

## Innovative Community and Public Services for Older People: Good Practice Examples

<b>Deliverer</b>	Age Connects Morgannwg 
<b>Scheme/ Initiative</b>	Hospital Discharge Support Service
<b>Description</b>	<p>The service has been operating at the Princess of Wales Hospital, Bridgend, for three years and was developed in partnership with Abertawe Bro Morgannwg University Health Board. Building on the traditional hospital discharge service model, the enhanced service was an innovative response to assist older people to return home safely following a visit to the A&amp;E Department and avoid unnecessary hospital admission.</p> <p>One of the key features of the service is escorting the patient home from hospital and ensuring they are settled in safely. Once home, Age Connects will inform family and friends of the discharge and ensure the home is warm, safe and secure. The service checks that the individual has enough food and provisions, and following the initial intervention, a follow-up visit will be made to undertake a needs assessment where ongoing support will be determined.</p> <p>The service is designed to complement local statutory services such as reablement teams to achieve the best possible outcome for the individual's wellbeing.</p>
<b>Feedback &amp; Response</b>	<p>The service now supports an average of 60 patients per month. Feedback from the Health Board's Locality Commissioning Team recognised the service as achieving a broad range of outcomes, including:</p> <ul style="list-style-type: none"> <li>- Reduction in unnecessary/unscheduled hospital admission of people aged 50+</li> </ul>

	<ul style="list-style-type: none"> <li>- Greater integration of community and acute services to plan discharges in a timely and effective manner</li> <li>- Reduction in recuperation periods and the consequential increase in isolation and depression</li> <li>- Increase wellbeing and the individual's confidence to return home, and maintaining their independence</li> </ul>
<b>Financial savings</b>	The Local Health Board is undertaking work on the patient diagnosis based outcomes and cost benefit analysis, and the findings will be published shortly.
<b>The views of service users</b>	"Thank you (support worker) and everyone else for the support on discharge and after, helping me to get my confidence back. I feel I can get out and about for the first time since home."
<b>Further information</b>	<a href="http://www.acmorgannwg.org.uk/Services">http://www.acmorgannwg.org.uk/Services</a>

<b>Deliverer</b>	Canolfan Beaumaris a'r Cylch 
<b>Scheme/ Initiative</b>	Beaumaris Leisure Centre
<b>Description</b>	<p>On Anglesey, a social enterprise has been established to manage Beaumaris Leisure Centre. With the County Council under increasing pressure to reduce expenditure, the social enterprise is an innovative response to ensuring that the Centre remains open for the benefit of local people. 'Outsourcing' the management of the Centre demonstrates genuine collaboration between the County Council, the third sector and the community.</p> <p>Close partnership working has resulted in over £140,000 funding to sustain the Centre over the coming years. The Centre has been running as a social enterprise, 'Canolfan Beaumaris a'r Cylch', for over a year and the number of participants has increased, with a more varied programme of activities and services for older people and others.</p>
<b>Feedback &amp; Response</b>	<p>The setting up of a social enterprise has ensured the community retain a valuable asset. Footfall to the centre has increased and there are less constraints on the centre than before under the Council to provide and deliver more community-based services.</p>
<b>Financial savings</b>	<p>Transferring management means that the County Council will save £85,000 a year over the next three years.</p>
<b>The views of service users</b>	<p>"Canolfan Beaumaris, which is now a successful Social Enterprise, is proud of its support services for the older people that regularly use the Centre. We have seen a marked increase in the amount of people that use the facilities, ranging from GP Referrals to the use of the gymnasium and general exercise classes.</p> <p>The result of these activities show that the people that use these facilities find not only a lead into a healthier lifestyle,</p>

	<p>but also a consolidation of social activity with groups of friends being formed as a result of meeting together on a regular basis.</p> <p>A few of the people concerned have actually enrolled as volunteers to help out with the running of the Centre which is a clear example of advantage taken of the opportunities that are offered which were not as prevalent in this corner of the Island in previous times.”</p> <p>Alwyn Rowlands MBE, Chair of Directors</p> <p>“Since developing a neurological condition I have been referred to the centre to join the falls group and additional trainer-led classes. Although these classes cannot cure the problem they do help to maintain my health. Since becoming a social enterprise it has brought the community together with many individuals offering their services for free...the centre is more than just the programmes it offers, it provides an opportunity for individuals to interact with each other.</p> <p>Since the centre became a social enterprise it has geared itself more to the community needs offering a larger range of classes/activities. For me, “Communities are not merely settings - they play a significant role in self-identity and are vital sources of emotional and experiential meaning for the inhabitants”<sup>1</sup> sums up the role that Canolfan Beaumaris plays.”</p> <p>Dr. Dawn Taylor</p>
<p><b>Further information</b></p>	<p><a href="http://www.canolfanbeaumaris.org.uk/home1113.html">http://www.canolfanbeaumaris.org.uk/home1113.html</a></p>

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<sup>1</sup> Burholt, N. &Naylor, D.M. (2005), The relationship between rural community type and attachment to place for older people living in North Wales, UK. European Journal of Ageing 2:109-119

<b>Deliverer</b>	Anglesey County Council  CYNGOR SIR YNYYS MÔN ISLE OF ANGLESEY COUNTY COUNCIL
<b>Scheme/ Initiative</b>	Meals on Wheels
<b>Description</b>	<p>The County Council is working on a programme to transform adult services to meet the demographic challenges and the future expectations of older people. Responding to an increasingly challenging budgetary settlement, the Council decided to transfer the ‘meals on wheels’ service to localised third party providers. This option signposts older people and other users to a range of service providers who have the flexibility in the meal provision.</p> <p>The new arrangements mean that the Council save the costs of preparing and delivering meals whilst ensuring that older people and others can continue to receive hot, nutritious meals and maintain social contact. This innovative approach has resulted in increasing numbers of people receiving ‘meals on wheels’ service from the independent/business sector.</p>
<b>Feedback &amp; Response</b>	Users have expressed satisfaction with the new arrangements, which has led to more choice and flexibility over delivery times and has also benefited local economies.
<b>Financial savings</b>	£43,000
<b>The views of service users</b>	“The service is better than before. All the staff are friendly and caring...food is always hot when it arrives. First class service that is good value for money”
<b>Further information</b>	<a href="http://democracy.anglesey.gov.uk/documents/s1190/Adults%20Social%20Care%20Services%20Strategic%20Commissioning%20Intentions%20-%20Service%20TransformationRedesign.pdf">http://democracy.anglesey.gov.uk/documents/s1190/Adults%20Social%20Care%20Services%20Strategic%20Commissioning%20Intentions%20-%20Service%20TransformationRedesign.pdf</a>

<b>Deliverer</b>	Anglesey County Council, Agewell Hwyllog Môn charity 
<b>Scheme/ Initiative</b>	Agewell Hwyllog Môn
<b>Description</b>	<p>The project aims to develop the Council's Preventative Strategy by establishing three Agewell centres (based in Amlwch, Brynsiencyn and Llangefni) that work on the principle of inclusion, and sign-posting and improving access to mainstream and universal services. The centres serve as focal points through which the full range of agencies with a stake in prevention and wellbeing can establish a presence in local communities and make their services more easily available to all those who might need them.</p> <p>By providing a café style environment that acts as a vibrant 'hub' to host a wide range of activities and information services, the project has focused on developing the skills of older people, and has created opportunities to volunteer and to play an active role as mentors and as trainers via physical activity sessions e.g. Tai Chi, walking groups, local nutrition strategies e.g. cooking for men classes, writers classes and access to a range of preventative services.</p>
<b>Feedback &amp; Response</b>	The project, a result of collaboration between the County Council and the Agewell Hwyllog Môn charity, has helped improve the lives of older people on Anglesey by ensuring that more people have access to existing services and other innovative services and activities.
<b>Financial savings</b>	Although financial savings are difficult to quantify, it is clear from service users that these centres help maintain the health, independence and wellbeing of older people, and considerably reduce the dangers of loneliness and

	isolation.
<b>The views of service users</b>	<p>“Agewell should happen to all people”</p> <p>“I’m a widow with no relatives locally. Agewell has been a godsend to me socially, fun, companionship, probably saved me from going stir crazy”</p> <p>“Friendship: we have something to contribute in our old age, support when we’re feeling low”</p>
<b>Further information</b>	<a href="http://hwyllogmon.weebly.com/">http://hwyllogmon.weebly.com/</a>

<b>Deliverer</b>	Vale of Glamorgan County Council 
<b>Scheme/ Initiative</b>	Pop-Up Library Service
<b>Description</b>	<p>With drastic financial reductions threatening the future of libraries across Wales, the Council has developed a Pop-Up Library Service. By visiting a number of Care Homes and Sheltered Housing Schemes across the Vale once a week, the Service, led by the community outreach officer and volunteers, continues to provide core library services for residents, including many older people.</p> <p>This creative approach to library services helps ensure that older people can continue to access much-needed lifelong learning opportunities. The Service also provides social contact whilst ensuring that course costs are kept at a level that ensures accessibility.</p> <p>In the first six months (June-November 2014) the service has helped around 60 people with nearly 300 visits by borrowers. Looking ahead, the intention is to engage with more Homes and Sheltered Housing, as well as community and day centres, as well as extend the service to a second day every week.</p>
<b>Feedback &amp; Response</b>	The service has been very popular, helping Care Home residents to keep active, and providing them with something to look forward to.
<b>Financial savings</b>	The costs of providing the service over a six month period is around £5600, which includes staff costs, equipment and vehicle hire. Pop-up libraries are cheap, innovative and mobile services that bring the library to the user, and are becoming more popular and necessary due to the budgetary challenges facing traditional libraries <sup>2</sup> .

<sup>2</sup> <http://www.openingthebook.com/blog/libraries-everywhere>

<b>The views of service users</b>	<p>“We like to encourage the residents to keep active, both physically and mentally, and the library helps us with this aim. The staff also take an interest in what our residents are reading.” (Sunrise Residential Home)</p> <p>“The Pop-Up Library’s visit coincides with a coffee morning, which makes it a social occasion, where we share and talk about the books we’ve read.” (Elis Fisher Court and Arthur Davis Court)</p>
<b>Further information</b>	<p><a href="http://www.valeofglamorgan.gov.uk/en/enjoying/libraries/home_library_service.aspx">http://www.valeofglamorgan.gov.uk/en/enjoying/libraries/home_library_service.aspx</a></p>

<b>Deliverer</b>	Wrexham County Borough Council 
<b>Scheme/ Initiative</b>	Community Inclusion Small Grant Scheme
<b>Description</b>	<p>The Scheme provides funding to community groups to develop low-level support and activities for older people within that community. By focusing on promoting and supporting innovative, citizen-centred projects, the Scheme develops supportive neighbourhoods and communities to deliver proactive preventative interventions for older people. The Scheme ensures that individuals are sign posted to appropriate support, services and citizen-centred projects within their communities.</p> <p>The Scheme includes the following examples:</p> <ul style="list-style-type: none"> <li>- The 'Community Garden' (Plas Pentwyn, Coedpoeth) to develop opportunities for individuals to grow fruit and vegetables in a safe and secure environment;</li> <li>- The 'Young at hearts' activity session (Acton Children and Family Centre) provides social opportunities for older people. It also helps promotes older people's confidence and ability to deal with the issues that affect them, such as help in completing formal paperwork;</li> <li>- The 'Mature Movers' (Canolfan Ceiriog) promotes a sense of community by providing engagement opportunities, building friendships and promote ways to keep active and healthy.</li> </ul>
<b>Feedback &amp; Response</b>	Significant work has been undertaken to promote the scheme and develop interest within communities. The Council has found that through site visits and customer

	feedback, customers and users find these activities to be hugely beneficial and of immense value.
<b>Financial savings</b>	The cost of these interventions is considerably lower than the cost of providing statutory day services to individuals. Without the Scheme, it is assumed that every person would attend one day of day care per week. With Scheme activities and sessions costing £3-47 per person and the cost of day care £26 per session, it is assumed that the Scheme saves £185,000 a year.
<b>The views of service users</b>	<p>“I feel more that it’s worth getting up in the morning and I have more things to look forward to” (‘Community Garden’ member)</p> <p>“This is the highlight of my week, I really enjoy coming here” (‘Young at hearts’ member)</p> <p>“We want to continue with these exercise classes, there are very few activities in the village...we are all trying to keep as fit as we possibly can” (‘Mature Movers’ member)</p>
<b>Further information</b>	<a href="http://www.wrexham.gov.uk/assets/pdfs/consultations/social_care/op_preventative_commissioning_strategy.pdf">http://www.wrexham.gov.uk/assets/pdfs/consultations/social_care/op_preventative_commissioning_strategy.pdf</a>