



**STRONGER
TOGETHER**



LINCS
**INDEPENDENT
LIVING**
PARTNERSHIP

**ANNUAL REVIEW
2017 / 2018**

Welcome to the LILP Annual Review, 2017-18

For nearly six years now, LILP members have been working with each other and with public sector commissioners to design and deliver services which prevent accidents and illness, provide a means of early intervention for low-level need and facilitate reablement.

Our method of working is ground-breaking: five independent local charitable organisations which, true to our strapline 'Stronger Together', draw upon massive combined resources to provide services which are efficient, cost-effective, flexible and socially responsible.

Reducing the burden on hospitals

LILP's services help customers, the majority of whom are older people, to retain independent and fulfilling lives, and thereby reduce the financial and physical burden on local hospitals. During 2017 – 18, commissioned services included the Hospital Avoidance Response Team (HART), a service which has enjoyed continued growth since its inception and which, in its second full year of operation, achieved £965,500 savings to the NHS. The period was also the final year of

LILP's delivery of the Wellbeing Service, another fine example of a preventive service which, we calculate, has saved the public purse millions of pounds since commencement in 2014. Additionally, in 2017-18, Boston Mayflower (now Lincolnshire Housing Partnership, LHP) and Age UK Lincoln & South Lincolnshire, joined forces to deliver the Memory Lane Day Service in Boston for people living with dementia. Feedback from customers and family members attests to the service's value.

Help us transform lives

We hope these pages demonstrate the impact LILP's members are making individually and collectively in the community and highlight the breadth of our collective expertise, particularly in specialist areas, such as dementia. We welcome dialogue with stakeholders representing health and social care to explore how we can further respond to identified need, save public money and help transform local people's lives.



Nick Chambers
Chair, Joint Steering Board,
LILP

LILP members



Michele Jolly
CEO, Age UK
Lincoln & South
Lincolnshire



Nick Chambers
CEO, LACE Housing
and Chair of Joint
Steering Board, LILP



Mick King
CEO, Lincolnshire
Home Independence
Agency



Murray Macdonald
CEO, LHP



Chris Wheway
CEO, St Barnabas
Hospice

Combined local impact (all LILP members)

It's hard to quantify how many people are affected by the work of LILP members in Lincolnshire. If you're not directly involved with at least one of our organisations as an employee, customer, supplier, volunteer, fundraiser or donor, chances are you know someone who is. As charitable organisations, we reinvest any surpluses into the community.



Turnover:
£40.6m



Staff:
782



Customers:
36,835



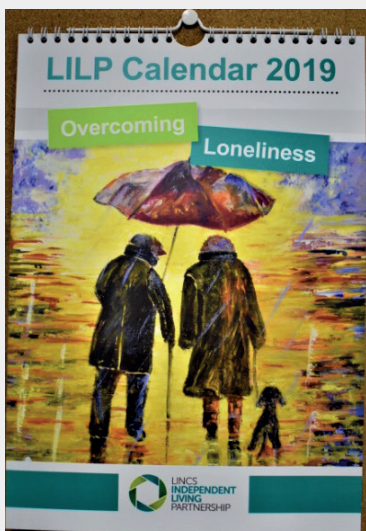
Volunteers:
1,233



LILP CEOs and staff celebrate the Lincolnshire Health Awards

Lincolnshire Health Awards

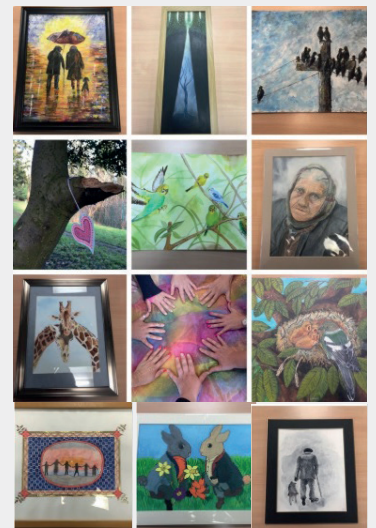
In November 2017, we were delighted to support Lincolnshire Media's first ever Lincolnshire Health Awards which represented a great opportunity to celebrate the achievements of the NHS in Lincolnshire. We sponsored the Clinical Team of the Year award, which was won by the Lincolnshire Heart Centre, with Highly Commended to The Langworth Ward specialist dementia assessment unit.



LILP Calendar

Overcoming Loneliness art competition

In spring 2018, LILP organized an art competition on the theme 'Overcoming Loneliness', one small way in which we have helped to highlight awareness of 'the hidden crisis of loneliness', a particular challenge for many of our customers in Lincolnshire. We had a fantastic response and the winning entries are depicted in a LILP calendar 2019.



LILP winners

2017-18

The Hospital Avoidance Response Team (HART)

Commissioner: Lincolnshire Community Health Services, Lincolnshire County Council

Description: HART has been in operation since December 2015 when it was initially set up as a three-month pilot scheme to alleviate winter pressures. HART offers flexible, short-term care and support at home to facilitate hospital discharge or to prevent inappropriate hospital admission, bridging a gap until longer-term arrangements are established or providing short-term support to sustain independence. Age UK Lincoln and South Lincolnshire provides

care and support and LHP (formerly Boston Mayflower) provides Telecare (lifeline) personal alarm system monitoring and response. A partnership arrangement is also in place with Walnut Care to deliver HART in the district of East Lindsey.

Benefits: The service enables people to convalesce with support in the comfortable and familiar surroundings of their own home, whilst helping to reduce attendance at A&E, hospital admissions, delayed transfers of care and protracted hospital stays.

Impact:



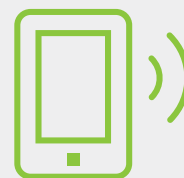
1,648

referrals



1,914 days'

support in total



4,150

planned call-outs



4,179

home visits



263

referrals into the Wellbeing Service



just 29

hospital readmissions



£527,800

hospital bed savings due to timely hospital discharge



£437,700

hospital bed savings due to admission avoidance

£965,500

total savings to NHS



Mrs Y (right) with a member of the HART team

HART in action:

preventive, person centred, holistic

Mrs Y had been admitted to hospital following an infection. Once classed as fit for discharge, a package of care was put in place but unable to start until 48 hours after Mrs Y's return home. Mrs Y's daughter was worried that her mother would need help immediately at home to get back on her feet and mobile again. Mrs Y had a long medical history, including dementia, and although she wanted to be as independent as possible, would be at risk if at home without support.

The HART team were asked to support Mrs Y until her care package started, and visited her in the evening of her discharge from hospital to ensure that she settled in at home. During the visit, the team worked with her on her care plan to establish the level of support she needed during her HART intervention. It was agreed that four visits per day would be put in place to assist with personal care, meal preparation and administration of medication.

Mrs Y was struggling with her medication, which was causing her anxiety, so the team explained what she needed to take, and completed a Medication Administration Record which enabled them to administer it. At meal times she was assisted to the dining table, as this is how she preferred to eat her meals and was part of her usual routine.

Mrs Y enjoyed having conversations with the team, so time was taken to ensure she was able to do this. Mrs Y was assisted at night to get changed and into bed, which she appreciated as she was not confident to do this by herself. During visits it was noted that fluid was leaking from Mrs Y's legs due to an existing medical condition, and so measures were taken to ensure that her bedding was kept dry and district nurses were also informed.

Mrs Y already had a Telecare (personal alarm) unit installed, so the team contacted the call center to register HART as Mrs Y's first response in the event that, when alone, she called for assistance. This also provided a little respite for her daughter who was usually the first to respond.

Following the intervention, the team handed over to the care company. Mrs Y and her daughter were very appreciative of HART. The team informed Mrs Y's daughter about Age UK's funded Winter Pressure support with Help in the Home and a referral was made.

Without HART, Mrs Y's hospital discharge would have been delayed for a further three days.

2017–18

Four Years of the Wellbeing Service

Commissioner: Lincolnshire County Council in partnership with Lincolnshire Community Health Services NHS Trust

Description: 2017–18 was the fourth and final year of Wellbeing Service delivery by LILP*. The service provided support to help people aged 18 and over to regain and retain independence, health and wellbeing via:

- assessment at home
- one-to-one generic support
- provision and installation of Telecare equipment
- minor home adaptations
- Stay Safe (24/7 monitoring and alarm response)
- Home Safe (supported hospital discharge)

During LILP's four years of service delivery, active members included Age UK Lincoln & South Lincolnshire, Lincolnshire Home Independence Agency, Boston Mayflower (now LHP) and LACE Housing. LILP delivered the service in five of the seven districts in the county, excluding East Lindsey and North Kesteven, where district councils delivered similar services.

Benefits: The Wellbeing Service supported people to address issues compromising their independence, health and wellbeing. These typically included mobility, accessing benefits, social isolation and transport. In helping to avert crisis, the Wellbeing Service reduced pressures on statutory health and care services and saved public money.

**In April 2018, we handed over delivery of an award-winning and thriving service to Wellbeing Lincs, a consortium of district councils.*

In 2017–18 the service became busier than ever, with unprecedented volumes of referrals. Key achievements included:

3,468

assessments

2,346 short term intervention cases completed

78% benefit claim success

83% of customers successfully meeting their desired outcomes

over
£1,146k
claimed in new annualized benefits and over
£164k
in back pay

97% 
customer satisfaction rate, with **96%** of respondents being likely to recommend the Wellbeing Service to others.



Memory Lane Day Service for people with dementia

Description: 2017-18 was the first full year of delivery of the Memory Lane Day Service in Boston, by Boston Mayflower (now LHP) and Age UK Lincoln & South Lincolnshire. The service offers a day facility for people living with dementia and their carers. It provides a safe and peaceful environment where customers can enjoy a range of activities and take opportunities to socialise. Also available are nutritious meals and snacks, medication reminders, access to information and signposting to other support services.

Benefits: Encouraging someone with dementia to socialise or take part in an activity helps them to improve their self-esteem, lessen loneliness, retain and even regain important skills and realise their potential. It provides carers and families with respite from the demands of caring.

Memory Lane Day Service: Fred and Susan's story

Fred was living with dementia and his wife, Susan, had been feeling the strain of 24/7 caring. Fred had tried several day services locally but was told that they weren't felt to be appropriate.

When assessed by the Memory Lane team, it was noted that Fred's speech had been affected by dementia making him difficult to understand, that he liked to keep active and that he had begun to show signs of great frustration. His wife, Susan, needed time away from caring to attend an exercise class, meet up with friends and perform household tasks.

She had been feeling very low and exhausted. Fred was accepted to attend Memory Lane and, since the service became available on a weekly basis, every week. He became more settled as visits progressed, joining in with activities and even persuading a neighbour to join him for a whole hour of Tai Chi during the morning and bowling/curling during the afternoon.

The day was adapted to include physical activity for Fred. He was frequently asked if he would like a walk around the building or gardens. During the good weather, customers are also invited to take part in a game of football outside. If Fred started to become agitated, a member of staff would also offer to take him for a longer walk.

At Memory Lane, all staff and customers eat a freshly cooked, two-course meal in the restaurant. Fred visibly enjoyed mealtimes and a brief nap afterwards. Staff quickly became very adept at picking up words and gestures from Fred, and were able to respond in a way that made him feel listened to. There were also increasingly times when he achieved clarity of speech. Susan noted that he slept much better when he had been active at Memory Lane, which was a bonus as he woke frequently during the night. To provide Susan with further support, Memory Lane staff made a referral to the Dementia Family Support Service. Facilities were reviewed as Fred's needs changed and respite care was sourced locally for an indefinite period.



'Thank you to the HART Team for giving us help and support at short notice. It has been a very big help and has been much appreciated.'

– HART customer



'I like it here. I've got friends here. I don't have any other friends.'

– Memory Lane Day Service customer



'I cannot speak highly enough of the support I have received from your representatives. They were friendly, courteous and patient, showing me respect. A big thank you to them.'

– Wellbeing Service customer



'Memory Lane is my lifeline, if he didn't come here, I couldn't cope at home any more.'

– Carer, Memory Lane Day Service

For more information on LILP, contact:

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