

Rhayader Home Support – Evaluation

Service Aim: To improve the support available to the older people in the Rhayader area, enabling them to continue to live at home with greater practical assistance and to maintain links with the community.

Rhayader Home Support began in 1998 following the closure of a local nursing home the service also provides the warden service

The service operates within a 7 mile radius of Rhayader.

Majority of those registered with the service are patients of Rhayader GP practice with a few being patients of either Llandridnod Wells or Llanidloes GPs.

The service is free at delivery.

Current Membership

180 service users are registered with the service (service user can register their details with the service but not all want current daily/weekly involvement but are known to the service who maintain their details and can support if needed) service users can self-refer and referrals also come from family, GPs, health workers and social care staff.

62 people are currently active members of the service receiving regular contact with the service ranging from 1 contact per week to daily contact.

Service user visit/call via telephone up to 49 per day Monday to Friday with a limited number also receiving a telephone call on Saturday and Sunday if required

In addition to monitoring the service user health and wellbeing staff also support service user by:

Essential shopping; collection and delivery of medication; helping to manage recycling/waste collection; help with correspondence and form filling; fitting and testing Careline alarms, arranging and reminding of appointments

Staff do not form part of a domiciliary care service but can provide domiciliary care in the case of an emergency/or while a care package is sourced/or to return home from hospital /carer illness – this is normally time limited to not more than six weeks.

The service acts as a key holder and rapid response service for 92 individuals with a Careline alarm.

The staff work closely with

Health: Rhayader GP surgery, District Nurses, Llandrindod Hospital, Health OT's Physiotherapist, dementia nurse, Psychiatry Specialist and Diabetic nurse. The service plays an active part in the weekly virtual ward meeting.

Powys County Council: Care managers and CSOs, Reablement, OTs, Careline and Housing

Third Sector: Community support, Befrienders, Community Transport, Hospital Transport Age, PAVO, Age Cymru, Luncheon Club.

Others: Fire Service, Police.

Staffing

1 Senior Support worker (30 hours) and 4x support staff 80 hours (110 hours per week).

Hours of operation 8.30am to 5.30pm Monday to Friday and an out of hours service from 5.30pm to 8.30am and on Saturday and Sunday.

Finance Budget for 2016/2017

SR262 - RHAYADER HOME SUPPORT

Ac Type	Budget 2016-17
Total Staffing Costs	£97,600
Total Premises Costs	£3,700
Total Travel Costs	£2,970
Total Supplies & Services	£1,240
Gross Expenditure	£105,510
Total Income Generated	-£3,230
Gross Income	-£3,230
Budget efficiency to be found	-£19,200
Budget efficiency to be found	-£19,200
NET EXPENDITURE INCLUDING (Excl CORPORATE RECHARGES)	£83,080
Non-Controllable Corporate Recharges	£6,330
NET EXPENDITURE INCLUDING (Incl CORPORATE RECHARGES)	£89,410

Economics:

A reduction of 9 hours of home care daily in Rhayader would pay for over half the service's budget.

If the service reduced 2 home care visits for 2 people daily over one year this would equate to approximately £12k.

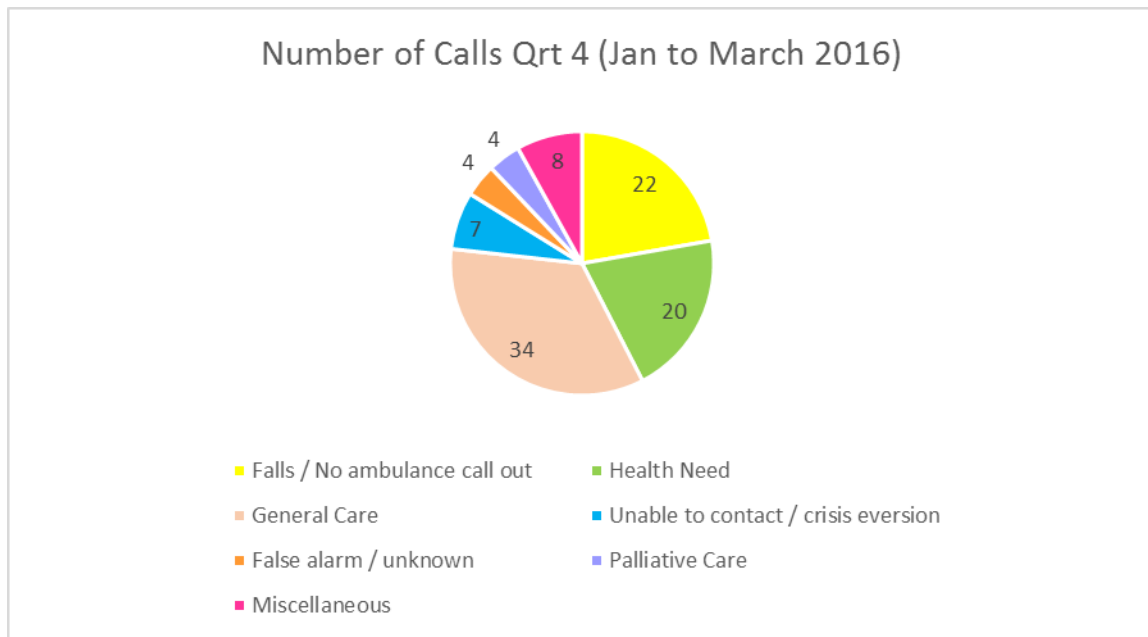
This evaluation should be read in conjunction with The Institute of Rural Health's report¹ on the service in 2013 which demonstrated significant financial savings.

Call Outs:

- Annually, ambulance services respond to 700,000 calls from older people who have fallen
- Accounts for 10 per cent of total calls.

¹ Jarrett, C., Williams, F., Lewis, L. (2013) The Provision of Integrated Care in a Rural Community – an Evaluation of Rhayader Home Support Scheme. Institute of Rural Health. Cardiff.

- Around 25 per cent of these do not need to go to hospital.
- Average of £238 per ambulance call-out (Welsh Ambulance Trust Dec 2014 *PtHB*).
- Based on the figures from RHS –the numbers of falls they dealt with in a quarter works out at 14% of the population (over 85).
- Aggregated figure for the whole of Powys’ 85 Year old population would equate to 979 X £238 = £233,002 if the need for an ambulance response was prevented in just 1 quarter X 4 = £932,008.



Hospital Admissions:

LSOA	Total population	60+ population	Admissions to hospital or 60+ 2015/16		Admissions to hospital on Friday 60+ 2015/16	
			Number	%	Number	%
Caersws	2265	773	182	23.50%	31	4%
Presteigne1	1435	691	125	18%	19	3%
Rhayader	2093	801	284	35%	39	5%
Talgarth	1701	510	141	27.60%	28	5.50%

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LSOA	Total population	60+ population	85+ population	Total Service Users (adults) @ 31/03/2016	Reidential care residents @31/03/2016 PERMANENT	Reidential care residents @31/03/2016 TEMPORARY	Reidential care residents @31/03/2016 RESPITE	Dom Care users @25/03/2016	Dom Care hours 4wks to 25.03.16	Total Reablement client @ 31/03/2016
Caersws	2265	773	57	76	10	0	1	16	791	0
Presteigne	1435	691	71	36	5	0	0	9	552	1
Rhayader	2093	801	152	56	13	0	1	19	1221	5
Talgarth	1701	510	60	33	6	1	0	10	523	3

	<u>85+ Population</u>	<u>Res Care Anticipated in Relation to Caersws/Talgarth</u>	<u>Res Care Actual</u>	<u>Dom Care Anticipated in Relation to Caersws/Talgarth</u>	<u>Dom Care Actual</u>	<u>Hours Anticipated</u>	<u>Hours Actual</u>
Total Caersws & Talgarth	117		16		26		1314
Rhayader	152	21	13	34	19	1707	1221
Presteigne	71	9	5	14	9	729	551

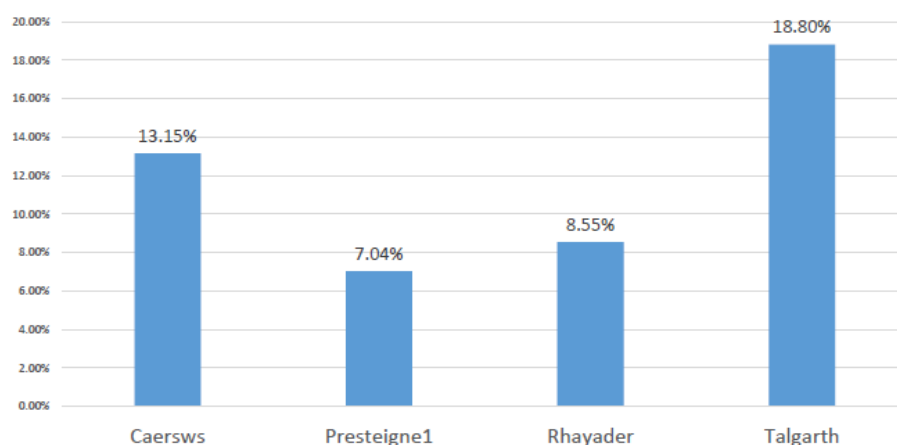
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<u>HOME CARE</u>		<u>RES CARE</u>		<u>AMBULANCE</u>	
Rhayader fewer HC hours month	486	Rhayader fewer res care placements	8	Ambulance avoid quarter	22
annual	5829	annual	8	annual	88
@£17 =	£99,093.00	@£174 monthly =	£16,704.00	@£238 =	£20,944.00

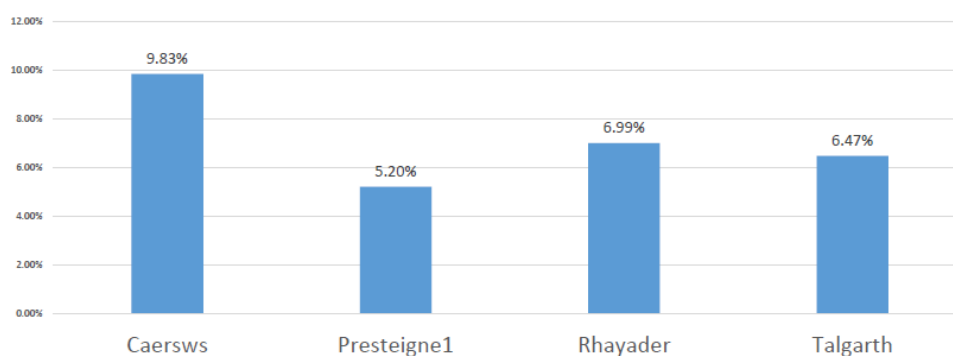
TOTAL Potential Cost Avoidance

£136,741.00

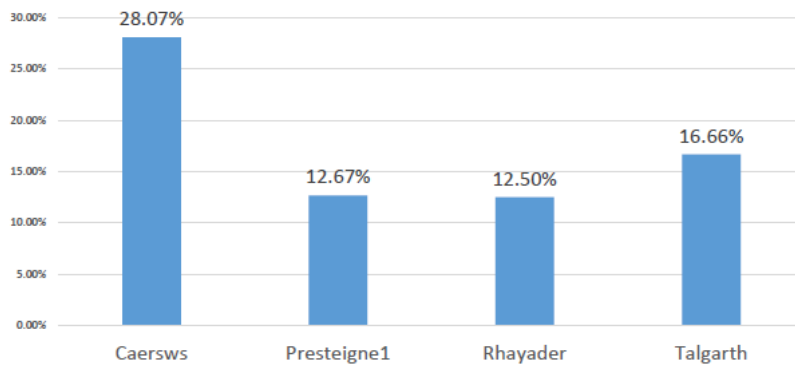
% of people in Permanent Residential Care in relation to the over 85 population



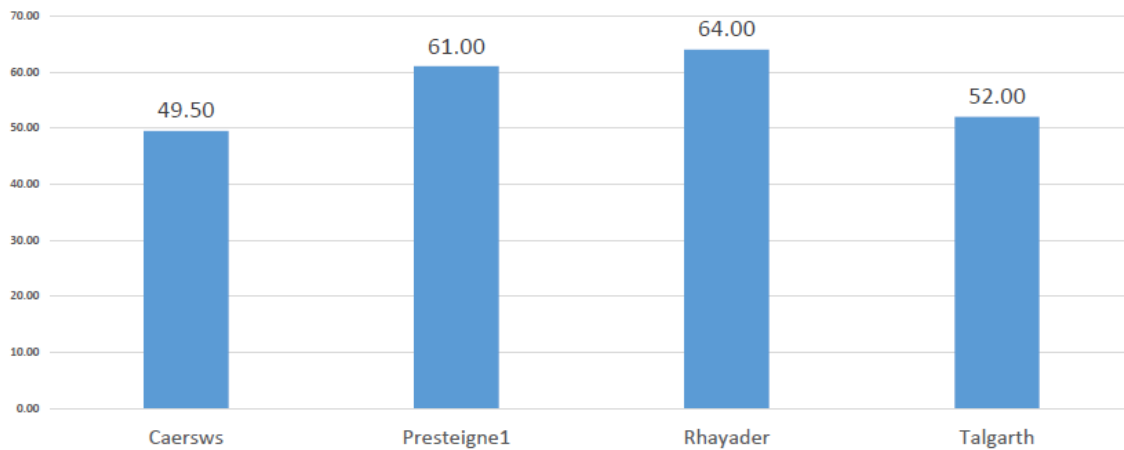
% of people using ASC in relation to the over 60 population



% of people having dom care in relation to the over 85 population



Average Monthly Hours of Dom care



Limitations of this Evaluation:

- Data Integrity
- Over 85s are disproportionate in Rhayader (see table)
- Presteigne – East Radnor Day Service impact?
- Do Presteigne residents go over the border for services?
- Are there more self-funders in Rhayader?
- Costs increase in rural areas (travel)
- Does not fully resolve loneliness issues – model requires further befriending services
- Home Support as a substitute for day services does not consider carer respite

Area	Over 85s
Brecon	455
Builth and Llanwrtyd	228
Crickhowell	230
Hay and Talgarth	284
Knighton and Presteigne	358
Llandrindod and Rhayader	506
Llanfair Caereinion	141
Llanfyllin	289
Llanidloes	216
Machynlleth	194
Newtown	467
Welshpool and Montgomery	603
Ystradgynlais	349