunity to connect with people and make new friends to share meals with.

As we spoke about different groups Beattie could try, she expressed a keen interest in the Age UK L&S Yalding Healthy Living Centre, because she could attend groups and stay for daily lunches. I met her at home to accompany her to the centre as she wasn't confident in using the bus or finding the place alone.

Once there, Beattie settled right in. I had planned to take her for a short while, but she ordered food and stayed until closing.

She told me that she had no idea Yalding was there and that she didn't think she would want to hang out with "a bunch of old people", but was thoroughly enjoying it.

I sent her a letter in the post, with information on the best bus routes, and submitted an application for dial-a-ride, for which she is automatically qualified.

Since we first attended, Beattie has continued to attend and has been on two outings with the group. She recently phoned me to tell me that she won a hat making competition and that a new friend from the centre was going to visit her for lunch on Wednesday.

SAIL CARE NAVIGATION

765 referrals into
**SAIL Care
Navigation**

**942 home
visits** carried out

**1227 onwards
referrals** to partner
agencies and internal
services, in addition to
the signposting done
with each person

Six Care Navigators
provide short-term
support to older people
across Southwark who
are **socially isolated** or
at **risk of
malnutrition**.

During this time, they
help them to access
appropriate health, care
and support services,
through **person-
centred goal-
setting** with the older
person.

SAIL CARE NAVIGATION

We work closely with the Consortium of Older People's Services in Southwark to find groups, activities and support for the people we work with



On their first visit, navigators ask a number of I-statements to establish ways they might be able to help the person and where they think they might be struggling. The older person rates themselves on a scale of 1-5 where 1 is false and 5 is true. Where appropriate, these questions are then asked again after intervention, to see if there is self-perceived improvement. The results were as follows, taken as an average from the year. We can see that in all fields the people asked reported an improvement.

I-statements	I have social activities or hobbies I enjoy doing	I have as much social contact as I would like	I am able to get out and about
Baseline	2.1	2.45	2.83
Outcome	3.1	3.48	3.5

I feel safe in my home environment	I feel I am living independently	I know how to access the services available to me	I have a good quality of life overall
3.76	3.7	2.41	2.97
4.2	3.93	3.41	3.58

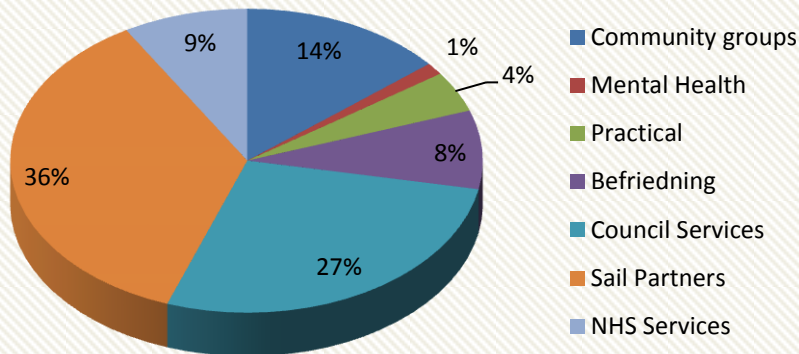
Feedback from a happy older person to a navigator:

“Renata* phoned to say thank you because without my visit she wouldn't have had the confidence to start using Dial-a-Ride, and now she is using it to go to Strength and Balance classes at Dulwich Library. Everybody chats afterwards and she feels more confident after a recent fall.

She has also just finished a round of UCanDoIT classes which I referred her to. They visited her at home and she really enjoyed learning how to use the computer one-on-one.

Now that they are finished, she has built her confidence in going to the library on her own so she has now also joined their computer classes.”

Referrals onwards by navigators



36% of onwards referrals are to the SAIL checklist, as once in the home, the navigator is able to spot and gain consent for further referrals that weren't spotted or possible to identify over the phone.

The second highest referrals are for council services. This includes TaxiCard and Dial-a-Ride, which are key links for housebound older people in getting out. It also includes adult social care.

Despite the navigators seeing many people suffer from low level depression and anxiety there are few referrals for mental health services. This perhaps could be owing to the limited availability of services, and/or the stigma attached to receiving them

"Everything she did for me I did, like the taxi and going to groups. Everything was so quick. I was in pain and depressed before, now I'm so happy! I'm really doing well. She introduced me to so many people and they all call for me now. You have to say when I have all these conditions for 15 years and no-one helped me. She saw me as a human being. She used to make me laugh. I'll even go to the Queen [and give feedback] if I can! I have changed so much." **Mrs G**

"Me and my mum both felt very grateful for the advice and help from Age UK and yourself, so thanks so much for that. I personally thought that you had a very good vibe about you, and that you genuinely seemed to care about your clients, which made the whole interaction very easy and stress-free."

One older person's NOK

SAIL CARE NAVIGATION IN PRIMARY CARE

Three full-time posts are embedded in GP surgeries, a service which has gone from strength to strength as relationships are built with the practices.

Navigators continue to support Primary Care Navigators and active signposting in collaboration with QHS and IHL.

"Having a SAIL care navigator at the surgery has been invaluable; we look forward to seeing her every Wednesday to help our older vulnerable patients."

Michael and Ugo, reception

VOLUNTEERS

Across the year we have had the support of **12 volunteers**, who started out doing low-level navigation, and towards the end of the year **4 new roles** were developed with the support of Community Southwark and internal resources, helping to increase our reach and impact – whilst spreading key messages to older people.

SMART – Pendant Alarm



The **Pendant Alarm** is provided by **SMART** for people at risk of falls. The pendant is a button worn around the neck or wrist which can be pressed in an emergency, alerting a 24 hour monitoring system which then contacts emergency services and/or next of kin.

TELECARE

Telecare is for people with visual, hearing, physical or cognitive impairments. The Telecare team can **provide assistive technology** like flashing door bells, monitored smoke alarms and falls sensors.

HEALTHWATCH SOUTHWARK

Healthwatch Southwark is all about local people being able to influence the delivery and design of local health and social care services.

- Gather and learn** from people's views and experiences
- Share this information** with those involved in providing, planning and monitoring the services
- Make **recommendations** about how services could be improved
- Visit health and social care services** and offer recommendation for improvements
- Offer information and **signposting** for local people
- Get people involved** in shaping how local services are delivered and designed

HEALTH AND WELLBEING

185 requests for pendant alarm assessments

35 requests for Telecare equipment

21 referrals to Healthwatch Southwark

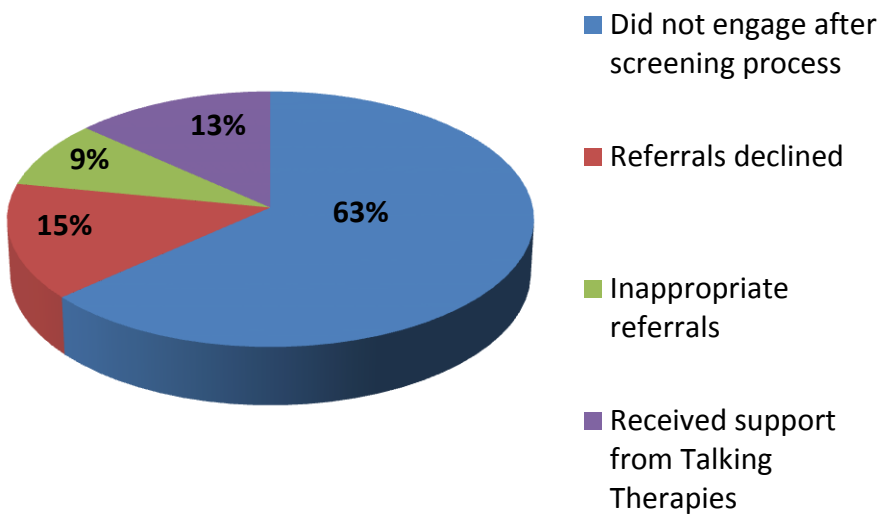
TALKING THERAPIES

Talking Therapies provide psychological therapy for people with low level mental health needs, such as anxiety, depression, and people who have experienced bereavement.

What is on offer?

- consultation and advice
- courses, workshops and groups
- guided self-help
- individual counselling and psychological therapy

Outcomes from SAIL referrals to Talking Therapies



HEALTH AND WELLBEING

83 referrals to Talking Therapies

SAIL referrals to Talking Therapies

70% Females

30% Males

CARERS' SUPPORT

83 referrals into
Southwark
Carers



SOUTHWARK CARERS

Enabling, empowering and
enriching the lives of carers

Case Studies

Frances is the main carer for her husband Bernie who has Parkinson's and cancer. Frances is 78 so is unable to provide the levels of care that she has in the past. Bernie is known to Adult Social Care and has a care package in place which includes carers coming in twice a day, seven days a week. Southwark Carers arranged a **home visit** to meet the couple and explore what support could be put in place. A referral was made for a **Carers Assessment** to increase support for Frances. The family also asked for a review of Bernie's care package, so a referral to **OPPD** was made.

Frances asked the Health Development Worker to check her **benefit entitlements** and make sure she was in receipt of all available support. Our worker checked her status and found that she was receiving all support available through the DWP.

Geoff was referred into SAIL and Southwark Carers made contact with his partner Susan who is his primary carer. Susan revealed that she wanted to learn more about Geoff's medical condition and get support for both of them.

Geoff has multiple age related illnesses including Alzheimer's so the Carers Health Development Worker made a **referral to the local Alzheimer's Society**. They also directed the carer to the conditions section on the Southwark Carers Website.

Susan reported that she was mourning for Geoff as the condition made it feel like a loss, the original SAIL referral had included a referral to Talking Therapies Southwark so the carer was not offered counselling through our service.

The Alzheimer's Society

Supporting people and relatives with advice regarding Dementia Care

- Information regarding diagnosis & signposting

Examples of support plans agreed with clients

I would like some information to help me understand the diagnosis	Dementia Support Worker (DSW) to send factsheets on 'Understanding & supporting a person with dementia' & 'What is Alzheimer's disease'. Also, 'The Dementia Guide'.
I would like a Memrabel to help me see what time and day it is easily	Dementia Support Worker (DSW), to refer to telecare for clock
I would like a benefits assessment and to see if I can reduce my council tax	DSW to refer to Local Support
I would like information to arrange my Lasting Power of Attorney	DSW to send application form and factsheets

Case Study

The family had been supported by the Alzheimer's team in 2015 however the family has now requested further support for their mother through the SAIL pathway.

Context

Lady diagnosed with Alzheimer's dementia 9 years ago. The family was concerned that their mother may lose her care team when contracts change between Southwark Council and the current contract providers. There had also been a sudden and very close bereavement and all this could have an impact on their mother. They also felt that their mother was lonely at times.

Outcome

The Dementia Support Worker suggested the possibility of having Direct Payments. If this could move quickly enough the family might be able to continue with the current agency. A befriender was suggested to help ease the loneliness. Referrals were made to Social Services, Blackfriars Settlement and SLaM for Talking Therapies.

DEMENTIA SUPPORT

97 referrals to The Alzheimer's Society





IMPROVING LIVING CONDITIONS

**Keeping Warm and
Energy Advice**

**Occupational
Therapy**

CITIZENS ADVICE

SOUTHWARK

Referrals are made through SAIL when older people in Southwark are in need of advice with **Keeping warm** at home, **saving energy** and any **grants** that may be available to help with **heating and insulation**

Citizens Advice Southwark seeks to empower clients where possible to gain the confidence to deal with their problems. The support they provide improves clients' financial situations, as well as their overall health, stress levels and wellbeing.

What else is on offer?

- Debt and Money
- Careers Advice
- Homeowners Advice
 - Carers Advice
 - Legal Advice
 - Digital Support

OCCUPATIONAL THERAPY

Occupational Therapy aims to provide support and intervention to help people with disabilities adapt to changes in their everyday life, overcome practical problems and maintain or improve independence.

They can provide grab rails, bathing equipment, perching stools, toilet frames and raisers, chair raisers, and assess for stair lifts and walk-in showers.

IMPROVING LIVING CONDITIONS

56 referrals to
Citizens Advice Southwark

405 referrals to
Occupational Therapy

INFORMATION AND ADVICE

317 referrals to

Information & Advice for

Income and Finance Support

73 referrals to

Information & Advice for

home repairs and maintenance

INFORMATION AND ADVICE AGE UK LEWISHAM & SOUTHWARK

Delivering free confidential, impartial advice and information service to older people living in Southwark through telephone conversations, drop-ins, appointments and home visiting.

Benefit reviews

Housing Repairs

Support with applications

Re-Housing

Mandatory appeals

Grants

Budgeting

Debt

Grants

Employment

In total the Age UK Information and Advice team completed...

280 appointments

353 drop ins

165 home visits

Number of benefit income generated =

£363,653.99 income gains

INFORMATION AND ADVICE

Client G was referred to our service through SAIL. She is 74 years old and lives with her daughter and two grand children. She has multiple health problems including TIA's, severe back and shoulder problems and very limited mobility. G was getting daily support from her daughter however was not receiving any disability benefits and was reliant on her daughter to take her shopping and to any social activities. It was clear that she would be eligible for Attendance Allowance and disabled travel support. I assisted G in claiming the Higher Rate Attendance Allowance, a Blue Badge and Dial-a-Ride membership. I also referred her for an OT assessment, as she finds it very difficult to sit for a long time in the same position and struggles to get in and out of her chair. OT was able to assist and G is receiving a new rise and recline chair that supports her in the right places and aids and assists her when moving. The extra income gave client that ability to attend lunch clubs and social activities being able to get there by Dial-a-Ride took the pressure off G's daughter to take her there. The Blue Badge has enabled G and her daughter to do more things together with the ease of parking.

Client H is a 77 year old lady who was referred via our SAIL service. She lives alone in a privately rented flat and suffers from multiple health problems, but has never claimed any disability benefits - and was not sure how as she knew it can be a stressful experience. I assisted H in claiming Attendance Allowance, which she was successful in being awarded the higher rate. This extra money enabled H to purchase an electric wheelchair. Client H was concerned about going out in this as she would not be able to get in her car by herself. I assisted her in applying for a TaxiCard so she can take her electric wheelchair with her when she goes out to hospital appointments. I also assisted client in applying for a disabled bay to be placed outside her property. Client H was always extremely grateful for all my help and support. I managed to link her up with our free Handyperson service which has enabled H to get odd jobs sorted in her house that she was not able to do herself.

Case studies

References

- 1 *English Indices of Deprivation 2015 – GLA Intelligence*
- 2 *Joint strategic needs assessment, factsheet 1- the older population 2012*
- 3 Social relationships and mortality risk: a meta-analytic review. Holt-Lunstad J, Smith TB, Layton JB. PLoS Med 2010;7(7)
- 4 *Data store, probability of loneliness for those aged 65 or over*
- 5 *New Policy Institute – Demography and deprivation in Southwark and Tower Hamlets*
- 6 *Southwark socio-demographic profile – Southwark Council*
- 7 *Southwark Demographic Factsheet – Southwark Council May 2015*
- 8 *GLA Population Projections 2018*
- 9 *Making Time in General Practice – Primary Care Foundation and NHS Alliance 2015*

Acknowledgements

A huge thank you to all of our SAIL partners, who by receiving SAIL checklists and responding to them as referrals, have ensured that the success of the SAIL service continues month on month:

Age UK Lewisham & Southwark Handyperson Team
Age UK Lewisham & Southwark Information & Advice Team
Age UK Lewisham & Southwark SAIL Care Navigators
Alzheimer's Society Southwark
BlindAid
Change Grow Live
Citizens Advice Southwark
Healthwatch Southwark
Police
SMART team
Southwark Carers
Southwark Council Fire Safety Team
Southwark Council Occupational Therapy
Southwark Council Trading Standards
Talking Therapies Southwark
Telecare
Stop Smoking Service
Strength and Balance Line

Thank you to the older people of Southwark, their friends and families, and to everybody who has supported SAIL by funding, promoting the service, connecting us to key individuals and referring to us:

Advising London
Age UK Lewisham and Southwark
Blackfriars Settlement
Community Southwark
GSTT hospital
Good Gym
Home Library Service
Improving Health Limited
King's College Hospital
LAMP dieticians
Link Age Southwark

Local Care Networks
London Fire Brigade
Pool Re
Quay Health Solutions
South London Cares
Southwark CCG
Southwark Council
Southwark Pensioners Centre
Time & Talents
The wider voluntary sector