

Better Care in Hull

Newsletter

NHS
Hull Clinical Commissioning Group



Summer 2015

Welcome to the second edition of the Better Care in Hull newsletter. In our first issue, we introduced the Better Care in Hull vision – ‘that people in Hull will expect better care and better care will be organised around them’ – and explained that the project is all about giving people greater choice and control over the care they receive.

This time, we’re bringing you the latest Better Care in Hull developments, as well as a round-up of local care news, including the Extra Care housing project, a consultation on adult social care and a range of community-focused news.

A big Part of Better Care in Hull is the close working of different organisations and providers across the city. Over the past few weeks we have held an initial workshop for residential care home providers, which offered an opportunity to ask questions and find out more about our plans. We have also concluded the consultation period for the development of Hull’s new Integrated Care Centre. Through a series of public meetings and focus groups plans for the centre, which will provide specialist care for frail and elderly people, were shared and discussed.

For more details on Better Care in Hull, including an electronic version of issue one of this newsletter, please visit: www.hullccg.nhs.uk/bettercare.



Housing scheme honours local sporting and war hero



A fallen Hull hero is to be honoured by having a flagship housing scheme in the city named after him, marking the centenary of his death.

Named after Hull FC rugby league star Jack Harrison, who died in service in World War One, Harrison Park will be one of three Extra Care housing schemes making up an £80m housing development of 316 apartments across Hull.

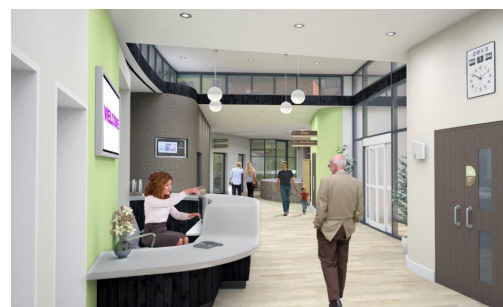
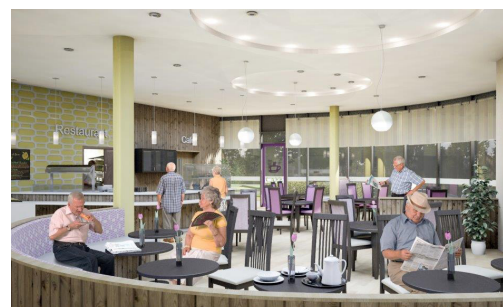
The Hawthorn Avenue site is to be named Cecil Gardens after Cecil Street which has been incorporated into the development. The Leads Road site will be named Redwood Glades following the tree theme in the area.

Councillor Helena Spencer, Hull City Council’s Portfolio Holder for Prevention and Safeguarding Adults, said: “The names for the three extra care facilities have been chosen with great care, consideration and consultation, ensuring parts of Hull’s history play a key role in delivering a valuable community service to residents who require extra support.

“I am sure these innovative facilities will prove to be a valuable asset ensuring people can live independently in a modern and vibrant environment.”

State of the art facilities will enable people with care needs - including older people, working age people with disabilities and mental health problems and people with dementia - to live independently, while having access to care and support. Plans for a restaurant and hair salon will further encourage social interaction.

Hull’s Extra Care housing scheme - a partnership between housing association Riverside, Hull City Council and Wates Living Space - is due for completion in 2017, 100 years after Second Lt Harrison sacrificed his own life to silence a machine gun trained on his troops. Read more about this at www.hullcc.gov.uk/extracare



Block the nuisance calls



The Better Care team, working with Hull Safeguarding Adults Board and Hull Trading Standards, has purchased ten 'True Call' call-blockers for some of Hull's most vulnerable older people.

Ten devices will be available for loan to people, identified by Hull Trading Standards, who are currently receiving a high volume of unwanted or nuisance telephone calls including PPI claims, double glazing and, more importantly, telephone scams.

The device works by monitoring incoming calls, and only lets through those on a

safe list of recognised number such as family and friends. The devices can be managed remotely by family members.

Carers of older and vulnerable people who participated in the pilot project reported that controlling nuisance phone calls helped their relative to feel safe and live independently for longer. Call blocking technology also has potential to reduce the need to rush to get to the phone – a key risk factor in falls in the home.

For further technical information on the true call device please visit www.truecall.co.uk or www.kc.co.uk

Linking up with residential care

The city's first provider forum/workshop took place in June 2015 to involve residential care home providers as key partners in the development of Better Care in Hull and other key transformational work programmes.

The workshop was an opportunity to discuss the eight Better Care in Hull schemes (see www.hullccg.nhs.uk/bettercare) Providers were advised on Better Care Fund legislative requirements and there were productive feedback sessions throughout the workshop on how local public services could support local residential care home to further improve the service for their clients.

The workshop included a focus on hospital admission and discharge arrangements with discussion on how residential care home providers feel this process could be improved.

The first forum was positively received. The overall view from the day was that better communication and better sharing of information was critical to improving customer service. Without information it is very difficult for residential care providers to plan their service around their clients and people felt that there would be value in developing a data sharing protocol.

These comments and other feedback will help shape the development of better care for people across the city in residential care.



Hull Integrated Care Centre update



More than 1,700 people participated in the recent CCG-led public consultation around the proposed new health facility to be built on part of the former David Lister School site.

NHS Hull CCG is working with Hull City Council, and other partners, to develop the new Integrated Care Centre, which will deliver specialist care, better management of long term health conditions, and services for frail, elderly patients across Hull.

A number of well-attended public meetings and focus groups for minority and disabled groups helped the two organisations share and discuss the plans.

Dr John Parker, Hull CCG Clinical lead for the project, said: "People across the city have been very positive about the new Integrated Care Centre, and we want to ensure that we get this important facility right for the community who will use it and depend on its services. Thank you to everyone who attended the meetings for their valuable input to the consultation. We will continue to work with residents, patients and carers to have input into design process and service configuration."

The comments and feedback from the consultation have been evaluated and the feedback report will be available via the CCG's website www.hullccg.nhs.uk/getinvolved from mid-July. Printed copies are available on request. Please check www.hullccg.nhs.uk for updates as the project progresses

Preventing falls in our neighbourhoods



In May the Better Care in Hull team hosted a workshop event for all the services and organisations that come into contact with people at risk of falling to develop Hull's strategy for falls prevention and reducing hospital admissions caused by falls.

Over forty people attended the event held at Age UK Healthy Living Centre from health, adult social care, care homes, voluntary organisations, Humberside Fire & Rescue, and a local optician.

NHS Hull CCG and Hull City Councils vision is to **prevent, protect, provide, promote** around the prevention of falls in vulnerable adults especially those over 65, the protection of those experiencing falls, community wide promotion of the messages around falls & falls prevention and the provision of appropriate support and services.

Erica Daley, NHS Hull CCG Better Care in Hull strategic lead, said:

"The workshop was very positive and there was a real commitment from everyone present to focus on falls prevention as a key strategy for the city. Our aim is to coordinate services across the whole community to help prevent falls – linking in with supermarkets, bus companies, post offices, community centres and churches. There were some very good suggestions of how we can make falls prevention a city-wide priority for everyone.

"In addition, if people do fall, we want to ensure that it doesn't result in an emergency admission to hospital with improved support from community based services closer to home."

Over the coming months we will be developing our strategy and engaging with our partners and the public over its implementation.

Adult Social Care is changing

There are a number of important changes and challenges within Hull City Councils Adult Social Care as a result of the introduction of the Care Act 2014 and the Better Care Fund on how we deliver and commission services across the city.

As a result we need ensure that services are designed to prioritise those most in need, to promote independent living and develop community capacity that will support early intervention and prevention.

As part of this process we are seeking views from people in Hull and stakeholders to help us to understand how adult social care services may be better sign posted and accessed in the future, making greater use of resources, whilst maintaining the quality and effectiveness of those services that make a difference.

Please tell us what you think and value about Adult Social Care Services, what makes the most difference to improving outcomes for people and how you think that services could be improved by completing the Adults Delivering Differently online survey at www.hullccc.gov.uk/consultations

The consultation is open until 7th August.

Help make Hull a dementia friendly city



Hull's Dementia Action Alliance (DAA) is a group of organisations committed to working towards making Hull a dementia friendly community. If you are a carer, or a person living with dementia in Hull, the DAA would like to hear from you.

We want to learn about your current experiences, both positive and negative, with accessing dementia services in your community. We want to work with you to design future dementia services and ensure the work of Hull's Dementia Action Alliance accurately reflects your needs.

The first of a series of free interactive engagement events on the theme of '**Living well with dementia**' will be held on **30 July 2015** at the Guildhall in Hull from 10:30am until 12:30pm. Light refreshments will be provided.

There will be similar future themed events both to feedback and gather your views and experiences.

If you would like to attend this engagement event or find out more please contact:

Debbie Burton on 01482 331631
debbie.burton@hullcc.gov.uk

Closing the generation gap

Supporting the Hull 2020 programme's focus on tackling loneliness and isolation, local community groups were invited to team up and form a number of 'intergenerational' choirs.

700 people attended a special performance at City Hall earlier this year, with choir members, volunteers and individual organisations saying that they had been uplifted by their involvement in the project. Significantly, some of the groups have formed a strong bond that has lasted beyond the 12 week project, with a local age related charity wishing to continue the project and extend it to more groups across the city. Here is a selection of the pictures:



Save the date
Better Care in Hull Conference
6 November 2015
Albemarle Centre, Hull
More details to follow

Contact us:

Better Care in Hull Project Team,
C/o Hull City Council,
Brunswick House,
Strand Close,
Hull HU2 9DB

Tel: 01482 300300

Email: adultsdeliveringdifferently@hullcc.gov.uk