

Powys Home Support



Project Review (Draft/Incomplete)

April 1st, 2018 – March 31st, 2021

Sue Hall

Project & Contract Officer

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Version Control

This report is the second overview and review of the Home Support project and services. This report includes collated data from the four Home Support Service areas over three years rather than a combination of collated and area specific data over one year as reported in the first Annual Report published in June 2019.

This report includes a reduced narrative and provisional recommendations and refers to the Q2 ICF Report published in Oct 2020 for the Powys Regional Partnership Board on behalf of the Welsh Government – both in lieu of the fuller report due for completion in May 2021.

Acknowledgements

With many thanks to the senior support workers and their teams in each of the Home Support localities for all the work they do and difference they make, and thanks to the operational manager's, the PCC Planning Group and wider stakeholders for their support and contributions.

Section 1: Executive Summary

Home Support is an early intervention service for citizens (50+) that provides the support and practical assistance an individual may need in their day-to-day life to stay living at home, safely and independently. This includes a range of scheduled interventions and unscheduled support 24/7 (OOH as first responders through community alarms).

Home Support is an integral part of the **One Powys/Vision 2020/25** prevention and early intervention programme and helps to optimise health and wellbeing, reduce the impact of isolation and loneliness and the prevention and/or delay in the escalation of needs and more formal care and support.

In 2018 Integrated Care Fund (ICF) funding was awarded to support the development and roll-out/pilot of the Rhayader Home Support Service to a further three of the thirteen Powys localities - East Radnor (Presteigne and Knighton), Llandrindod Wells and Llanidloes. Comprehensive evaluation (and resulting recommendations) after the first year secured a further 2 years of ICF funding to March 31st, 2021 to support the on-going development, mainstreaming and roll-out of Home Support services across Powys. In January 2021, the Welsh Government, and local Regional Partnership Board (RPB), extended ICF funding for a further year to March 31st, 2022 to support the project to deliver aims and actions delayed due to the pandemic.

The Home Support service specification developed and drawn up at the beginning of the project indicated the anticipated outcomes at an individual, operational, and 'system'/community level. The aim of this approach has been to embed outcome-based decision making into the planning, commissioning, delivering, and reviewing of services and ensure accountability within partnerships and programmes of work. Since 2018 each service area has recorded data daily to provide monthly reports in relation to the outcomes, and show what has been delivered, how well the service has been delivered/received and the difference the service has made.

Consequently, there is a substantial amount of local data demonstrating the work and impact Home Support services have had within the areas in which they operate. This is evidenced in the first annual report (2018/19) published in June 2019¹ which resulted in several strategic and operational recommendations to support the development and progression of the project.² Whilst progress has been made in 2019/2020 to deliver on the recommendations, there has been a delay in achieving them all due to the pandemic and resultant PCC 'business critical' focus. Indeed, Home Support activity increased and adapted to ensure the most vulnerable citizens have access to support, which has been a crucial part of the PCC and indeed Powys-wide Covid-19 response.

Concurrently, since May 2020, the Livewell Commissioning team has engaged significantly with the twenty Community and Voluntary Service (CVS) grant funded organisations. This secured positive relationships, communications, and support for/with each organisation. It also provided the opportunity to review, develop and improve commissioning practices and service procurement in relation to preventative approaches and interventions and the role of CVS organisations and PCC provision within that. Also, during this time, there has been further development of the North Powys Project including the review the Integrated Community Model of Care, home-based care/community-based/early intervention pathways and the aims and principles of the Section 33 partnership agreement.

The consequential learning across all these areas of work have prompted very real opportunities to join up, pool and deliver on the overarching strategic objective of the Home Support project to transform prevention services across Powys by securing sustainable approaches and value for money in the provision of support for individuals living at home in Powys. Specifically, this means realising the ambition to roll-out and

¹ See Appendix XXX for Home Support Annual Report 2018/19

² See Appendix XXX for Home Support Annual Report Recommendations (2018/19)

mainstream home support services in all the Powys localities, and in doing so support innovative and proven interventions that optimise independence and in doing so ensure that citizens in Powys have access to support as and when they need to.

This 3-year report reinforces the key findings from the first Home Support Annual Report covering the period from April 2018 to March 2019. It demonstrates that Home Support is a responsive and adaptable service that ensures that the nature and frequency of support is reflective of an individual's needs and abilities - ultimately enabling them to live at home within their own communities, by providing very practical assistance and support, as and when needed and without requiring potentially more intrusive and costlier support and services. This report further shows that all of the services provided across the four project areas are highly regarded as a much valued, innovative, and unique, proactive, and preventative service.

The findings also indicate opportunities to develop the service further to support the roll-out and mainstream home support services in all the Powys localities. **ADD key findings from three-year review.**

- Better consistency across the four areas in terms of provision, recording and data collection and asking individuals about their views and experiences
- Health and wellbeing promotion, improvement, and intervention
- Proactive approaches to tackling loneliness and social isolation
- Partnership and integration with similar health and social care services
- Co-production with service users and carers to develop and review services
- Diversion from more intensive service interventions, in particular emergency service escalations
- Return on investment particularly in terms of cost avoidance of health services
- Application of an established service model, practice, and systems to other areas
- Analysis and learning from comparator services

Section 2: Summary of Recommendations

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Section 3: Introduction

In Powys, there are 35,696³ people aged 65 and over (27% of population), with 4% aged over 85 with 15,571 people aged 50+ who are predicted to be living alone. The 65 and 85 plus populations are projected to increase by 38% and by 159% respectively by 2036. As life expectancy increases, support and care needs will likely increase. The Social Services and Wellbeing Act (2014), local needs assessments and surveys all advocate for early intervention and prevention and support at home that allows people to remain in their own home and community, helping to retain their independence and be close to their family and friends.

The Home Support project sought to address these issues, by building upon the successes and learning from the Rhayader Home Support service (set up in 2005) and establishing Home Support in three further localities within Powys in 2018. Over the course of the project, Home Support provision and delivery has increased, developed, and adapted demonstrating significant impact on individuals lives and in doing so help to ensure the most vulnerable citizens in Powys have access to support as and when they need to.

The commitment to continuous learning and improvement has been integral to the Home Support project from the outset. This has involved the commitment to ongoing data recording, collection, collation, and review by all concerned. Indeed, with the necessary focus on business critical due to the Covid-19 pandemic, the necessity to continue to review current need and service responses to inform ongoing and future service focus has never been more critical.

The aim of this report is to review and evaluate the progress of the Home Support services in Powys, with a view to drawing some conclusions and recommendations in terms of what and how to go forward.

This report includes collated data from the four Home Support Service areas over three years rather than a combination of collated and area specific data over one year as reported in the first Annual Report (2018/19) published in June 2019. The additional data (both quantitative and qualitative) has helped to consolidate findings from the first Annual Report, providing a stronger evidence base and case for action going forward. Key questions focus on:

- How much - Service activity (quantitative)
- How well - feedback (service users/carers/partners (qualitative))
- The difference the service has made (is anyone better off?)
- The return on investment (value for money)
- Whether the service has been successful in achieving its outcomes and objectives
- Whether there have been any unexpected outcomes
- **Addressing Annual Report (2018/19) Recommendations**

This report is structured as follows:

- **Section 4** presents a summary of the methodology applied including outcomes based and results-based accountability approach, underpinning principles, and the role of impact assessments and evidence-based.
- **Section 5** provides an overview and the 'back story' of the project and its development, as well as highlighting anticipated project aims, objectives and outcomes.
- **Section 6** highlights the scope of the project including the demographic and strategic context and a short profile of each four project service areas.

³ [Lower layer Super Output Area population estimates \(supporting information\) - Office for National Statistics](#)

- **Section 7** provides a profile of a sample of the membership.
- **Sections 8-10** presents and reviews the data demonstrating ‘how much,’ ‘how well,’ and the ‘difference made’ over the first three years of the project.
- **Section 11** aims to draw conclusions and highlight the impact of the service in terms of service user, service, and system outcomes.
- **Section 12** provides a summary of recommendations (which are highlighted throughout the report).
- **Section 13** contains the Appendix including references and further information.

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Section 4: Review Methodology

Outcomes-based Approach

The service specification drawn up at the beginning of the project indicated the anticipated outcomes at an individual, operational, and 'system'/community level.⁴ The aim of this approach has been to embed outcomes at the heart of all service provision ensuring the focus is on doing what matters.

Each service area to date has recorded and reported key data in relation to the outcomes to demonstrate what has been delivered, how well the service has been delivered/received and the difference the service has made.

Results Based Accountability

"A disciplined way of embedding outcome-based decision making into planning, delivery and accountability for partnerships and projects."

- Turns talk quickly into actions
- Explains both collaborative and service accountability and how they fit back together
- Embeds performance management into planning and delivery

Impact Assessments

Impact assessments are a process of seeing how policies, services, and decisions impact upon different parts of our communities. The Council has a duty to assess the impact of those decisions and policies under Equality legislation, the Welsh Language Standards, the Future Generations Act, and to consider how decisions could be altered to ensure positive outcomes for those elements.

Two impact assessments have been undertaken in conjunction with Home Support. It is intended a third will be drawn up to support decisions regarding the future of Home Support (i.e., April 2022 onwards).

Key Principles

- Proportionate
- SMART
- Common sense
- Plain language
- Useful
- Asset-based
- Continuous learning
- Doable

Research and Evidenced Based

- Solva Care in Pembrokeshire
- Tunstall Televida tele assistance service in Spain
- See References in Appendix

Data Collection

The commitment to continuous learning and improvement has been integral to the Home Support project from the outset and it has wholly relied upon data collected and recorded (by Home Support staff) on an on-going basis on a custom-made Data Management Record (DMR). Consequently, there is a substantial amount of local data demonstrating the impact Home Support services have had within the areas in which it operates. The DMR has been developed over the course of the project in the absence of a suitable

⁴ See 'Impact and Outcomes' below.

existing database that was fit for purpose and useable by both PCC and external service providers. The DMR incorporates the following outcomes and data records:

- Service Overview (automatically populated)
- Service user/carer/member feedback (snapshot questionnaires (SSQ)) (manually recorded - one SSQ per member per year)
- SSQ breakdown/charts (automatically populated)
- Monthly service activity and callouts (manually recorded)
- Service user/carer/member case studies/good news stories (manually recorded and forwarded with DMR return)
- Compliments/complaints/incidents (manually recorded and forwarded with DMR return)
- Personal Profiles (manually recorded – one per member 2018/19)
- Referral Activity (manually recorded – 2018/19)

Consent

Data collected and collated for this report has been provided through the consent of individuals using the services and approval and consent from Powys County Council and East Radnor Day Centre.

Section 5: Service/Project Overview

Background

Home Support is an early intervention service for citizens (50+) that provides the support and practical assistance an individual may need in their day-to-day life to stay living at home, safely and independently⁵. Home Support is an integral part of the **One Powys/Vision 2020/25** prevention and early intervention programme and helps to optimise health and wellbeing, reduce the impact of isolation and loneliness and the prevention and/or delay in the escalation of needs and more formal care and support.

In 2018 Integrated Care Fund (ICF) funding was awarded to build upon the successes and learning from the Rhayader Home Support service (established in 2005) and establishing Home Support in a further three of the thirteen localities within Powys - East Radnor (Presteigne and Knighton), Llandrindod Wells and Llanidloes. Comprehensive evaluation (and resulting recommendations) after the first year secured a further 2 years of ICF funding to March 31st, 2021 to support the on-going development, mainstreaming and roll-out of Home Support services across Powys. In January 2021, the Welsh Government, and local Regional Partnership Board (RPB), extended ICF funding for a further year to March 31st, 2022 to support the project to deliver aims and actions delayed due to the pandemic.

Over the course of the project, Home Support provision and delivery has increased, developed, and adapted demonstrating significant impact on individuals lives and in doing so help to ensure the most vulnerable citizens in Powys have access to support as and when they need to. This is clearly demonstrated in the 2018/19 Annual Report and indeed this 3-Year Report.

Whilst there was operational delivery on many of the 2018/19 Annual Report recommendations in 2020, there has been a delay in achieving them all due to the pandemic and resultant PCC 'business critical' focus. Indeed, Home Support activity increased and adapted to ensure the most vulnerable citizens have access to support, which has been a crucial part of the PCC and indeed Powys-wide Covid-19 response.

Concurrently, since May 2020, the Livewell Commissioning team has engaged significantly with all the current CVS grant funded organisations. This has secured effective engagement, communications, and support for/with organisations, and provided the opportunity to review, develop and improve commissioning practices, and service procurement in relation to preventative approaches and interventions and the role of CVS organisations and PCC provision within that. Also, during this time, there has been further development of the North Powys Project including the review the Integrated Community Model of Care, home-based care/community-based/early intervention pathways and the aims and principles of the Section 33 partnership agreement.

The consequential learning across all these areas of work have prompted very real opportunities to deliver on the overarching strategic objective of the Home Support project to transform preventative services in Powys through co-production, bringing together several overlapping and compatible work-streams and service provision and by adopting proven innovative interventions through service redesign and re-engineering resources.

During 2020, the PCC Home Support strategic planning group was re-established after a six-month suspension ensuring business critical focus in relation to the pandemic. The aim of the group in 2021 thus far has been to scope, articulate and seek approval for the roll-out and mainstreaming of Home Support services in all thirteen Powys localities.

Strategic Context

The service and project align with the Powys County Council (PCC) Adult Services Improvement Plan (Vision 2025) which sits within a wider strategic framework, evidence, and research, and seeks to draw a golden thread across all key strategic and planning arrangements:

- Social Services and Well-being (Wales) Act (2014)
- Powys Health and Care Strategy/Vision 2020/25 (2020)
- Mental Health Measure/Together for Mental Health (2019-22)
- Improving Lives Programme (2018)
- Powys County Council Corporate Improvement Plan (2019-2022)
- Towards 2040 The Powys Well-being Plan (2018)
- Powys Population Assessment (2015)
- Powys Public Services Board's Well-being Assessment/Residents Survey (2015)
- Commissioning and Commercial Strategy Powys County Council (2017/20)
- Powys County Council Transformation Approach: Service Redesign/Digital Transformation Programmes and Projects, Small-scale change (2021)
- EU Procurement Regulations (current)
- Welsh Procurement Policy Statement (2015)
- Equality Act 2010 (Statutory Requirements) (Wales) Regulations (2011)
- Coronavirus-covid-19 and Beyond (SCIE Adult Social Care Recommendations (Oct 2020))
- Think Local, Act Personal - partnership agreement confirmed as the future direction of social care (2010)
- North Powys Project (2019)⁶

Service Aims

Key Home Support Activities based on current service specification:⁷

- To optimise independence
- To prevent the need for statutory intervention
- To reduce the impact of disability
- To delay dependency and escalation of care
- **Help to help yourself:** community and universal services that focus on promoting wellbeing for anyone who wants to be as well as they can be. Prevent needs from occurring and effecting wellbeing
- **Help when you need it:** focus on response and early intervention to help reduce the need for more intensive/specialist services and impact of frailty or ill health, to slow down deterioration and regain independence.
- **Specialist help:** 24/7 Response/Home Support Plans/promotion of independence and wellbeing/healthy lifestyles.

⁶ See Appendix 7 for full strategic references

⁷ See Appendix 2

Service Objectives

The objectives of Home Support are to provide person-centred local services that:

- Promotes independence by providing early intervention and prevention.
- Provides support to improve and/or maintain health and wellbeing including life skills, healthy lifestyles, learning and occupational opportunities and links with family, friends, and local communities.
- Helps prevent or delay the deterioration of health and wellbeing resulting from ageing, illness, or disability.
- Help reduce the need for costlier and intensive services.
- Enables/assists hospital discharge and look to prevent re-admission and reduce residential placements.
- Provides short term support to help continuity of care with changing needs/circumstances/support agencies.
- A point of contact for members.
- Provides a 24/7 rapid response service via an emergency care line.
- Provides support for carers and families.
- Is registered Service with CIW (Care Inspectorate Wales).

Impact and Outcomes

The Home Support service specification developed and drawn up at the beginning of the project indicated the anticipated outcomes at an individual, operational, and 'system'/community level – all of which reflect the national and local strategic framework.⁸ The aim of this approach has been to provide qualitative and quantitative data to show what has been delivered, how well the service has been delivered/received and the difference the service has made. The key outcomes relate to:

Improved health and wellbeing

- Improved quality of life
- Improved health and wellbeing

Personal and relevant support at home

- Improved experience of support and care
- People feel more empowered and in control
- People have better access to information, advice, assistance, and advocacy
- People receive relevant, local, and personal support
- Quality support and care

Value and sustainability

- Quality leadership and workforce
- Evidenced-based practices
- Joined-up, co-ordinated and collaborative practices
- Effective and efficient information management
- Cost-effective and prudent service model
- Sustainable fit between needs and resources

⁸ See Appendix 7

Service Specification

Each service area works from a single pan Powys service specification that was developed at the beginning of the project. This aim of having one specification was to develop a consistent approach to supporting people to live at home which was flexible enough to respond and adapt to the profile and needs of rural and localised communities and the often-variable services and resources provided within those. This has meant that whilst the Home Support service in each of the project areas has evolved and developed differently, they have retained a clear reference to one service specification.

By working alongside existing community and service provision, Home Support flexes to provide localised relevant services and doing what matters to an individual in how and when they receive help and what works best for them. The service is free and some of the things Home Support can help with include:

- 24/7 emergency response
- Welfare visits and telephone support
- Essential Shopping
- Emotional Support
- Assistance with prescriptions
- Support with appointments
- Assist carers with their role
- Support in emergency situations
- Staying fit and healthy
- Signposting and help to access other services
- Accessing local community groups and supportive networks

Section 6: Project Scope

Powys County Context

“Powys covers a quarter of the area of Wales and is one of the most sparsely populated counties in England and Wales, with 26 people per square kilometre. Powys has an estimated population of 132,435,⁹ which is a predominantly rural population, with numerous villages and hamlets around the main 15 market towns.

The population of Powys is also older than the average for authorities in Wales with the mean average age being 44.8 in mid-2012 as compared to Wales at 41.3. The 65+ population (currently 35,696) is projected to increase by 11% over the next 5 years (38,405 by 2020) and by 43% by 2036 (49,515). The 85+ population is expected to increase by 19% over the next 5 years from 4,725 to 5,551 and 146% by 2036 (11,456). In contrast, the proportion of young working aged people (20–39) is substantially lower than that of Wales. Whilst the male older population is expected to increase at a higher rate than that of females, it is projected that there will continue to be older aged women than men.”¹⁰ These projected demographic changes have significant implications for health and social care provision and the work delivering it.

Whilst there is a general consistency to community service provision across Powys, how it is used has often been dependent on the demand and supply within in each area.

The aim of the Home Support project has been to establish a shared and consistent approach to the service provision across Powys whilst taking account of and being responsive to the profile and needs of local and rural communities with often-variable access to and provision of services and resources within each. This has meant that each service area has needed to evolve and develop as highlighted in the locality and service profiles below.

Project Localities

Home Support services are currently delivered in three of the thirteen Powys localities – Rhayader and Llandrindod Wells, East Radnor (Presteigne and Knighton and surrounding areas), and Llanidloes.

Rhayader and Llandrindod Wells Locality

The Rhayader Home Support (RHS) service was established in 1998 in response to the closure of a local nursing home and the need for the provision of a warden service for 30 council warden properties.

Following evaluation in 2013, Llandrindod Wells Home Support service (LWHS) was established alongside RHS as part of the pilot project to develop and evaluate home support services within Powys in April 2018. The LWHS service has evolved steadily but is yet to reach full capacity with progression delayed due to the pandemic.

Rhayader and Llandrindod Wells Home Support (RH&LWHS) serves a population of approximately 14,435 with 3,389 individuals over the age of sixty-five.¹¹ The membership was 251 (January 31st, 2021), with a reach of 7.5% of the potential/targeted population (although not all individuals will need or want Home Support services).

The locality base for RH&LWHS is in Rhayader, although homeworking has been established during 2020 in response to the pandemic and to ensure government guidelines and safe practices in the office are heeded. The workforce includes **by five workers** (1 senior support worker (SSW) and 5 support workers) and 3 relief workers, totalling 188 hours (60 in-hours and 128 out of hours).

⁹ [Lower layer Super Output Area population estimates \(supporting information\) - Office for National Statistics](#)

¹⁰ Care & Support Pop Assessment for Powys. [file:///Z:/Wellbeing%20&%20Population%20Assessment/Powys_Population_Assessment_Summary_Final_V1.pdf](#)

¹¹ Local Area Profiles based on 2012 Census Data. <https://customer.powys.gov.uk/article/5963/Local-Area-Profiles>

R&LWHS is PCC provided and funding is substantive. The ICF (Integrated Care Fund) provides funding for 30 hours' SSW (April 2018 - March 31st, 2022).

Service delivery, practice documentation, data recording and reporting have been fully adopted and provided in Rhayader, although service provision has only partially developed in Llandrindod Wells - intentions to roll-out beyond the wardening supported services in the autumn of 2019 were due the late ICF funding decision and to the pandemic. The data collected and collated however, provides a significant insight into the activity, outcomes and benefits of the Home Support services delivered.

Llanidloes Locality

The Llanidloes Home Support service (LHS) was established in April 2018 as part of the pilot project and is based within an 'extra-care' facility called Bodlondeb.¹² LHS was developed upon existing community-based services and non-PCC funded Bodlondeb residents. However, the service (and use of documentation) has not fully developed or implemented as anticipated.

LHS serves a population of approximately 6,135 with 1,653 individuals over the age of sixty-five. LHS has a membership of 36, 13 of whom live within Bodlondeb (January 31st, 2021) with a reach of 2% of the potential/targeted population (although not all individuals will need or want Home Support services).

LHS is PCC provided with backfill ICF funding for 37 hours' SSW work backfill from April 2018 - March 31st, 2022.

Originally, it was intended the Bodlondeb residents would be transferred to Home Support so they would be supported akin to other home support members living in the community rather than as a supported living tenant. In practice this has not materialised, and although, there has been staff backfill provided to establish the service in Llanidloes, the Bodlondeb work has necessarily taken priority. Consequently, the Home Support service has not developed within Llanidloes, nor have those affected individuals living in Bodlondeb been transferred to Home Support services, so receive the same support as all Bodlondeb tenants which is at a higher level than would necessarily be provided for those individuals living in the community.

Service delivery, practice documentation, data recording and reporting have been partially adopted and provided in Llanidloes. Intentions to develop the service including the roll-out beyond the Bodlondeb and existing community support service users in the autumn of 2019 were delayed due the late ICF funding decision, to staffing shortages and the pandemic. Consequently, the data collected and collated has been limited and, in some respects, biased as support provided to the 13 Bodlondeb Home Support members has reflected the additional (and traditional) support provided to all 'extra-care' residents which was generally over and above what would ordinarily be necessary for Home Support members. Having said this the data still demonstrates an invaluable insight into the activity, outcomes and benefits of the Home Support services delivered.

Knighton and Presteigne

The East Radnor Home Support Service (ERHS) was established in 2018 as part of the pilot project to develop and evaluate Home Support services across Powys. The base for the service is in Presteigne at the East Radnor Day Centre.

ERHS serves a population of around 12,154 individuals with 3,413 individuals over the age of sixty-five living in Presteigne, Knighton and the wider communities and surrounding villages. ERHS had a membership of 330 (January 31st, 2021) with a reach of 10% of the potential/targeted population (although not all

¹² Bodlondeb is a property owned by Mid-Wales Housing Association. The property houses bedsits for up to 26 tenants and has communal facilities for all residents. PCC provides 24/7 support and care. Approximately half of the residents are funded and supported by social care packages and PCC staff based at Bodlondeb. The remainder of the residents are self-funded.

individuals will need or want Home Support services). During the first two quarters of 2020, membership was at its height of 420 with a reach of 12% of the potential/targeted population.

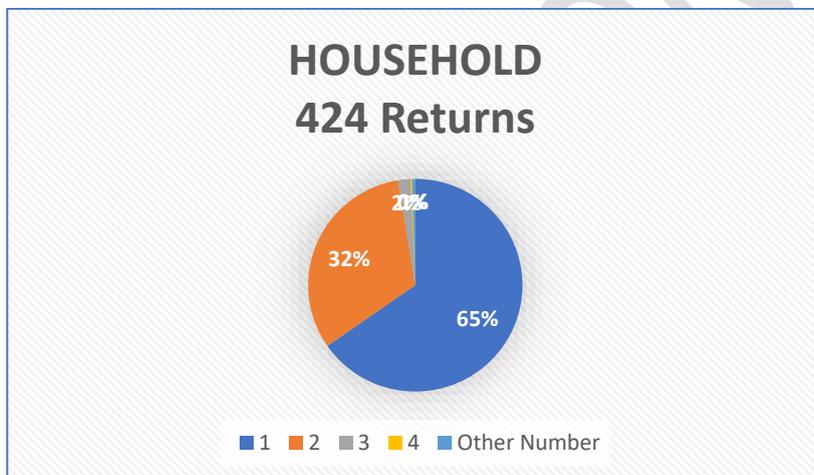
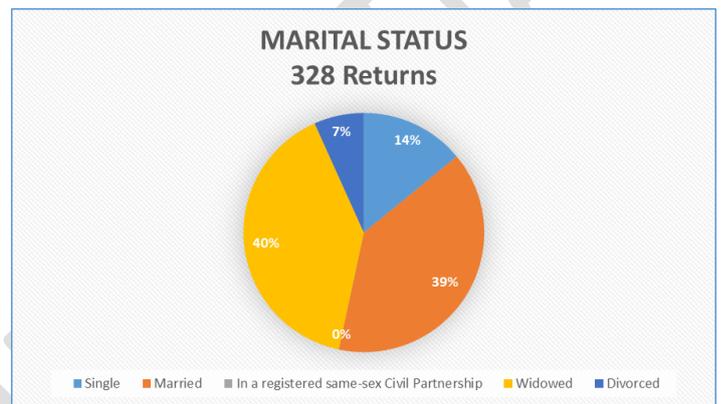
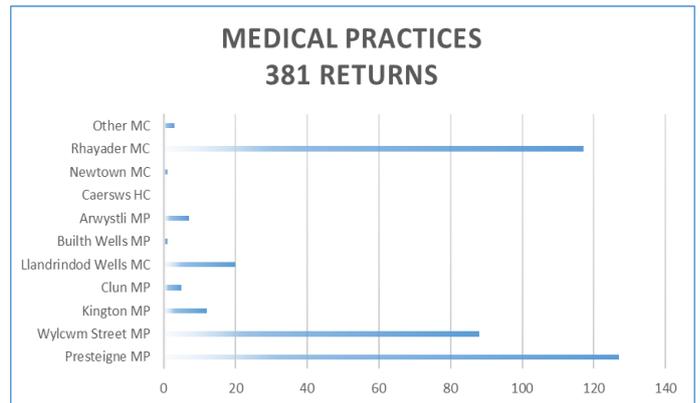
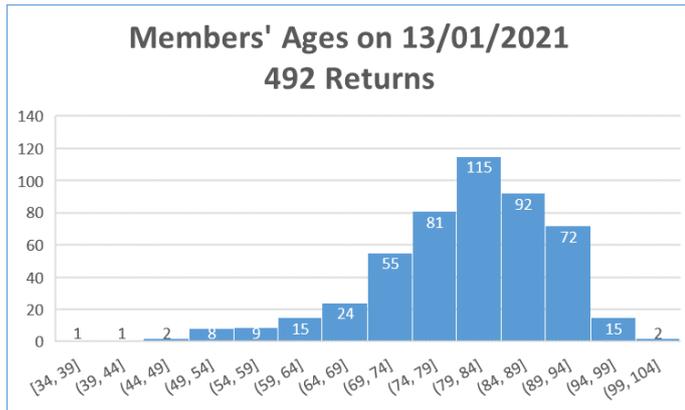
For the first year of the project, staffing included part-time general management support from the Day Centre Manager, one dedicated full-time SSW and three relief staff supporting the out of hours' work. The 2018/19 Annual Report indicated the need for further in-hours staffing. This prompted the use of vacant PCC wardening hours (and case work) being allocated for the duration of the project in ERHS in Dec 2019.

The workforce further developed and changed in response to the impact of the pandemic during 2020. This included the temporary closure in March 2020 of ERDC and redeployment of four of the nine part-time Day Centre staff to the Home Support service increasing in-hours provision from 75 in-hours to 126 hours and 128 on-call/out-of hours. The increase in staffing matched the 100% increase in membership during 8 months of 2020 because of the pandemic.

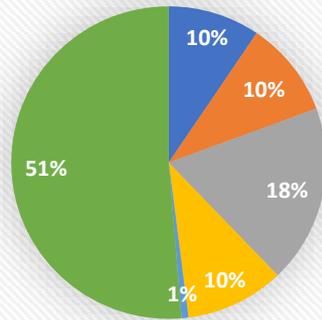
The service is PCC commissioned and provided by East Radnor Day Centre (ERDC - now known as East Radnor Care (ERC)). ERHS is funded mainly through ICF funding (to March 2022), PCC wardening (from January 2020 to 2022) and PCC day centre funding (March 2020 – March 2021).

Service delivery, practice documentation, data recording and reporting have been fully adopted and provided in East Radnor and the data collected and collated provides a significant insight into the activity, outcomes and benefits of the Home Support services delivered.

Section 7: Membership Profile

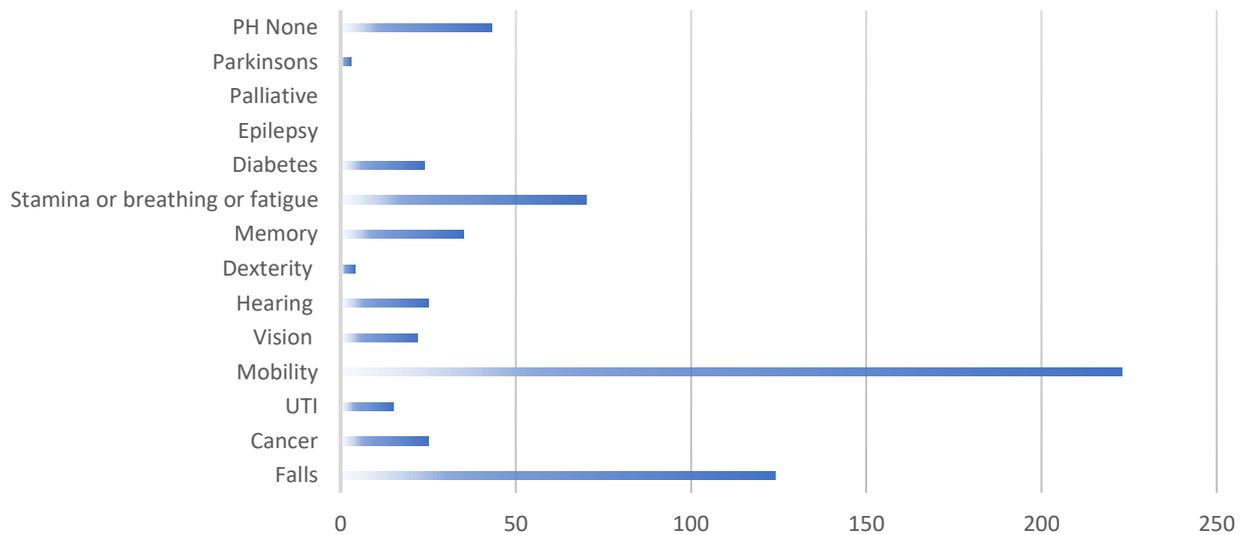


SELF-REPORTED MENTAL HEALTH 423 Returns

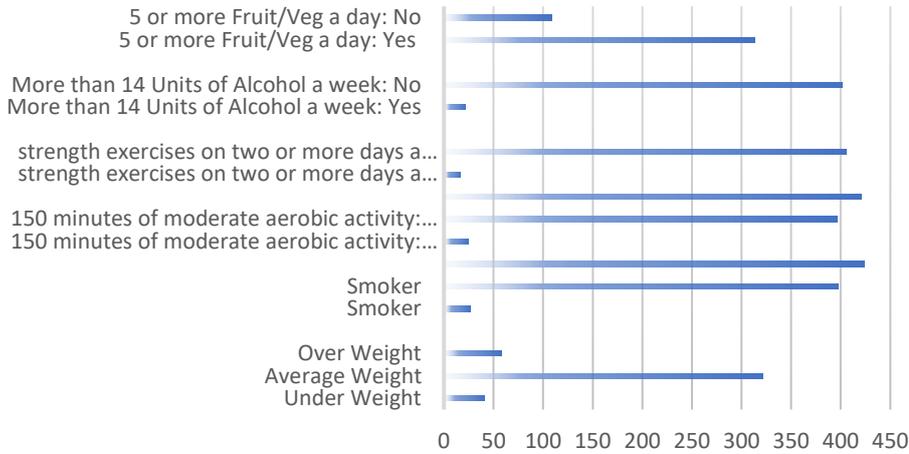


■ Dementia ■ Depression ■ Anxiety ■ Bereaved ■ Pyschosis ■ MH None

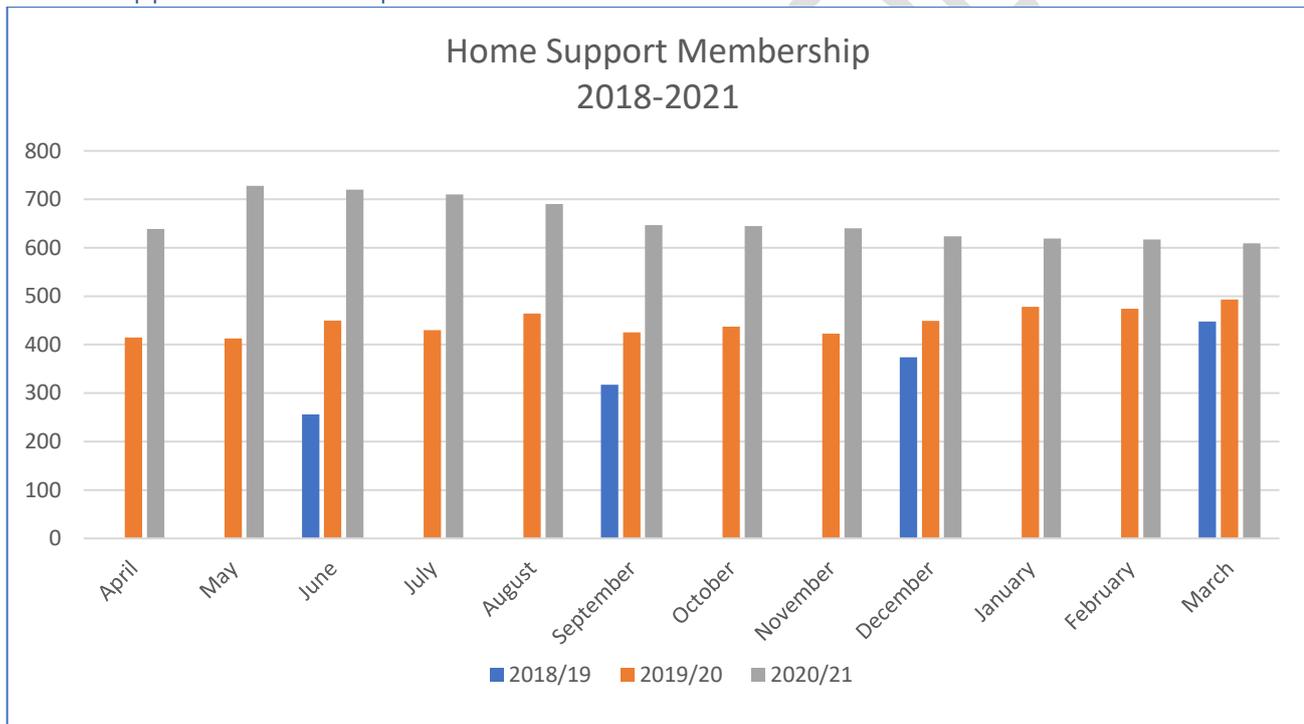
SELF-REPORTED PHYSICAL HEALTH 613 RETURNS



HEALTHY LIFESTYLES 422 RETURNS



Section 8: How Much Home Support Membership

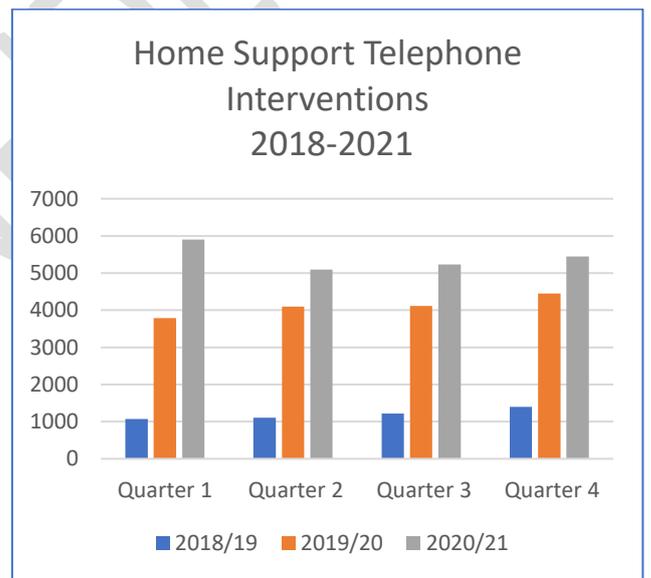
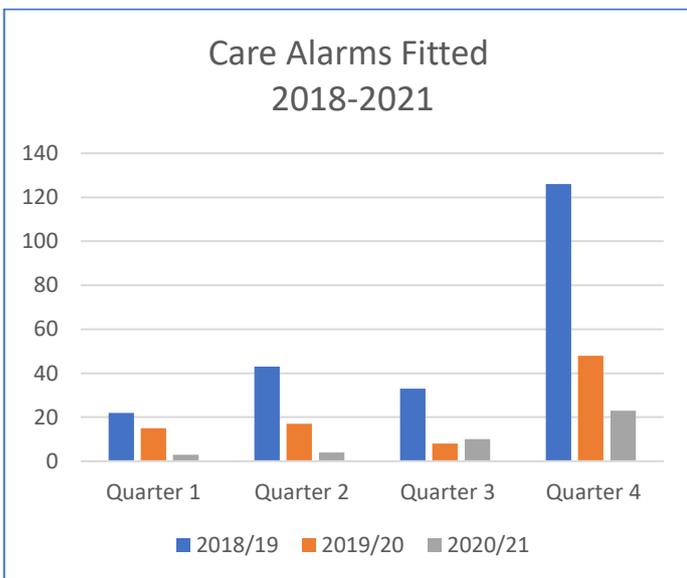
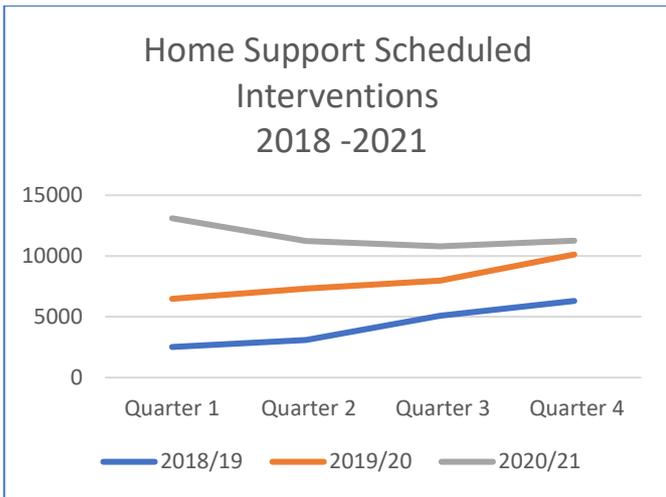


Scheduled Activity

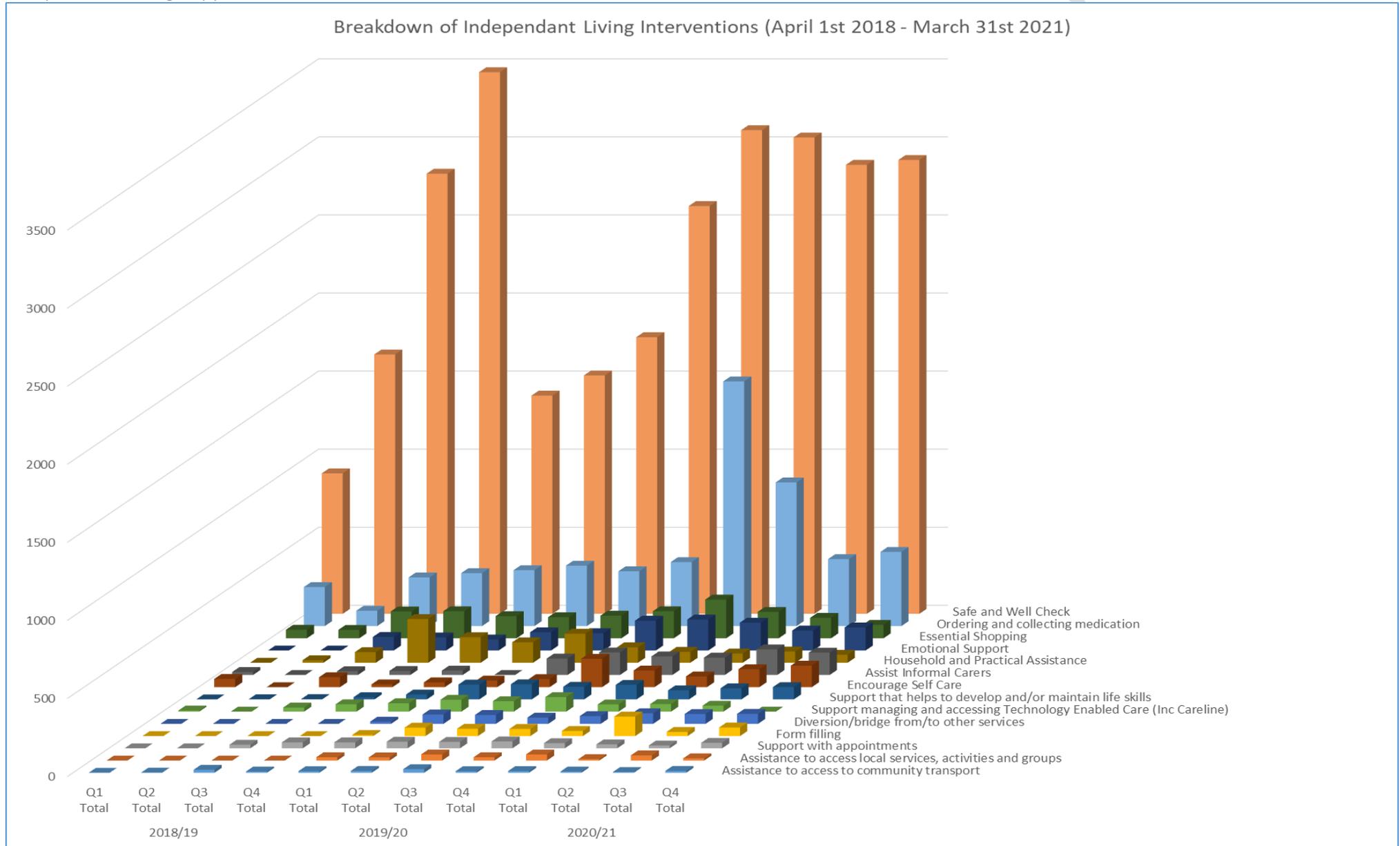
Home Support Activity Overview

There are around 122 Scheduled Home Support interventions provided across the four service areas every working day (9am-5pm) (3-year average April 1st, 2018 - 31st March 2021).

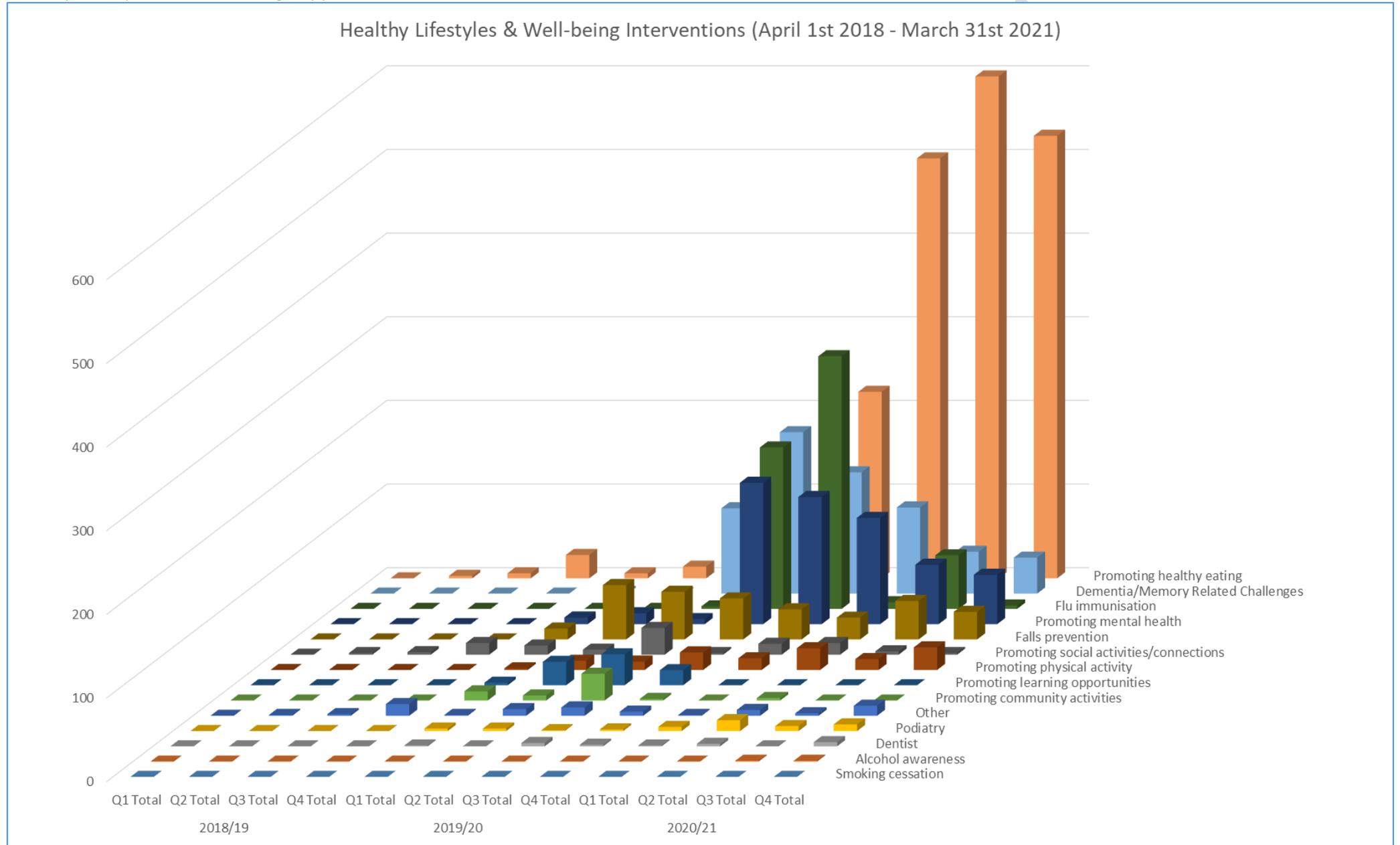




Scheduled Support Activity Breakdown Independent Living Support/Interventions

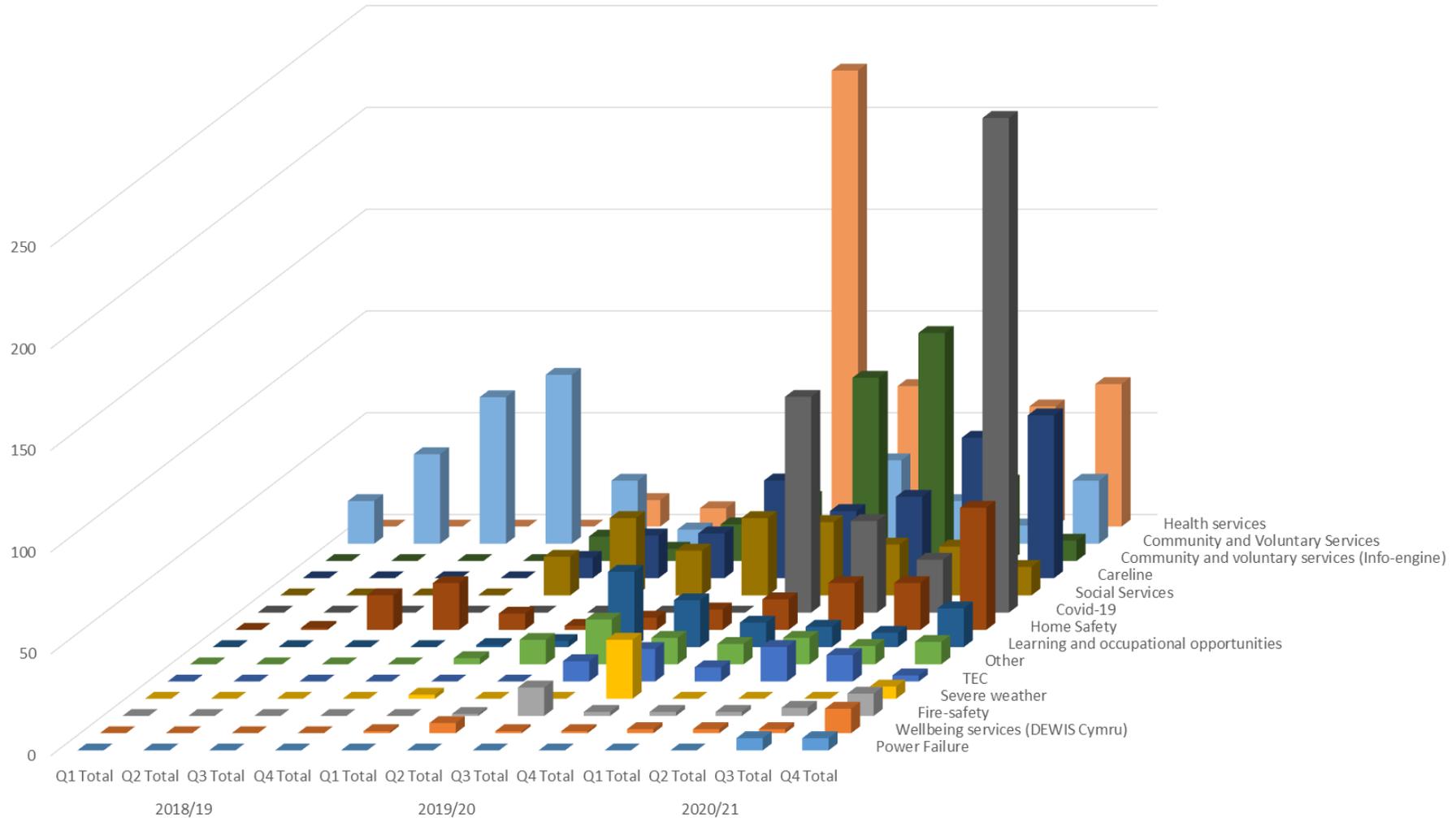


Healthy Lifestyles and Wellbeing Support/Interventions



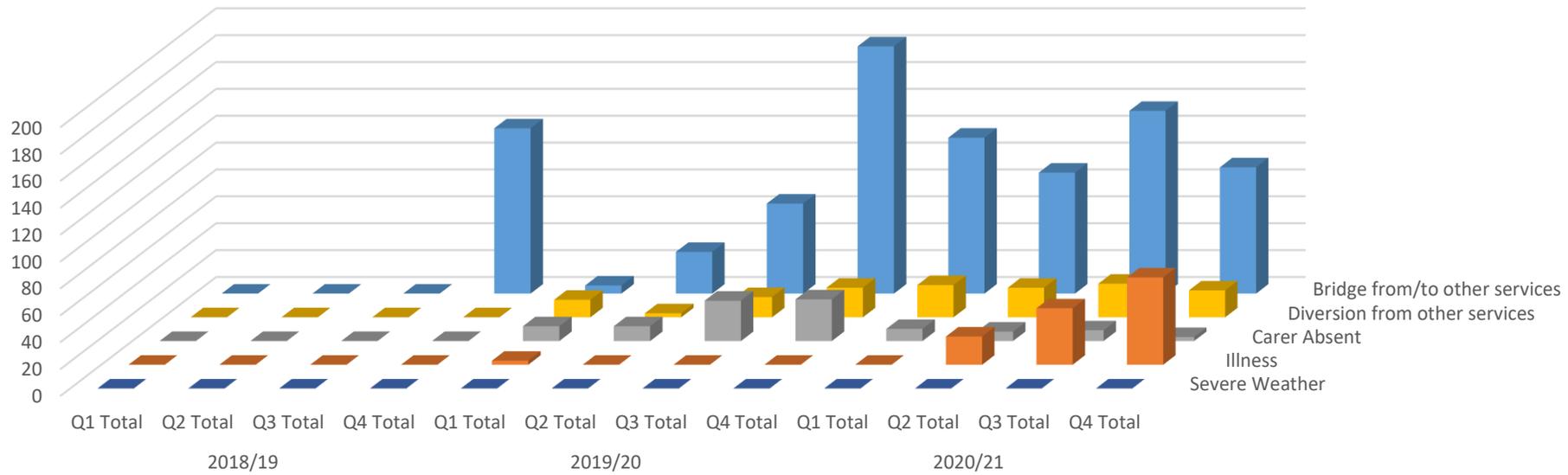
Information, Advice and Assistance Support/Interventions

Information & Advice (April 1st 2018 - March 31st 2021)



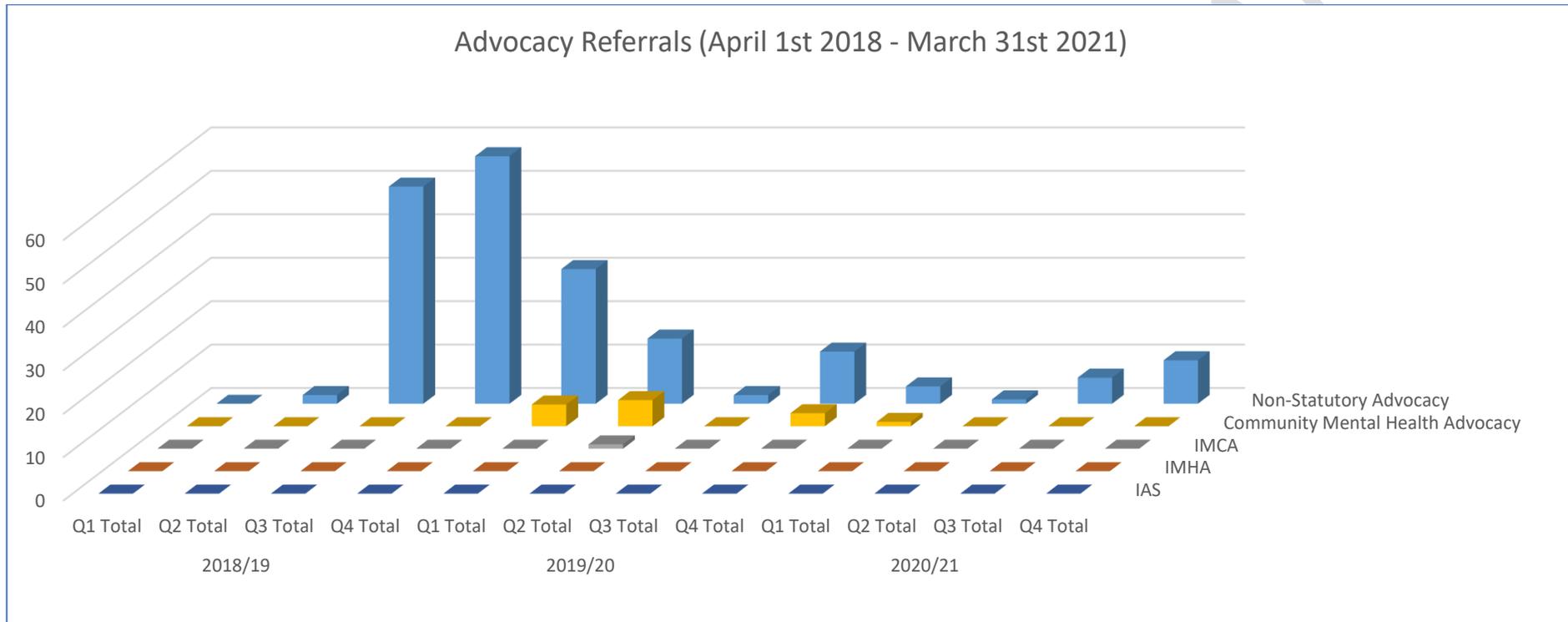
Personal/Domiciliary Care

Provision of/Reason For Personal and Domestic Care (April 1st 2018 - 31st March 2021)



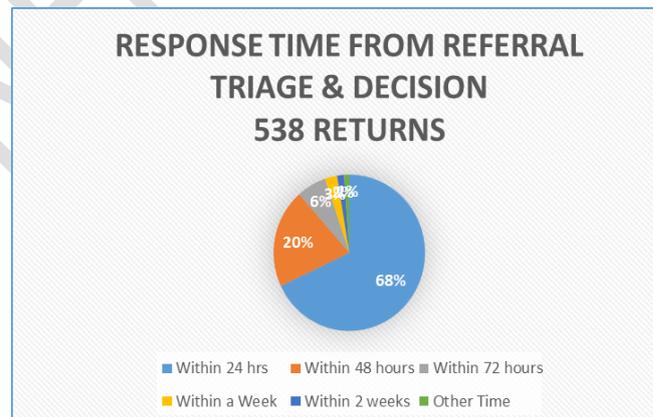
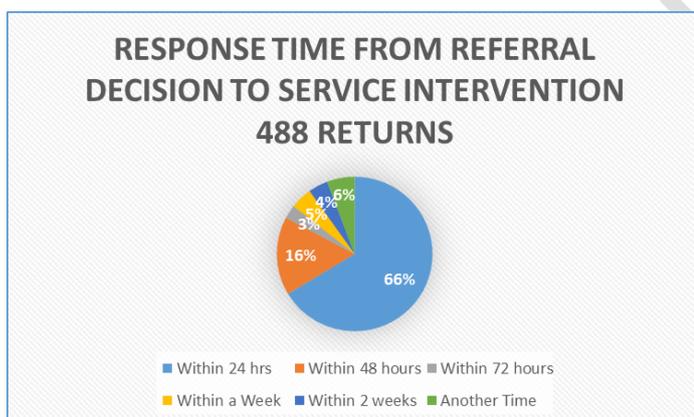
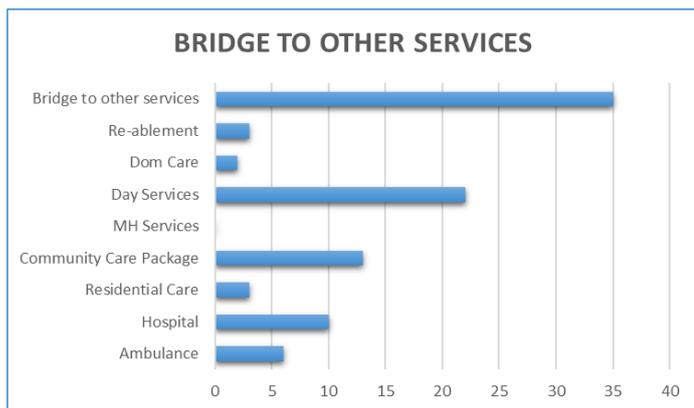
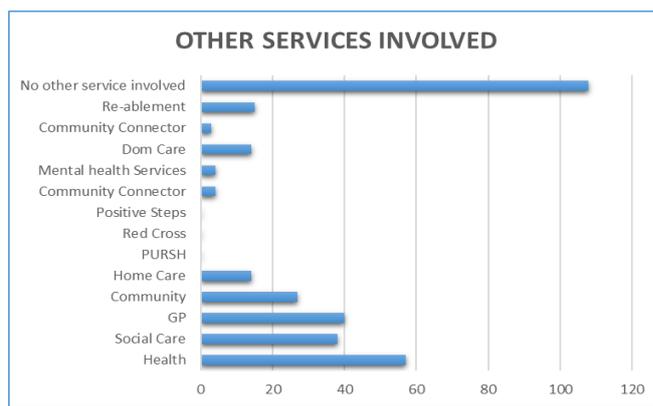
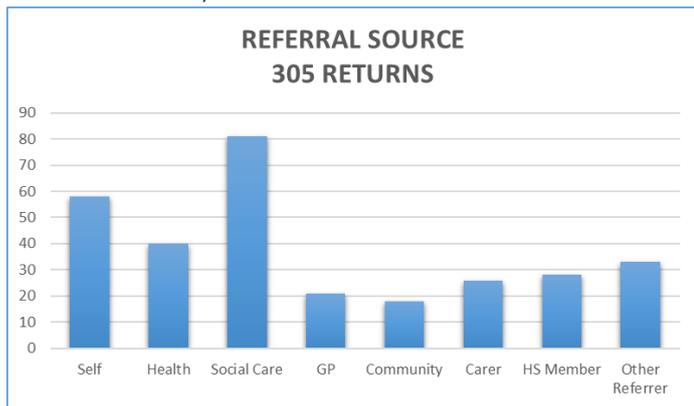
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Advocacy Referrals



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Referral Activity

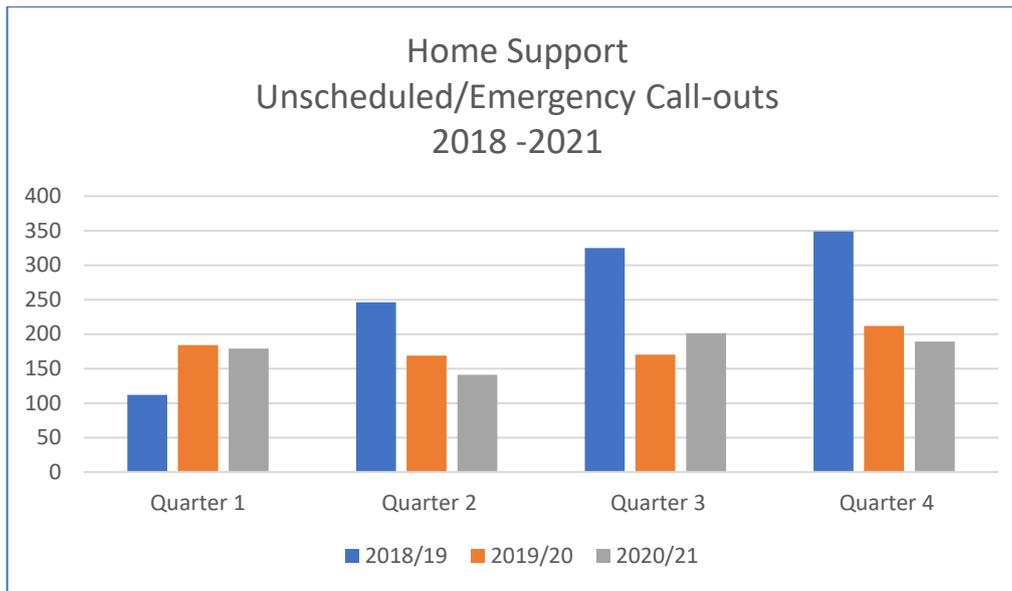


Unscheduled Support

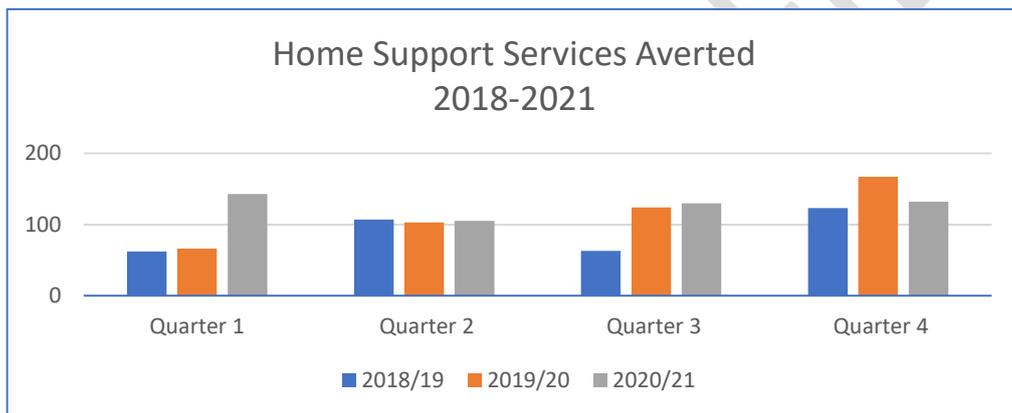
There were on average 16 unscheduled (out-of-hours) Home Support interventions provided across the four service areas each week (In and out of working hours - 5pm – 9am and weekends) (3-year average April 1st, 2018 - 31st March 2021).



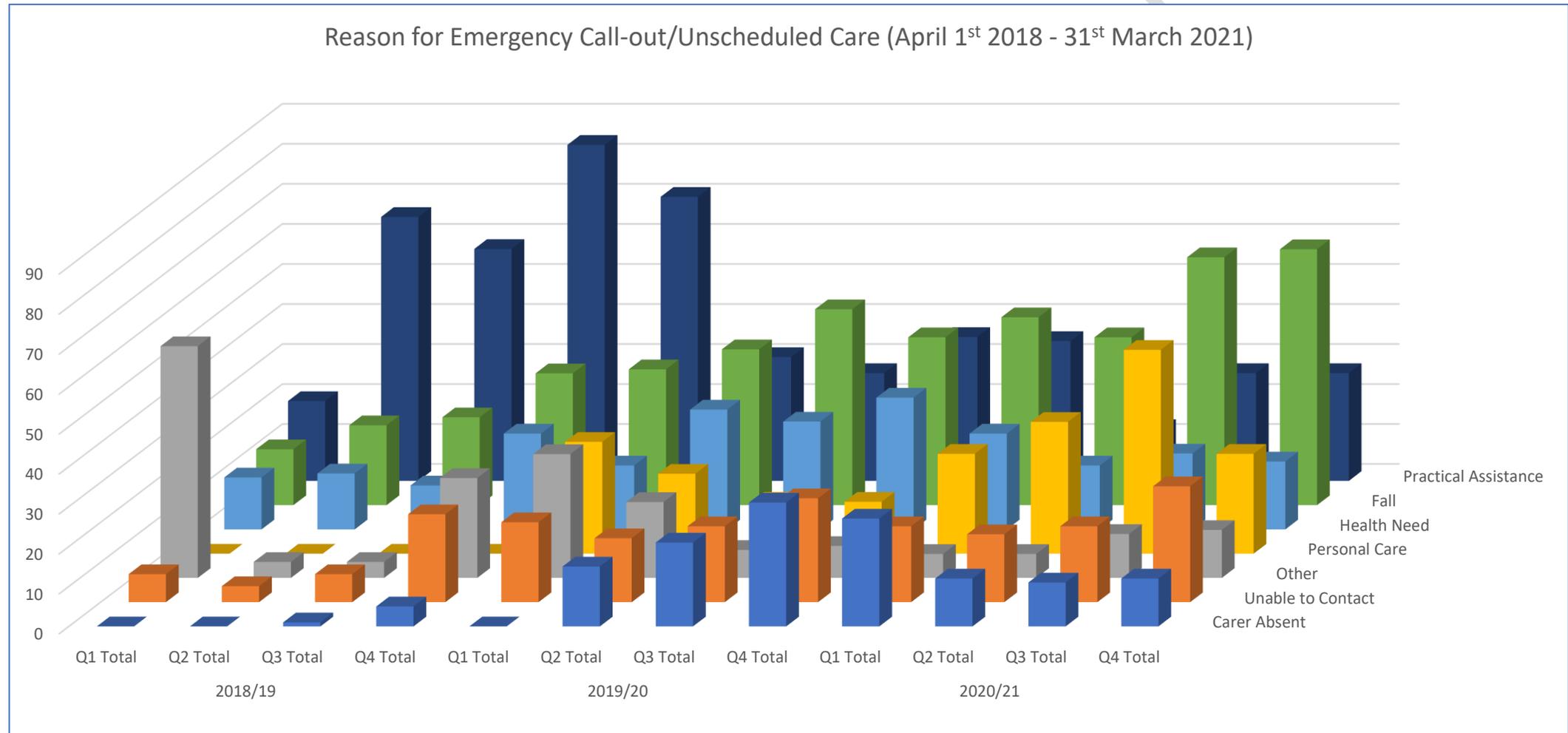
Total Emergency Call-outs



Services Averted as a Result of an Emergency Call-out

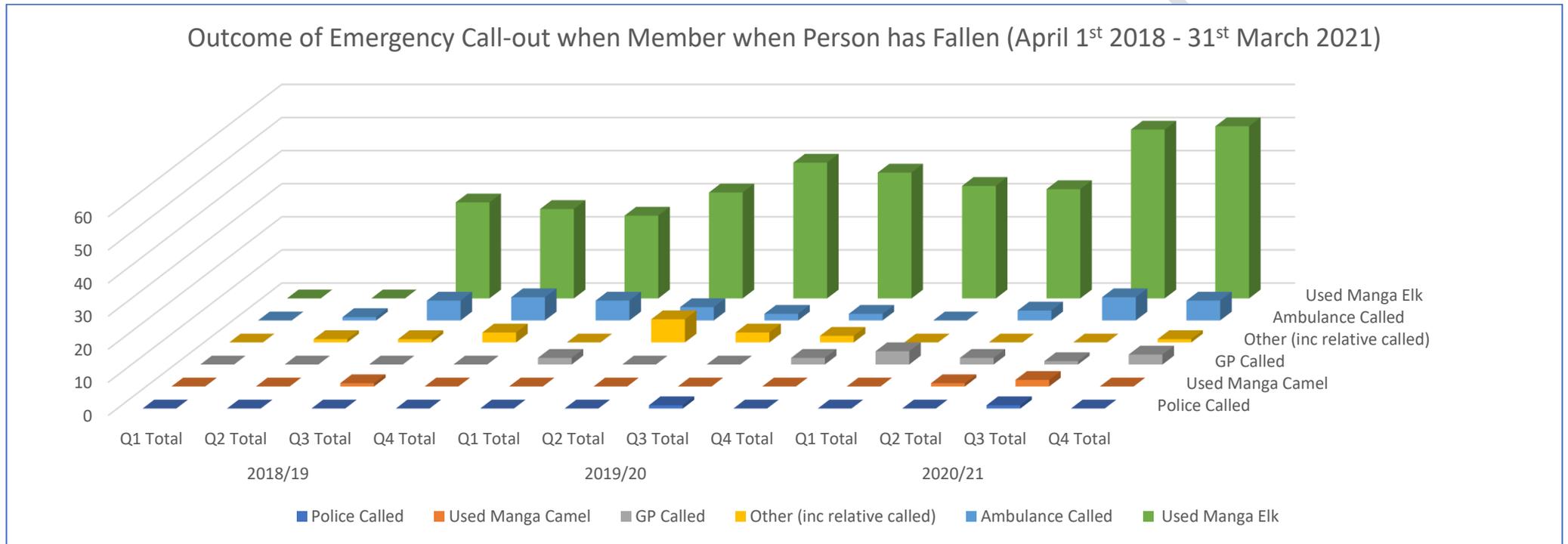


Reasons for Emergency Call-out



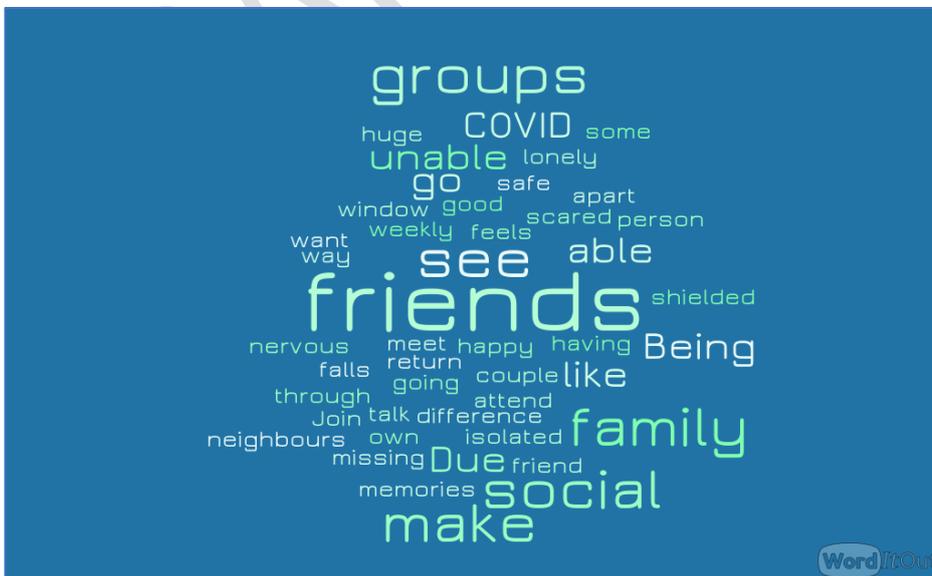
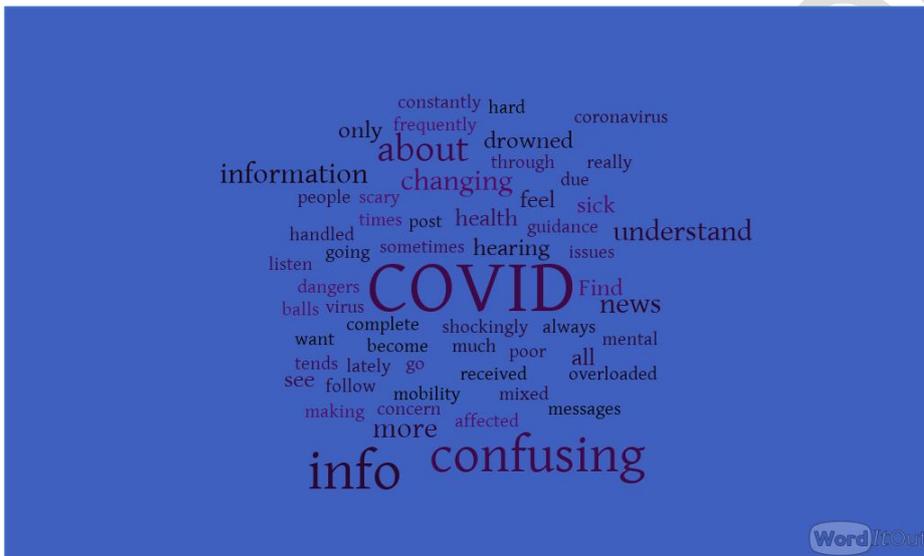
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Outcome if Service User Has Fallen



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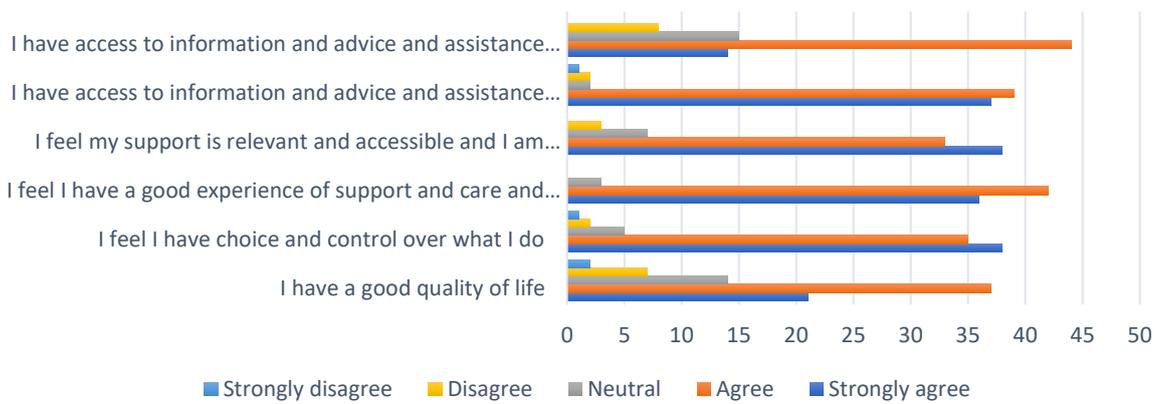
Section 9: How Well Service User Outcomes and Feedback



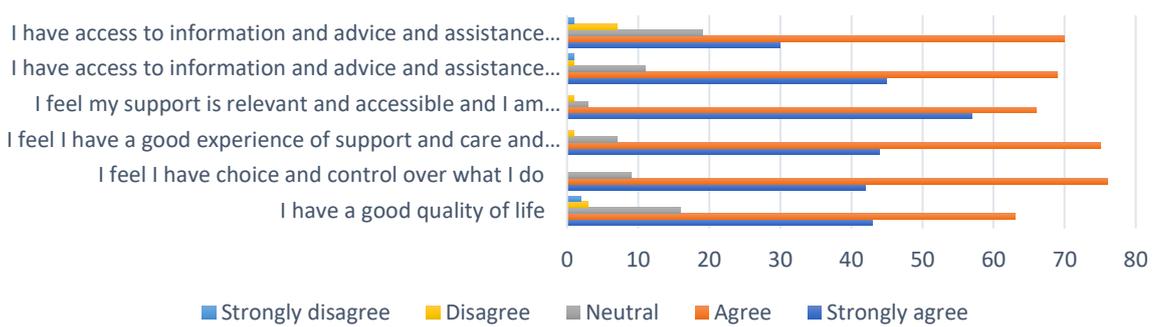


Snap Shop Questionnaires

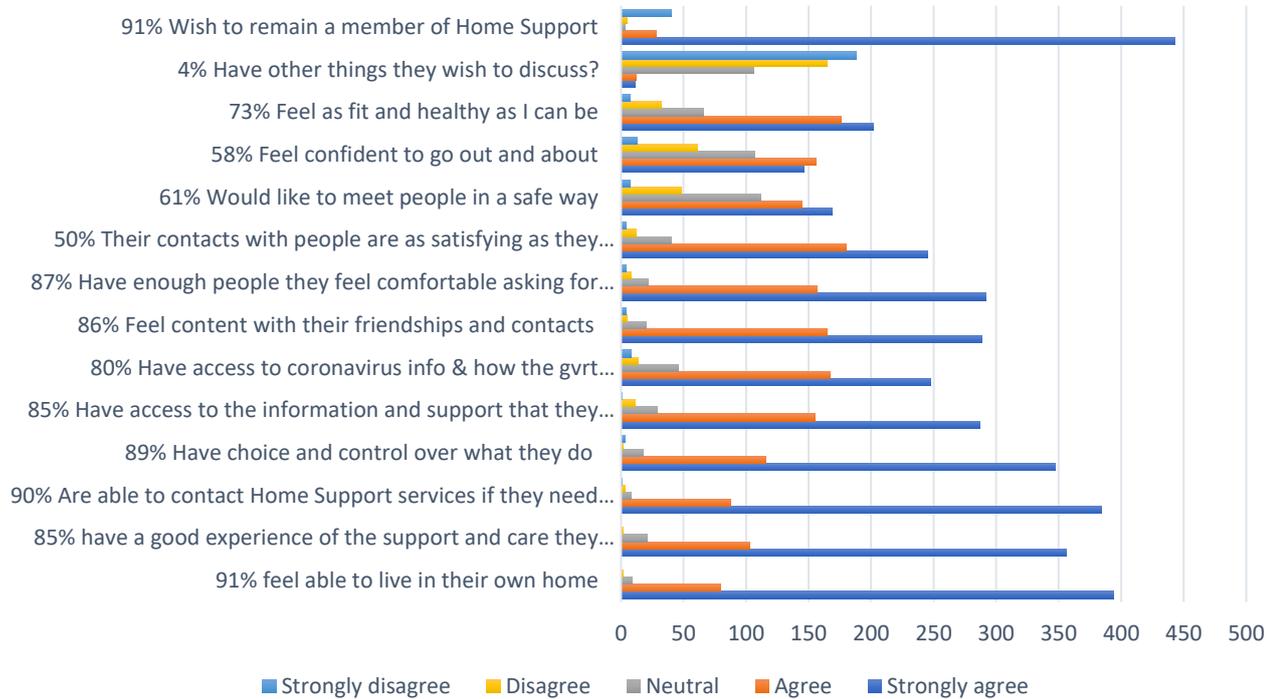
Service user Feedback 2018/19 81 Returns



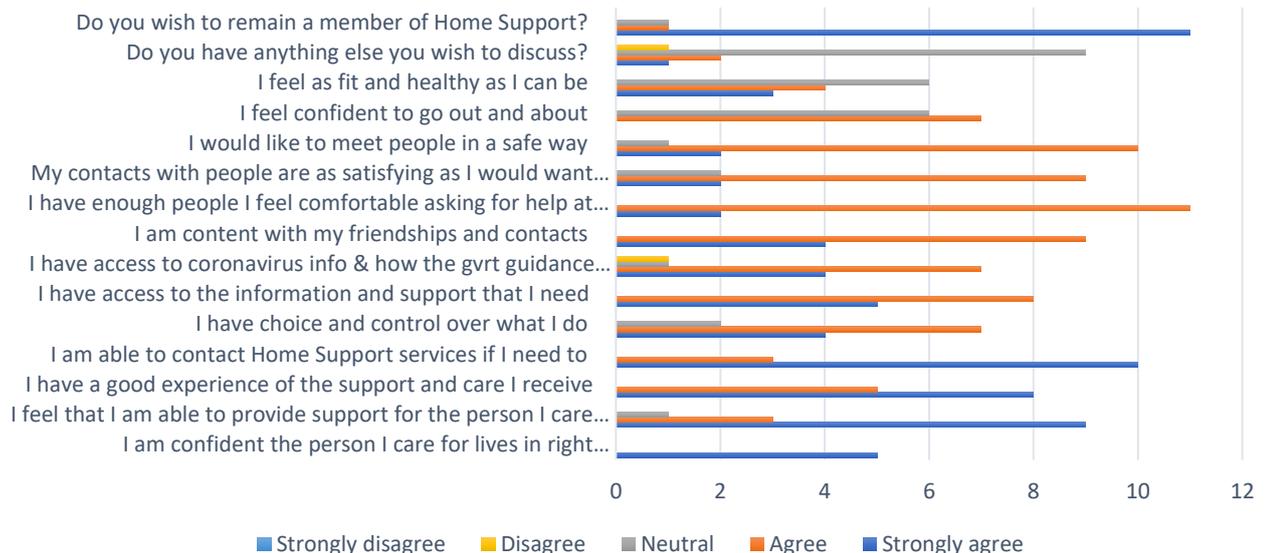
Service user Feedback 2019/20 127 Returns



Service user Questionnaires Aug/Sept 2020: 519 Returns



Carer Questionnaires Aug/Sept 2020: 13 Returns



See Appendix 6 for detailed Service User/Member feedback/comments.

Case Studies

Good News Stories

Section 10: Difference Made

Return on Investment

Home Support Return on Investment and Added Value (April 1st, 2018 - 31st March 2021)



Return on Investment due to Cost Avoidances

	Unit Cost Per Hour/ specified Callout (2018/19)	2018/19		2019/20		2020/21	
		Number	Cost	Number	Cost	Number	Cost
Ambulance: See/Treat/Refer	181	120	£21,720.00	180	£32,580.00	262	£47,422.00
Doctor: Community Medical	140	23	£3,220.00	15	£2,100.00	9	£1,260.00
Temporary Personal & Domestic Care Interventions Provided: Home Care Worker	25	145	£3,625.00	501	£12,525.00	244	£6,100.00
Hospital: Ambulance See/Treat/Convey	248	3	£744.00	12	£2,976.00	11	£2,728.00
Fire Service: Per engine and 23 min call-out	300	6	£1,800.00	9	£2,700.00	6	£1,800.00
Police: Band A-C SCP13	29.56	27	£798.12	34	£1,005.04	40	£1,182.40
PURSH/RC: Home Care Worker	25	1	£25.00	2	£50.00	16	£400.00
Respite: Qualified Social Worker	51	0	£0.00	2	£102.00	0	£0.00
Mental Health Services: Initial MH Assessment	30	0	£0.00	25	£750.00	9	£270.00
Residential: Qualified Social Worker	51	0	£0.00	6	£306.00	2	£102.00
Other: Qualified Social Worker	51	0	£0.00	43	£2,193.00	14	£714.00
Home Support Worker: Support and Outreach (Grade 5 HSW)	24	325	£7,800.00	829	£19,896.00	613	£14,712.00
TOTAL SAVINGS (Averted Services minus - Home Support Service Costs)			£24,132.12		£37,391.04		£47,266.40

Value Added

Actual Income Generated (indirect)

	2018/19		2019/20		2020/21	
	Number	Income	Number	Income	Number	Income
Careline Installations/Rental	126	£33,768.00	48	£23,788.00	23	£6,164.00

Future Cost Savings

Home Support Expenditure: Prescriptions/Shopping Costs							
Activity	Unit Costs (2018/2019)	Number of Delivered Prescriptions	Cost	Number of Delivered Prescriptions	Cost	Number of Delivered Prescriptions	Cost
		2018/2019		2019/20		2020/21	
		Number	Cost	Number	Cost	Number	Cost
Prescription Delivery: Pharmacy Charges: £0 - £5 per delivery	2.5	999	£2,497.50	1506	£3,765.00	3336	£8,340.00
Essential Shopping	0	454	£0.00	595	£0.00	629	£0.00
Home Support Worker: Support and Outreach	24	1453	£34,872.00	3004	£50,424.00	3965	£95,160.00
TOTAL COST (Home Support Service cost minus volunteering/pharmacy prescription delivery rate)			- £32,374.50		- £46,659.00		- £86,820.00

Transformation Affordability

Roll-out and mainstreaming of Home Support Services across Powys is dependent on key actions:

- Appetite and approval for transformational change
- Understanding the economic benefits to Powys
- Scoping and optimising potential income
- Reviewing Home Support specification to ensure that interventions are focused, 'smart' and efficient (e.g., Home support service to focus on USP/key skilled based interventions and use of volunteers for 'lower' tier interventions – shopping and prescription deliveries, social activities)
- Optimising the return on investment
- Re-engineering and redirection of resources from current services
- Maximising opportunities to develop and join up prevention pathways
- Harnessing assets/asset-based approach (e.g., role and contribution of individuals/ community and voluntary sector)
- Co-production with key stakeholders (North Powys Project/Health/Fire service/those 'avoided/averted' services/community and voluntary sector)
- Minimising duplication/optimising pooling opportunities of commissioned services (e.g., befriending, community connectors) and the community and voluntary sector

Added Economic Benefits

The roll-out of Home Support services across Powys would support the development of a sustainable and 'vibrant economy' through potential increase in the:

- Uptake of entitlements/occupational opportunities supporting independent living
- Community and voluntary sector /associated services
- Employment
- Business opportunities
- Volunteering
- Income of existing organisations
- Better value for money pooling opportunities/return of investment)

Section 11:Conclusions

Section 12:Recommendations

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Section 13: Appendices

Appendix One: Home Support Service Specification



Home Support
Service Specification

Appendix Two: Project Development and Activity

Governance

- **Powys Home Support Project Steering Group** established in December 2017 to support the development and implementation, monitoring, review and evaluation of the Home Support Project. The group comprised of operational and commissioning personnel across social, health and community based care. The group initially met on a monthly basis essentially to support the implementation of the pilot and key operational work. In 2019, the group moved from monthly to bi-monthly meetings, with wider/more strategic focus including developing partnerships with key stakeholders and determining/realising the future of the service and sustainable ways forward. The Steering Group was suspended in June 2019 for review as part of two workshops held in the second half of the year to consider the roll-out and futures sustainability of the service. The PCC Home Support Planning Group held responsibilities during this time which have remained (albeit a short suspension during the first half of 2020 due to the pandemic) until formal confirmation of the direction of the future travel of Home Support services.
- **PCC Home Support Planning Group** established in 2019 to support the implementation of the project as a whole and specifically the progress of the PCC Home Support services (LHS, LWHS and RHS).
- The progress of the project has been documented within the **Home Support Action Plan**, which is overseen by the Steering Group.
- **Governing bodies:** The Home Support Steering Group has reported quarterly to the **Regional Partnership Board, the Livewell Partnership Board and the Age Well Partnership Board.**
- **Home Support Service Meetings** were established following on from the initial workshops held January and February 2018 to support the senior support workers (and management) regarding:
 - Share experiences
 - Peer support
 - Learning and training opportunities
 - Discuss/manage issues/challenges
 - Share best practice
 - Highlight work in relation to the home support action plan
 - Feedback/work from steering group/multi-agency pathways meetings
 - Project monitoring and evaluation
 - Delivery on the Home Support service specification
 - Implementation of practice documentation

To date these meetings have been held bi-monthly, with the exception of March 2020 to May 2021 when they were temporarily suspended to support business critical work/continuity due to the pandemic. Meetings have been chaired by the project officer.

Project Review and Reporting

- Quarterly reports to the Regional Partnership Board (RPB)/Livewell Partnership Board/Age Well Partnership Board)
- Annual RPB Report
- Monthly reports (to PCC Senior Management Team – as part of the Corporate Improvement Plan (CIP) Assurance Reports
- Home Support Interim Report (Jan 2019)
- Home Support Annual Report (2018/19) (June 2019)
- Home Support 3-Year Review (draft April 2021/FV due June 2021)

Recording and Documentation

In response to the CIW practice requirements and the service specification, practice recording and documentation has been reviewed and revised twice during the project so far (January 2018/June 2020) and is compliant with CIW regulations. These include:

- 13 Practice Documents (across all key work areas including referral/assessment/support planning/review/closure)
- 5 Practice Checklists (to support staff to adopt shared and consistent practices)
- 9 Outcomes Documents (including service user/carer questionnaires/case study templates/focus group questionnaires)

Marketing and Promotions

A range of promotional materials have been developed (and revised twice) to support the marketing and communication of the services to support access to and an awareness and understanding of Home Support through the provision of clear and consistent messages:

- PCC Home Support Logo use on all project/practice documentation and promotional materials
- Home Support A5 flyers (English/Welsh)
- Home Support Posters (A3)
- Promotional film
- Home Support internet presence (Regional Partnership Board)
- Home Support Launch Bulletin (internal and external partners)
- ICF/RPB Home Support highlights infographic (2 years)

Service Interdependencies

The Powys Home Support Multi-Agency Pathways Group was established in March 2018 and has quarterly for a year and a half. The Group was set up in response to and with the aim of exploring and addressing issues to support responsive joined up home support related services so that individuals using them would have one 'touch point' and have/continue to have their needs/what matters to them met first time, thus minimising duplication, and optimising resources across all services. Key services identified including Home Support, Red Cross/Positive Steps/PURSH/Re-ablement/Domiciliary Care/Supporting People/GP Practices/Virtual Wards/Ambulance services. Key issues raised:

- Need for improved and shared understanding and clarity of key services including Home Support/Red Cross/Positive Steps/PURSH/Re-ablement.
- Need to support equitable geographical service cover in Powys (Knighton area a key challenge)
- Insufficient care personnel to meet need (domiciliary care in particular).
- Service users/carers waiting times for care packages impacting on lower-level services.
- Emerging potential service duplication.

- Ensuring good experiences and outcomes for service users/carers across all services.
- Risks and sustainability of Individual services.
- Clarity for future service commissioning/provision by health and social care.
- Managing winter pressures/DTOC etc. across services.
- Ensuring good communications across key services.

Work to date has included the development of a comparator data base to help clarify and identify service remits, distinctions, commonalities, and overlap; supporting a PHTB initiative for the installation of lifting equipment with training across key health and social care sites and some practice suggestions yet to be realised.

Since May 2020, the Livewell Commissioning team has engaged significantly with all the current CVS grant funded organisations. This has secured effective engagement, communications, and support for/with organisations, and provided the opportunity to review, develop and improve commissioning practices and service procurement in relation to preventative approaches and interventions and the role of CVS organisations and PCC provision within that. Also, during this time, there has been further development of the North Powys Project including the review the Integrated Community Model of Care, home-based care/community-based/early intervention pathways and the aims and principles of the Section 33 partnership agreement.

The consequential learning across all these areas of work have prompted very real opportunities to join up, pool and deliver on the overarching strategic objective of the Home Support project to transform prevention services across Powys by securing sustainable approaches and value for money in the provision of support for individuals living at home in Powys. Specifically, this means to roll-out and mainstream home support services in all the Powys localities, and in doing so support innovative and proven interventions that optimise independence and in doing so ensure that citizens in Powys have access to support as and when they need to.

Project Support

The project has been by part-time project officer based with the Live Well Commissioning Team.

Training and Development

The Home Support Service Specification highlights essential and desirable training requirements to support staff to feel confident and be competent within their roles. In addition, the following is available to specifically to support staff development within their home support roles:

- **Making Every Contact Counts:** Two half-day sessions provided by Public Health Wales to all Home Support and PCC Day Centre Staff in June 2018.
- **Motivational Interviewing: PHTB** recommendation that is already part of PURSH/Red Cross training programme.
- **Sage and Thyme:** PAVO recommendation provided via the University of Manchester to support a 'strengths based' approach to work.
- **Person Centre Training: PCC pilot** training through pilot Cmryd-Rhan as part of the supporting people services. Future availability to be confirmed.
- **What Matters Conversations:** PCC training/support opportunities concerning "What Matters Conversations".
- **Investing your Health:** PHTB recommendation: public health workshops via Apple a Day/Activate.
- **Dementia Matters:** Training covering all aspects of dementia provided by Dementia Matters.
- **I Stumble:** Training to support use of Manga Elk/Camel to support falls management and help reduce ambulance all-outs.

- **DMR Support:** On-going support and training to staff to use/populate the project Data Management Record.
- **Home Support Documentation:** On-going support and training to staff to record/populate service documentation.

Investment in staff development and training specific to Home Support is essential to supporting a consistent approach across the service areas and ensuring staff feel confident and are competent to undertake their work.

[Appendix Three: Project Finances](#)

[Appendix Four: Service User Feedback](#)



HS Member
Feedback (Oct 2020)

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Appendix Five: References

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