



# Plenary: Voluntary Sector Support

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**Integration and  
Better Care Fund**

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# How can the voluntary sector support?

By Charlotte Price

# Isle of Wight in Context

- ▶ In January 2017, examination of Local Government Inform revealed that the Isle of Wight level per 100,000 of DTOCs attributable to adult social care (ASC) were the worst in the country.
- ▶ These numbers submitted were incorrect and not agreed by ASC Significant work was undertaken to rectify the issues in relation to ensuring the counting of delayed transfers of care was correct - this took some time and involvement of processes to get right.
- ▶ Capacity in the community was already stretched, and still 45% of calls into ASC asking for help did not meet eligibility Criteria.
- ▶ The iBCF funding was used to fund voluntary sector support in the form of Living Well as it would help reduce DTOCs and create community capacity and this was two out of the three priorities for the funds set out nationally

# How can the voluntary sector support you?



The voluntary sector working in partnership, to support patients and their carers both during a stay in hospital and back at home.

## The Living Well Approach



Helping patients and carers to live happy, healthy and connected lives.

Personalised and co-ordinated services to help to get the right support, at the right place, at the right time. Including Living Well Support Workers, Care Navigators and Good Neighbour Volunteers.



The Living Well Carers Support Team in the quiet Carers Lounge in St Mary's Hospital offers one-to-one emotional and practical support for all carers.

This free service is open to all adult carers of adults regardless of their funding issues.



The Living Well Brokerage Support Service works with patients and carers to help put together a fully-costed care support plan tailored to meet their specific needs and aspirations.

All advice is free. Also offers help to people with learning disabilities with their housing choices.



The Living Well Learning Disability Support Officer offers specialised support to help those with learning disabilities to maintain independence and improve wellbeing.

Working together they will help to create an action plan to overcome any challenges.

### To find out more or to make a referral to the Living Well Team:

Call (01983) 525282 and ask for the Living Well Team  
Email: [living.well.team@ageukiw.org.uk](mailto:living.well.team@ageukiw.org.uk)

The Living Well approach is funded through the Isle of Wight Council's Improved Better Care Fund



The Support At Home Service offers short term practical and emotional support for anyone over the age of eighteen, following their discharge from hospital.



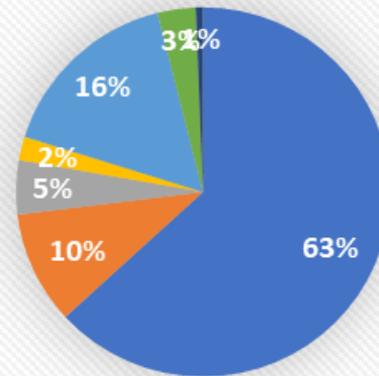
To find out more about the Support at Home Service, please call: (01983) 524081 / Ext. 6601

# Challenges

- ▶ Voluntary sector working closely with ASC
- ▶ Creating a team of people working across different voluntary sector organisations, recognising they are part of much wider team
- ▶ Breaking down the siloed working.
- ▶ Integration of a system that allows the sharing of information.
- ▶ Delivering truly holistic person centred care to achieve positive outcomes. - Shared assessments, Right person, Right time, for the Right Job
- ▶ Voluntary sector representation at all levels from Local Care Board - Locality Leadership Groups - Challenging people to think differently

- ▶ Most people we are working with are 80+
- ▶ 40+ referral per month into voluntary sector support based at the hospital
- ▶ 150 + people per month are supported in the community by Living Well teams
- ▶ 63% of referrals made were back into the voluntary sector for support.
- ▶ 71% of people report feeling more confident to remain independent

## Onward referrals made by Living Well





# Doreen

“The emotional and practical support I have received from Living Well has been incredible. They have helped me to plan, remain independent and given me back my confidence..... I dread to think where I would be without them”