

## **Social care working with health care in Henley**

This paper is to help describe the way that social care services and professionals will support the proposed new model of health care in Henley. Oxfordshire County Council and the Oxfordshire Clinical Commissioning Group fund and support a wide range of services which people can use to stay safe and independent at home. At different times and for each individual, these will be the right services for people who are receiving health care in the new ways proposed for Henley. As the Integrated Locality teams develop across Oxfordshire, professionals working together around each person will become simpler.

Examples of the services are:

**Discharge to Assess** - a service which can help a person get home from hospital without waiting to have a full assessment first.

**Good Neighbour Schemes** - groups of volunteers, supported by the council, who provide all kinds of informal help for people, such as transport, or visiting for a chat.

**Community Information Networks** - people who can tell you what is available locally

**Assistive technology** - for example alarms to call for help in an emergency; talking food labels; GPS (satellite) devices to help find somebody who has got lost.

**Crisis Response** service - gets out to people straight away to help them avoid going into hospital or a care home.

**Support at home** - help with day-to-day tasks such as washing, eating, dressing and using the toilet - now bought by the council through block contracts with agencies so that it is more secure.

**Carers Oxfordshire** - information, advice and support for people who care for a family member, friend or neighbour.

**Reablement** - a service to help people relearn how to manage independently after an illness or injury.

Rather than describe in detail how each of these services work from the point of view of the service, here are some stories about how it could work for you or your family, friends or neighbours. They are not stories about real people but they might help to picture how the new way of providing health and social care could work.

Mrs Smith

*I live on my own. I had a fall a few months ago and I ended up being admitted to hospital in Reading. I developed a urinary infection and it took me a few weeks to get back home. I am lucky I have a neighbour who looks out for me and she popped in with a meal every day for the microwave, but I have never felt quite my old confident self since then.*

*Then last week I fell and broke my wrist outside the supermarket. I felt dizzy and disorientated and I lost my footing and fell. I had been having a lot of dizzy spells recently and had been feeling quite nervous about going out on my own. It was a very different story this time. Someone from the supermarket came out to help me, and he walked round to Townlands with me. We went straight to the Minor Injuries Unit where my wrist was x-rayed and treated. The doctor there suggested I should go to the Rapid Access Care Unit to see if there was more going on and causing my dizziness. The Unit is also in Townlands so I went straight there. They did some tests straight away and found that my blood sugar was very low and my blood pressure was high - both of these things could have explained the dizzy spells and there is a possibility I have diabetes. They sorted out treatments there and then and arranged for me to see my GP next week to monitor everything.*

*I was introduced to an Occupational Therapist who is based at Townlands. She came to my house later that week and we talked about what might help me be safer at home - I've got some material to stop the rugs slipping on my floor, some rails are going to be fitted by the stairs and in the bathroom. I have an alarm with a button to press to let someone know if something goes wrong. I feel so much more confident. I thought I would have to wait to see a social worker to find out if I can have any help at home, but the Occupational Therapist was able to ask me about my needs. It turns out I am able to have support and care arranged through the council (I am 'eligible').*

*The Occupational Therapist gave me a form to fill in about my finances and my neighbour has helped me with it. I might have to pay towards my care. While the care is arranged I have some carers coming in for a few weeks to help me do things I can't do with only one arm working, and to help me get back my strength and confidence, and learn to manage while my wrist heals. ('Reablement'). I might not need to continue to have care when my wrist gets better. If I have diabetes there are a few appointments to make at Townlands. There is a clinic for people with diabetes and a group meets to talk about how to manage your diet. There is a podiatry clinic I can go to - it's important that I look after my feet.*

### Mr Brown

*I have had mental health problems for a lot of years. I live alone and I phone my mum every day to tell her how I am and have a chat. She reminds me to take my medication. A few weeks ago when my mum went on holiday I forgot to take my medication. I didn't realise at first, but I started to feel more and more worried and I couldn't sleep. I heard some messages on the radio which were for me and I was terrified that someone would come after me.*

*I knew that my doctor has always been a safe place to talk so I made an appointment and went to the GP surgery. My doctor said it would be a good idea to go to the new hospital and we made an appointment for me to go there the next day. When I got there I saw a different doctor and then a mental health social worker. They took a blood sample to check that it was ok for me to start taking my medication again and gave me a new prescription. The doctor gave me an injection to get started.*

*The social worker asked some questions and we worked out that I need some help with remembering to take my medication. He suggested that I could use a tablet box which beeps to remind me when it is time to take it. For each day there are places in the box for the tablets. We went online and ordered some for me. He asked about my mum, and I told him how much she helps me. He said she could find out about the support she can get to help her look after me. He is going to send mum some information. There is a carers group which meets at Townlands once a month for a coffee and to talk about looking after someone with a mental health problem.*

*I don't want my mum to know everything about me, but I do want her to feel ok and I know I rely on her. The social worker told me about a place where you can get support with your health and wellbeing if you have mental health problems like me. They run courses and have activities and groups. I am going to visit next week and hopefully learn a bit more about computers. I'm feeling better - I have an appointment to see my doctor in a few weeks and a nurse is visiting me at home every week to make sure things are ok and settled, and to check whether I need to adjust the medication.*

### Mr Jones

*My GP told me a few weeks ago that I may have heart failure. I was very upset and shocked - I knew I had been getting very tired and out of breath, but I did recently have heart surgery (I had a valve replaced) and I thought it was just about recovering from that. My doctor sorted out for me to go the next morning to Townlands where the team did the tests they needed to right there. They were not sure exactly what was going on and I was feeling very unwell, so they arranged for me to spend the night in a residential home next door to the hospital ( 'Step Up Bed'.)*

*I had more tests and a visit from a social care worker. They talked to me about what I needed to help me manage at home on my own, and whether there was any equipment could help me get about the house more safely. They explained how it is worked out whether or not you are eligible for a service and how they work out how much you will have to pay. Once I got home I went on line and found out about the Community Information Network. They have a person here in Henley who knows all about what is going on. I've found a group of people who are living with heart failure and we meet up every week and go walking. It has always been something I enjoy and I was worried I might not be able to keep going. Being with other people really helps!*

### Mr White

*I have been treated at Townlands hospital for cancer over a number of months. My condition has stabilised but I have been left unable to look after myself in the way I could. I also care for my wife who has dementia. It has been good being able to be treated close to home because it means I have not had to arrange for my wife to be in a care home. I have been able to get a friend to sit with her or take her out for a walk or to town while I visit the hospital for my treatment. The team treating me included someone from social services who put me in touch with Carers Oxfordshire.*

*The council funds this service and they are really good - they told me all about where I can get advice and help as a carer. They told me about the Community Information Network - there is a person who is responsible for knowing all about this area and what support and activities are around to help people like me and my wife live in our own home and community.*

*The person from social services also asked me questions to find out whether I am eligible for my own care and support at home - and it turned out I am. I need help to dress myself and use the toilet as I am very weak and unable to move about the house very easily. I don't seem to be able to look after my wife like I could before. I have arranged to have someone come and help me get up and dressed and to get us both breakfast. My wife can dress herself it's just you need to remind her. The carer will also help her take her tablets.*

#### Ms Black

*I broke my hip in a fall a few months ago and went into hospital in Reading. Once my condition had been stabilised I was really keen to get home. I knew my husband was struggling on his own. But I couldn't get home until I had some care in place, because I couldn't get about the house to get meals ready and look after myself. My husband isn't well enough himself to look after me.*

*A service called Discharge to Assess set up a package of care for me so that I could go home. After two weeks they checked me over along with a social worker to see if I still needed care. The social worker arranged to come back and talk to me about what my needs are longer term and on a temporary basis she has arranged for me to have carers who will help me literally get back on my feet. She said I might also want to look at what need for support I have as a carer for my husband. I hadn't thought of myself as a carer before.*

*The Discharge to Assess carers kept visiting until the new support was set up. I get my support through a direct payment now, which means I can employ my own agency to help. I have got some help at home, and I have a small payment from the council to help me pay for going to relaxation classes. My husband goes to stay in a residential care home for a week next month so we can both have a complete break. My hip is healing well and I have been having some physiotherapy at Townlands.*

#### Mrs Wilson

*My daughter lives a few doors away from me and she calls in to see me every day on her way to work. I need help to get up out of bed, get washed and dressed and*

*have breakfast. My daughter sets out my snacks and meals and medication for the day. Last weekend my daughter became very unwell very suddenly. She was rushed to hospital and I had no-one to help me.*

*I rang my doctor from my bed and he told me that the Crisis Response team would come and help me. The carers arrived within three hours and got everything sorted out. My daughter should be home soon, but we are going to go online and find out if I am eligible for any more help and whether or not she can get any help for herself. It is a stressful job looking after me.*