



Celebrating four years of the Wellbeing Service

A significant milestone is in sight for Lincs Independent Living Partnership (LILP), as by the end of March 2018, it will have completed its fourth year of delivering the Wellbeing Service on behalf of Lincolnshire County Council.*

Four of LILP's five members - Age UK Lincoln & Kesteven, Boston Mayflower, LACE Housing and Lincolnshire Home Independence Agency - have collaborated on the Service. It has helped local people address all sorts of problems associated with illness and disability, the more common including:

- mobility around the home;
- obtaining help in an emergency;
- money worries;
- keeping in touch with the outside world.

LILP's collaboration on the Wellbeing Service has won awards at national and local level, has been held up as a new standard for service delivery and received glowing feedback from customers.

Benefits to the wider community

By helping individuals to avoid accidents and illness, the service has done the local community good too, as it reduces pressure on the health and care sectors and saves public money. For example, if just 5% of Wellbeing Service customers avoided one hospital stay and a year's residential care in 2016-17, the savings would be more than £7.5 million**.

*LILP has delivered the Wellbeing Service in five of the seven districts of the county (excluding East Lindsey and North Kesteven, where district councils deliver similar services).

**Based on a hospital stay costing £3,390 and one year's stay in residential care costing £29,000.



Some impressive statistics

Over **18,000** referrals +

98% of customers (where available) assessed at home within just seven days of referral ++

94% of customers very satisfied or satisfied with the service ++

+ April 2014 - January 2018 ++ April 2016 - March 2017

Handover

Please note that from 1 April 2018, LILP will hand over delivery of the Wellbeing Service to Wellbeing Lincs, a consortium of district councils led by East Lindsey District Council. LILP will do its best to ensure a smooth transition, with no interruption of service to customers.

To make a referral into the Wellbeing Service, you should continue to call **01522 782140**.

Please note that the current LILP Wellbeing Service Coordination Centre number, **01522 516318**, will no longer be in operation after 31 March 2018.

Lincs Independent Living Partnership (LILP) is an award-winning consortium of local charitable organisations working at the heart of the community to support independent living.



LILP supports inaugural health awards in Lincolnshire

CEOs from LILP donned their glad rags recently for Lincolnshire Media's first ever Lincolnshire Health Awards. We were proud sponsors of the Clinical Team of the Year award - the first to be presented on the night by LILP member Michele Seddon, CEO of Age UK Lincoln and Kesteven.

The team which took home the Clinical Team of the Year crown was the Lincolnshire Heart Centre. The Centre's performance is especially impressive when compared to national averages. For example, it takes the Lincolnshire team an average of just 32 minutes from the moment a patient arrives in the ambulance at hospital to surgical intervention, which compares to the national average of 40 minutes.

The Clinical Team of the Year category received such a high quality of applications that the judges decided

to allocate a Highly Commended accolade, which was given to Langworth Ward, a specialist dementia assessment unit. The team from the 17-bed centre in North Hykeham were praised for their initiatives to improve the lives of those living with dementia, including their innovative sensory toolkits.

Overall, it was a fantastic evening celebrating the amazing achievements of those who dedicate their lives to the running of our county's NHS. Our congratulations to all.



The Lincolnshire Heart Centre was winner of The Clinical Team of the Year award.



The Langworth Ward, a specialist dementia assessment unit, was awarded Highly Commended - Clinical Team of the Year.



LILP CEOs and staff celebrate the Lincolnshire Health Awards

For further information on LILP, please visit www.lilp.org.uk

Memory Lane Dementia Day Service is a success

The Memory Lane Dementia Day Service in Boston, which offers a day facility for people living with dementia and their carers, has enjoyed great popularity during its first year of operation, report Boston Mayflower and Age UK Lincoln & Kesteven. The two charitable organisations, both members of LILP, launched the Service in response to local market demands.

Memory Lane offers a safe and peaceful environment where people with dementia can enjoy a range of activities to improve health and wellbeing. These include creative, educational, memory and cognition activities, music therapy and gentle exercise, all of which provide social contact and help people to improve self-esteem, retain and even regain important skills and realise their potential. Activities can be personalised according to interests, previous occupation and pursuits and current cognitive function and abilities.

At the same time, the Service provides carers and their families some respite from the constant demands of caring.

Small groups of up to 15 customers are staffed by trained support workers from Boston Mayflower and Age UK Lincoln & Kesteven, with some help from trained volunteers. The Service also offers nutritious

meals and snacks, medication reminders, access to information and mental health training, and signposting to other support services, all within a protective and caring environment.

Memory Lane is held every Thursday at Mayfields Extra Care Scheme, Broadgate Lane, Boston, PE21 8GH owned and managed by Boston Mayflower. It provides full and half day options, and shorter sessions and taster days by arrangement. To find out more, please call **0300 365 5000**.



Memory Lane in Boston: where people with dementia can enjoy a range of activities to improve health and wellbeing.

Home is where the HART is

The Hospital Avoidance Response Team (HART) has demonstrated its worth in supporting local vulnerable people to recuperate at home, whilst alleviating winter pressures on the NHS locally. From April 2016 to March 2017 HART helped 881 customers and achieved cost savings to the NHS totalling £660,189. This financial year we have already exceeded these figures, having helped 1018 people and saved £831,600 by the end of January.



The service offers people up to 72 hours' support at home where attendance at A & E or hospital admission is deemed inappropriate or avoidable, and after hospital discharge, to prevent protracted hospital stays and delayed transfers of care.

Customers receive a person-centred care plan which can include support with everyday activities such as medication, bathing, dressing, essential shopping and light meal preparation.

In this way, HART bridges a gap in care until longer-term arrangements are put in place, and provides short-term support to sustain independence.

Customer feedback highlights the popularity of the service. As one customer commented: 'We struck up a rapport with our HART responder immediately; I felt I had known her all my life! The care was superb and I was rather sad when it finished.'

HART is delivered by LILP members Age UK Lincoln & Kesteven and Boston Mayflower throughout Lincolnshire, excluding East Lindsey, where the service is subcontracted to Walnut Care.

Lincolnshire Home Independence Agency scoops national housing awards

Lincolnshire Home Independence Agency (LHIA) has won two awards at the recent national Home Improvement Agency (HIA) and Handyperson Service Awards held at the House of Lords. The charity was winner of the Collaboration Award and also Highly Commended in the category HIA Service of the Year.

The annual Home Improvement Agency Awards, organised by Foundations, celebrate the work of 170 organisations throughout England that provide property adaptations and other services designed to help disabled and older people live independently in their own homes.

The awards presented to LHIA recognise in particular its collaboration with fellow LILP members on the Wellbeing Service. Mick King, CEO at LHIA, commented: "I'm thrilled that, once again, our work

has received national acclaim. The awards represent yet another endorsement of the value of local, third-sector collaboration in delivering cost-effective services which really do transform people's lives."



Karen Owens, Pro Care (left) presents award to Mick King, Eric Moss-Wright, Beth Huntley and Steve Penford at LHIA

St Barnabas Hospice and LACE Housing CEOs undertake 33-mile charity walk

St Barnabas Chief Executive, Chris Wheway, and LACE Housing Chief Executive, Nick Chambers recently undertook the challenge of walking the 33 miles Lincoln to Boston Water Railway in a day.

The event was one of 35 challenges which Chris undertook in celebration of St Barnabas Hospice's 35th birthday year. Chris completed a variety of challenges, including the 5k Colour Dash, car washing, a 100-mile bike ride, golfing, and dressing in yellow - all with the objective of raising an extra £100,000 to help fund more hospice nurses across the county.



CEOs Chris Wheway (left) and Nick Chambers smiling before their 33-mile challenge

Chris recently presented Nick with the St Barnabas Hospice Chief Executive Award.



Chris Wheway added: "Partnership working is at the core of everything we do at St Barnabas - in our approach to clinical care, how we work with families and carers, and how we work with organisations and the wider community in Lincolnshire."

Nick Chambers commented: "Despite the aches and pains, this is a huge achievement. A big thank you to Trevor for returning us safely back to Lincoln. Never have we been so pleased to see a LACE Housing Ambulance! St Barnabas Hospice is a truly worthy cause and we are delighted to support Chris and his team as they celebrate 35 years."