

Sure Start to Later Life in Lincolnshire

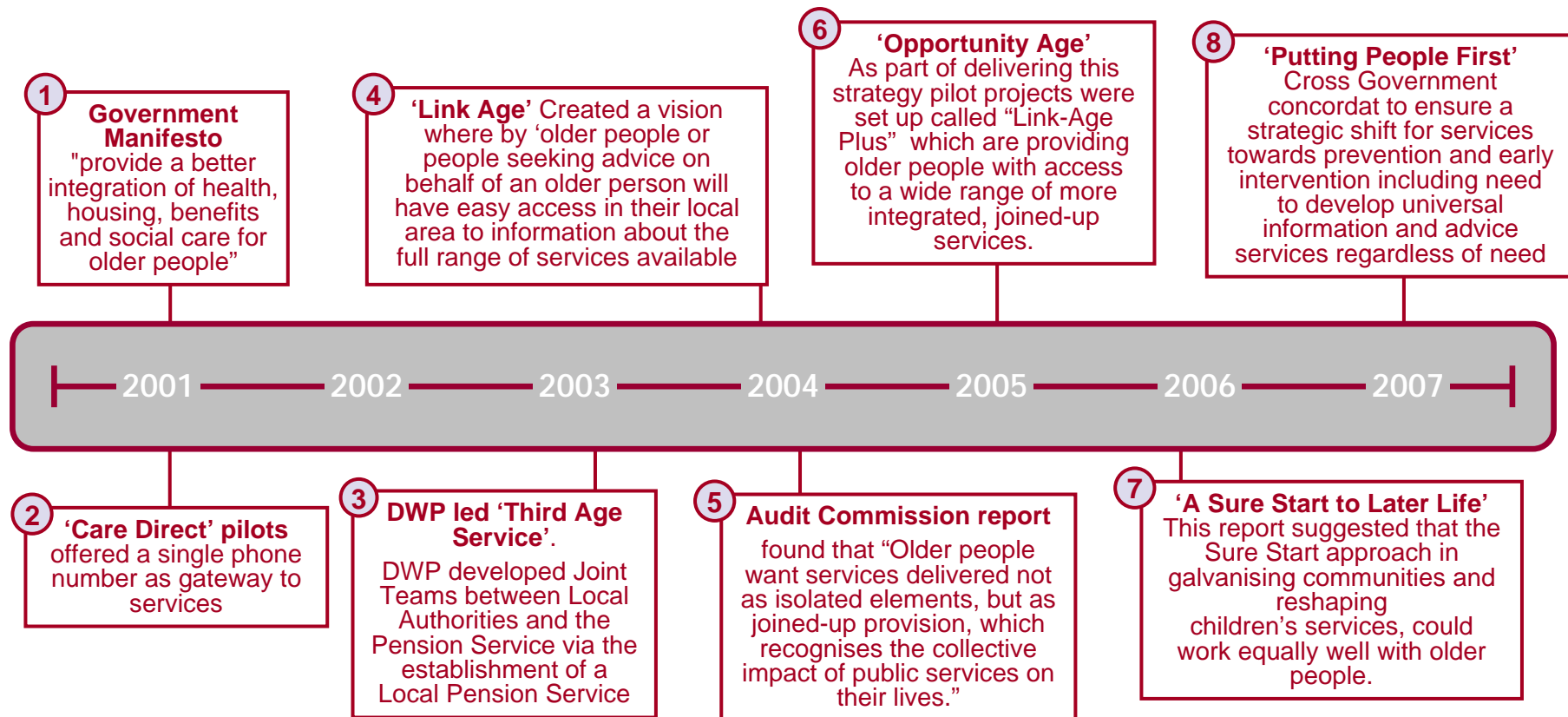
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Why Sure Start to Later Life?






Why Sure Start to Later Life?

Lincolnshire's Local Area Agreement is developing a 'Sure Start to Later Life' model in order to:

- Encourage agencies to work together
- Help the over 60's navigate public and third sector services
- Prevent agencies duplicating work
- Help the over 60's receive the services they may be entitled to
- Work preventatively rather than reactively

It is a recognition of the fact that older people want services delivered not as isolated elements but as joined-up provision.



How will Sure Start to Later Life work in Lincolnshire?


Lincolnshire's Sure Start to Later Life **currently** includes two key initiatives which underpin our approach to developing the programme



The building block for the Sure Start approach is a signposting and referral Scheme for people aged 60 and over who require low level preventive services from a range of public and third sector partners



An ongoing campaign aiming to publicise information and raise awareness of the help and support that is available to vulnerable people across the community, focusing on specific issues where appropriate



How will Sure Start to Later Life work in Lincolnshire?

We are also **planning** two further initiatives to provide additional layers of support to the delivery of the programme



Volunteers living in the local community delivering advice and support to vulnerable adults and people aged 60 and over



Online resource directory through which people can access information about local services and activities which will help to keep them living independently and feeling part of the community



What is First Contact?



First Contact is...

- an assured signposting scheme for the over 60's.
- a simple checklist that customers can complete to access services from over 20 different agencies
- a tool that staff can use to address concerns they may have for the safety and well being of their older customers
- available throughout the county since January 2009
- funded by Choosing Health money from Lincolnshire Primary Care Trust
- delivered in partnership across statutory and third sector organisations
- jointly managed by Lincolnshire County Council and Age Concern

How do customers access First Contact?



first
contact

First Contact works with public and voluntary services to help you stay in your home, and keep safe and well.

Please fill in the form attached to this leaflet and send it to us. The relevant services will then contact you within 28 days. They will offer information and advice on our services and what could be available to you.

They may be able to offer a home visit but will always contact you first to make an appointment. Always ask for identification before letting someone you don't know into your home.

When you have completed the form detach it from the leaflet, seal it up using the self adhesive strips and send it back to us free of charge.

If you need help with filling in the form, please phone us on **01522 782172** and we will fill in the form with you over the phone.

This is a partnership initiative supported by Lincolnshire's Local Area Agreement

AGE
Concern

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- Partner agencies complete a checklist with an older person if they visit them within the course of their work or speak to them on the phone.
- Posters are placed in community locations with the phone number on and the scheme co-ordinators can complete the checklist with the customer over the phone
- Leaflets containing the checklist are placed around the county for customers to complete on their own.
- Co-ordinator's will be promoting the scheme and completing checklists at events and meetings e.g. neighbourhood watch meetings, age concern clubs etc...



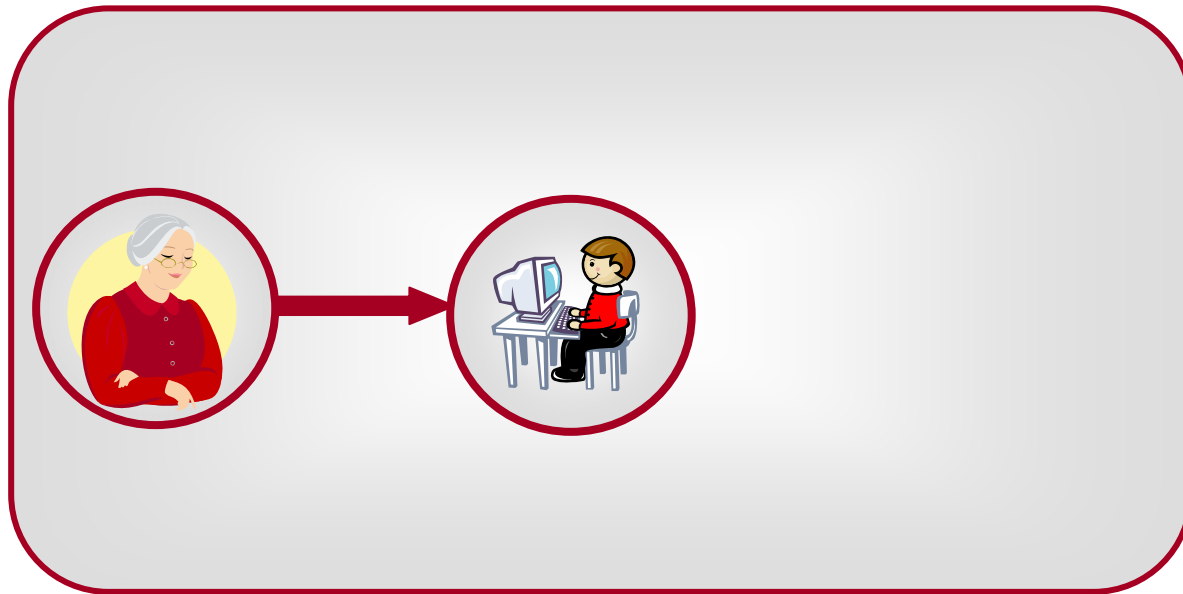
How does the checklist work?

Please answer the following questions by circling Yes or No.
A circle in the right hand column means that you will be contacted by the relevant organisation.

Do you have a working smoke alarm on each floor of your home and know what to do in case of fire?	Yes	No	Lincolnshire Fire & Rescue
Do you have any repairs that need doing to your home or any other housing needs?	No	Yes	Boston Borough Council, City of Lincoln Council, East Lindsey District Council, North Kesteven District Council, South Holland District Council, South Kesteven District Council or West Lindsey District Council
Do you ever find it difficult managing around the house, e.g. getting in and out of bed, washing yourself or getting up and down stairs?	No	Yes	Adult Social Care, Lincolnshire County Council
Are you able to keep your home warm?	Yes	No	Lincolnshire Energy Efficiency Partnership
Are you worried about having a fall AND/OR have you fallen recently? / Would you like help and advice about maintaining a healthy lifestyle to prevent falls? If yes, please complete GP information at the bottom of this leaflet.	No	Yes	Age Concern
Would you like advice on crime reduction and personal/home safety?	No	Yes	Lincolnshire Police
Would you like advice on money and benefits that you may be entitled to?	No	Yes	Local Pension Service
Would you like to receive information about local transport in your area?	No	Yes	Accessibility and Policy Unit, Lincolnshire County Council
Would you like information about local luncheon clubs, activity groups or volunteering opportunities?	No	Yes	South Lincolnshire CVS, Voluntary Action East Lindsey, Voluntary Centre Services Lincoln, Voluntary Centre Services North Kesteven or Voluntary Centre Services West Lindsey
Would you like help/advice about domestic help available such as cleaning, gardening, shopping, prescription collection?	No	Yes	Age Concern
Does anyone help to look after you in an unpaid capacity or do you look after another person?	No	Yes	Share the Care

- The answer circled determines whether a referral is made to the relevant listed agency
- Answers in the shaded column indicate a referral will be made

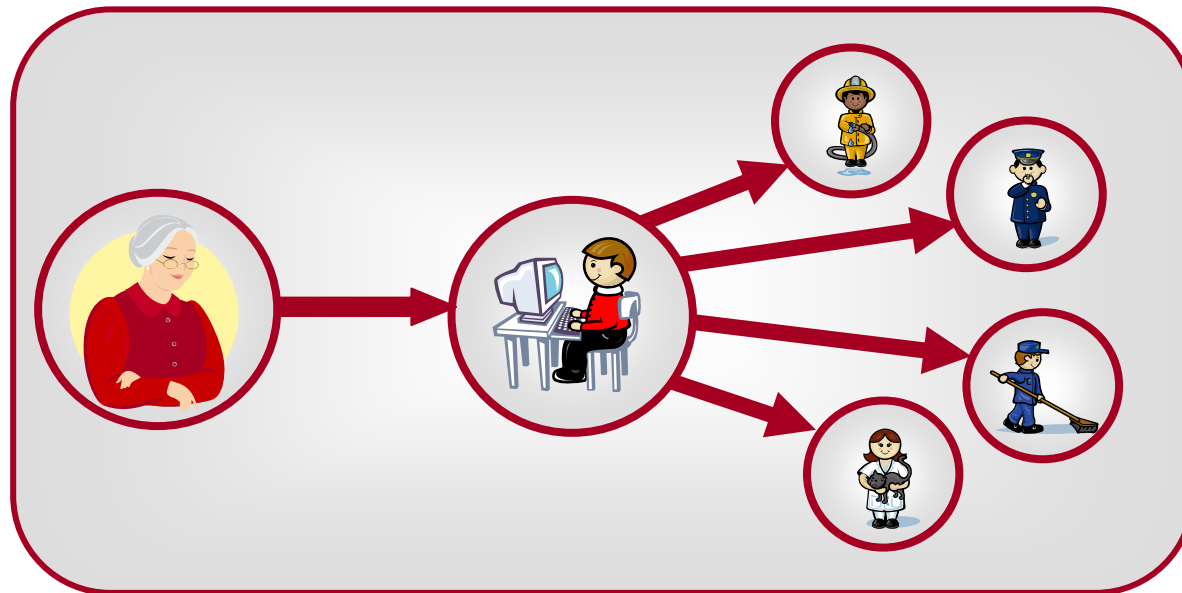
Completed checklists are sent to the Central Coordinators based in the Customer Service Centre who generate referrals to the required agency prompting them to contact the customer and deliver information and advice on their services. Coordinators always put the checklists on the their CRM system within 1 working day.



Summary of Scheme

Our partners receive the referrals via secure email.

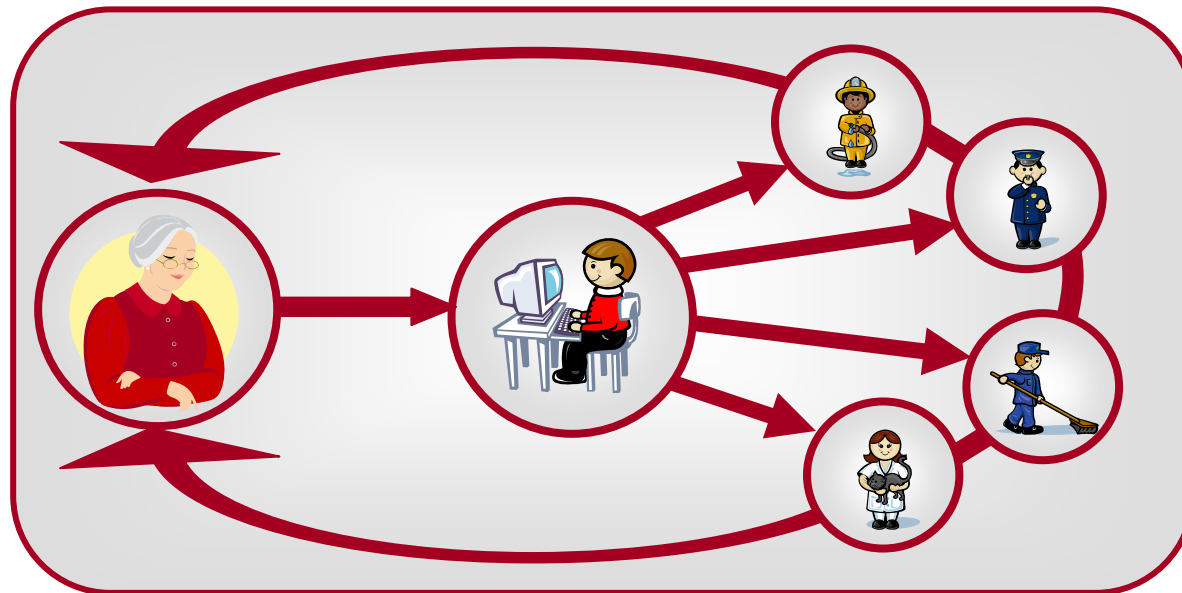
Our partner agencies include Adult Social Care, Lincolnshire Fire & Rescue, District Council Housing Teams, Lincolnshire Affordable Warmth Partnership, Age Concern, Lincolnshire Police, Local Pension Service, Accessibility Policy Unit and voluntary centre services.



Summary of Scheme

Our partner agencies then have 28 days to contact the customer to provide information and advice on their services. Agencies may offer specific services to customers dependant on eligibility criteria, payment or financial assessment.

Our partner agencies report basic outcome information back to the coordinators to acknowledge customer contact and to provide the scheme with a record of outcomes.



Benefits of First Contact

Benefit to Customers

- A quick and easy way to access 11 services
- Assists customer navigation of public and charitable services
- Customer should receive partner agency contact within 28 days
- Helps customers receive the services they are entitled to
- Helps to educate customers of services that could help them in the future
- Encourages access by making it easier to ask for help while maintaining dignity
- Older people feel more valued
- Helps customers to remain safe and independent
- Preventative, low level action prevents deterioration.

Benefit to Partners

- A quick and effective tool for signposting
- Strengthens relationships between partners
- Encourages holistic, preventative working
- Partners know that the customers they refer will receive guaranteed contact from the agency they are referred to
- Establishes and builds upon good signposting and referral procedures within partner agencies
- Provides partners with new customers
- Can save agencies time finding appropriate signpost agencies or making referrals by phone
- Enables agencies to provide a form of service when their services do not meet the customers needs
- Assists agencies in meeting KPIs.

Customer: Mrs Clark

Location: Mablethorpe

Age: 73

Details: Mrs Clark is the main carer for her husband who was in hospital at the time of her referral. Her family lives hundreds of miles away so they were not able to provide much practical support. Mrs Clark was unaware of any services that could help her.

Mrs Clark said...

"I used the Voluntary Car schemes to visit my husband in hospital which halved the cost, it was a lifeline as I felt I couldn't ask friends neighbours to help in the long-term"

"First Contact was a great help to me at the time when I needed it the most. I had no idea there was such a range of help and support, never mind how to contact them, it is great to know that someone can visit you at home and take some of the strain of caring for a loved one. I found the checklist questions simple and all agencies contacted me at home within 28 days".

"I think the scheme is a wonderful idea and I would not hesitate to use it in the future. It is so comforting to know that there is such help available."

Thankyou

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