



# Working Together *with you*

**To improve health and social  
care services for older people  
in Flintshire**



NHS  
WALES  
GIG  
CYMRU

Bwrdd Iechyd Prifysgol  
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Monies have been made available through the Welsh Government Intermediate Care Fund to support the development of new and exciting opportunities that we believe will deliver real change for older people, improving wellbeing; supporting care closer to home; and delivering more seamless and person-centred services. Examples of the services being developed include:

### **Six Steps to Success – Palliative Care Project**

Partners from across health, social care and the independent sector are working together to improve the knowledge, skills and confidence of staff working within nursing homes, in end of life and palliative care. Training is being provided within 8 nursing homes and 11 residential care homes, with up to 3 champions from each home working through the 'six steps to success programme'. Training is being delivered by both a trained nurse and an End of Life Care Facilitator. In addition, two 'champions' are recruited from each home to work through the 'six steps to success programme'.

The overall aims of the initiative are to improve end of life care for all residents by ensuring they have choice and control over their end of life care plans; enable residents of nursing homes in the County to remain in their place of choice at the end of their life and to receive palliative care in a dignified manner; and to reduce the number of inappropriate admissions to hospital. Moreover, staff gain the skills needed to enable them to support families, friends and colleagues through the end of life stages.

**To find out more about the Six Steps to Success palliative care project, please contact First Contact: 01352 803444.**

## **Short-Stay beds within Residential Care Homes**

Short-stay beds, often known as Step Up / Step Down, or Intermediate Care beds, are available within residential care homes, in order to avoid unplanned hospital admissions, minimise delays in hospital discharge and reduce long-term care home placements.

Three short-stay beds are available within three Local Authority owned residential care homes – Marleyfield House, Llys Gwenffrwyd and Croes Atti. Rehabilitative support is provided for 2 weeks initially in order to provide a holistic assessment of an individual's needs. Beds can be provided up to a maximum of 6 weeks for frail older people who would otherwise face an unnecessary or prolonged hospital stay in inappropriate admission to hospital, with the intention of maximising their independence, choice and quality of life.

In addition, a specialist assessment bed is provided within a specialist Residential Care home for people living with dementia – Ty Cerrig, Caergwrle. This facility provides a safe

setting, for up to a period of 8 weeks to stabilise an individual and to receive a full range of assessments to determine their potential for rehabilitation and safe return to their own home.

The beds are supported by the full range of community clinical medical and other services required to aid the recovery process. Staff working within the reablement service in-reach into the beds to ensure consideration of and assessment for, assistive technology in order to maximise the individuals' independence and daily living skills in preparation for their return to their own home.

Referrals to one of these short-stay beds can be made via one of two routes: referrals from social care professionals (internal referrals) accessed via the hospital social work team, locality teams and Reablement and Crisis Intervention team (CIT); referrals from agencies such as Health, GPs, District Nurses, etc should be made via First Contact.

**To find out more about the short-stay beds, please contact First Contact: 01352 803444.**

## **Falls Multifactorial Risk Assessment (MRA) Service**

The initiative provides a Multifactorial Risk Assessment Service for older people identified as being at a higher risk of falls, and refers individuals to appropriate community-based services and intervention in order to reduce the risk of further falls.

Assessors receive referrals from a range of partners who have identified that an individual is at risk of falls using either the FRAT tool or professional judgement, where appropriate. Having received a referral, the assessor undertakes a detailed risk assessment within the community using the evidenced based risk assessment tool developed by the North Wales Falls Project. Based on the outcomes of the assessment, a range of interventions are then identified to reduce individual risk factors including the provision of self-help advice, signposting onto a range of organisations offering support or services, and referrals into statutory services.

**To find out more about the Falls MRA Service, please contact Sylvia Tommassen, Clinical Specialist Physiotherapist: Tel: 01978 727093**

## **Enhanced Pharmacy Support within the Community**

Intermediate Care Funding has been used to support the development of an Intermediate Care Pharmacist. The role is embedded within the Primary Care Team, and offers clinical support, resolves medication ordering issues and undertakes medication reviews in the person's own home.

The aims of the initiative are to simplify medication regimes, stop any unnecessary treatment, increase patients understanding of their medication, make changes to reduce side effects from treatment and reduce waste.

The scheme receives referrals to a central point from the Local Authority, GP Practice, and members of the multi-disciplinary team within Flintshire (including enhanced care and district nursing teams). Patients are then allocated to a team member who works within the GP practice.

## **Occupational Therapy Support within the Wrexham Maelor**

Additional capacity has been provided within the Occupational Therapy team at the Wrexham Maelor hospital. This additional capacity will support 7-day working from all medical wards as well as supporting admission avoidance and expedited discharge of patients from the Emergency Department, Clinical Decision Unit and the Medical Assessment Unit.

## **Reablement Support Service**

Intermediate Care funding has been utilised to embed a support worker from the British Red Cross into a multi-disciplinary Reablement team. The aim of this short term intervention is to work with people over 18 in the Flintshire area to build resilience, both emotionally and physically, to improve overall wellbeing thus promoting independence and preventing social isolation. This is achieved by working with people towards ‘what matters’ to them and is a personalised approach guided by the ‘5 ways to well-being’; supporting the client to achieve their own goals based around the outcomes of: connecting, becoming more active, taking notice, learning and giving to society.

Referrals are received by the British Red Cross support worker from a variety of internal Flintshire Social Services teams that identify people who need a short term Reablement service to help meet their individual goals. The service assistant will then coordinate/support the individual to help achieve this. This may be through signposting to other organisations, building confidence, emotional support, support to build community knowledge and integration back into the community.

The service runs from Monday to Friday between the hours of 09:00 – 17:00, and is based in Flintshire Social Services.

**For more information on the service please contact Karen Mills, British Red Cross, Tel: 01745 828360**

## **Hoarding Tendencies Support Service**

Hosted by Care & Repair North East Wales, the initiative uses specially trained staff to assist individuals with hoarding tendencies to provide practical help and support in order to address any immediate issues preventing an individual from returning home safely after a hospital stay and to address the causes and consequences of their hoarding behaviour to prevent further ill-health or reduction in independence.

Individuals supported by the service will have the support and practical help required to enable them to de-clutter their properties and integrate back into society.

**To find out more about the Hoarding Tendencies Support Service, please contact Wendy Bowden, Care & Repair North East Wales, Tel: 01352 758700**

## **Dementia Community Support Worker**

This service is delivered in partnership with the Alzheimer's Society. The Community Support Worker offers friendship and support to people living with a diagnosis of dementia, through one-to-one home visits and attendance at Social Interest Groups. Support can be provided to enable people to overcome social isolation and to (re)engage with their local community.

The service provides support on a weekly basis which will be reviewed after 10 weeks. Referrals can be made by anybody working with the family or self-referrals.

**For more information contact the Community Support Manager, Alzheimer's Society, Lisa Jones on 01352 700462**

## **Specialist Dementia Care in the Community**

A range of initiatives are being rolled out across Flintshire; these are:

- **Dementia RED** project into GP surgeries to raise awareness and offer support for people living with dementia and their families. This service is being provided via Alzheimer's Society

- **Dementia Friendly Communities (DFC)**

**Mold** is working towards becoming a dementia friendly community with the Mold Town Partnership taking the lead on this initiative with support from NEWCIS and Flintshire County Council (FCC). Mold has a self-sustaining Memory Cafe based within Llys Jasmine Extra Care Scheme open to all and runs every 2 weeks, run in partnership with community groups, FCC and NEWCIS.

**Buckley** is working towards becoming dementia friendly via the Mayor of Buckley, Richard Jones whose charity of the year is Buckley Dementia Friends. The funds raised are opening a self sustaining Memory Cafe in the Windmill Cafe, providing awareness training in dementia for businesses, carers and schools. Funds will also provide small crisis grants (conditions apply), telecare equipment and reminiscence equipment (rempods etc) for loan to the people living in Buckley.

**Flint** has successfully completed various Dementia Friends training session via Alzheimer's Society and has had events such as Dementia Friendly Christmas Shopping in December 2014 with local businesses and church involvement. Flint runs a self sustaining memory cafe called Monday Mix every 3rd Monday of the month with St Mary's and St David's Church, where all of the community are invited and transport is arrange for the local EMI homes to attend.

**Shotton, Mostyn and Holywell** are developing a self sustaining Memory Cafe, also businesses and organisation in these areas are developing this further via support from FCC Social Services Planning and Development team. There are arrangements for wider sessions of dementia awareness via the medium of drama that is opening to all developing dementia friendly towns and villages in Flintshire

- **Equipment Loans:** Flintshire Social Services and the Library Service are working in partnership and offering dementia aids in reminiscence and interaction via 3 week loans of Rem Pod (Large items with a scene and accessories) of the beach, a Nostalgic shed and vintage pub. Additionally the community have access to 9 reminiscence packs for loan via the library and all packs have different reminiscence and interaction material. The equipment can be accessed via Mold, Buckley and Holywell Libraries.
- **Never Ending Story:** This initiative supports the use of the equipment loans within care homes, community groups and community hospitals. FCC has commissioned RMD Memory Matters to deliver encouragement session of imaginative story telling via the words of people with dementia across Flintshire.

This area of Never Ending Story and RemPods is being developed to produce an alternative to day-care via potential half day sessions that encompasses a large variety of stimuli and interaction.

- **Voucher Scheme:** The independent EMI homes within Flintshire have been provided with 30 sessions of various activities including music, arts, exercise and ‘happy times’ activities, where they have had 3 sessions of each activity from community providers that they can spread over the time for the residents to enjoy and be active.

## **NEWCIS (North East Wales Carers Service) commissioned services**

- **Counselling for Carers:** Individuals who care for someone with a psychological condition have access to 6 sessions of counselling support to help them deal with their caring role. This service has the option of a home visit for those carers that struggle to leave their caring role.
- **Carer Training in Dementia:** Carers can access a 5 week course that looks at any topic they wish to cover and learn; ranging from getting support from your GP and Power of Attorney, to sexual relationship and dementia. This course is open to carers throughout Flintshire and runs on a rolling programme.
- **Carer Dementia Gardening support:** Carers are able to have a number of sessions and one to one support on how to create a dementia friendly garden. Starting with the small things and moving slowly through your garden to encourage the full use, the initiative aims to encourage the use of outside spaces for those caring for someone with dementia.

- **Exercise for carer and cared for:** Carers and people with dementia have access to exercise sessions with 3 carers and 3 people with dementia in a small gym called the Fit Cell in Mold. The personal trainer will do low level exercise to help slow the progression of dementia and develop a programme for both the carer and person with dementia to help stay fit and healthy. This service will be available within Shotton in the near future.
- **E-learning:** The development of e-learning systems is being created for carers and the extended family of people with dementia to provide them with knowledge of dementia and of services they can access within Flintshire.
- **Dementia Services Directory:** FCC and Flintshire Local Voluntary Council (FLVC) are developing a Flintshire Directory of Services specific to dementia. This will hold information and be a valued resource for all in health and social care including Flintshire Single Point of Access team.
- **Developing Link:** FCC Social Services Planning and Development team are working with Deeside Community Hospital and CPN's/ Dementia Support Workers to develop links and look at joint working to expand specialist dementia care in the community.

**To find out more about the support being developed, please contact First Contact: 01352 803444.**

## **Minor Adaptations Programme (RRAP):**

Intermediate Care Fund monies have been made available to Care & Repair North East Wales in order to provide additional capacity to deliver their Rapid Response Adaptations Programme (RRAP). The service provides a holistic assessment of the older or disabled person and their property; this includes income maximisation, signposting to support services, assessment of trips and falls, benevolent funding, and community equipment. The project acts as a one-stop-shop for people in hospital, providing information and advice.

**To find out more about the Minor Adaptations Programme, please contact Wendy Bowden, Care & Repair North East Wales, Tel: 01352 758700**