

Housing, Health, Care and Support Strategy for Older People in Somerset



2012 - 2015



FOREWORD

“Britain’s population is ageing; and Somerset’s ageing population is growing at a faster rate than the national average. Evidence outlines that over the next 10 years, the older people population of Somerset is set to increase by 35,110 people or 31%. The largest percentage increase is in the 85+ age band (6,500 people, or 39%). In Somerset it is estimated that the older population will grow from 115,010 to 186,830 between 2010 and 2030.

As we get older, we can face a number of challenges to our independence and wellbeing. We’re more likely to become ill or live with a disability; lose a partner; or have to reduce our expenditure. When this happens we often rely on others, including housing, health and social care services, the voluntary sector and our family and friends, to help out. This Housing, Health, Care and Support Strategy for Older People in Somerset is designed to ensure that housing, health and social care partners work together and that they also work with older people and their organisations in a co-ordinated way. This ensures that services are developed that meet specific needs and that older people and their organisations are aware of the pressures on local health and social care organisations (financial and other resources), so that improvements can be challenging and ambitious.

Through this strategy, housing, health and social care partners want to develop policies that older people have asked for. Older people have contributed to its development from the start and have a stake in shaping the future agenda; ensuring that issues of concern for older people are always considered in local planning and decision making and that the implications for the wellbeing of older people in all policies are considered: for example, transport, leisure and education, not just those that are clearly “housing”, “health” or “social care” issues. This strategy is based on the evidence we have gathered from older people.

For the seven key strategic themes identified, there is a summary of the consultation with older people and stakeholders with examples of issues raised by older people.

This document sets out a developing vision of what the partners intend to do to improve the quality of life for people over 55 in Somerset and within the context of national policy, enabling more decision-making at a local level. The aim is to promote the wellbeing of older people and support them to achieve their life choices and continue to change and improve access to, and the delivery of, health and social care locally. Efforts have been made to include the whole range of older people – for example, older and “younger” older people; those who are fit and well and those who have significant health problems or disabilities; older people from different ethnic groups; women and men; older people from all backgrounds, whatever their lifestyle, sexuality, whether they live alone, with family or in residential or nursing home care.

I am happy to endorse it, on behalf of the Shadow Health and Wellbeing Board.”

A handwritten signature in cursive script, appearing to read 'Ch. Lawrence'.

Councillor Christine Lawrence

Chair of Shadow Health and Wellbeing Board, Somerset County Council

STRATEGIC THEME 1

Within the available resources, we will make best use of all types of housing and related services to meet, where possible, the needs of older people.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>Older people living in local authority and housing association shared and extra care housing valued:</p> <ul style="list-style-type: none"> • the help with repairs and adaptations • the help provided by the support worker • the availability of communal events and the involvement of the local community • the efforts made by tenants to arrange activities <p>One tenant said: “I think basically it’s up to all of us. To try and get things going... It’s a way to empower people to take part... try things and see what they would like to do.” <i>(Fordham report)</i></p> <p>Older people said they wanted:</p> <ul style="list-style-type: none"> • more meaningful consultation on proposed changes to the service <i>(HSU workshop)</i> • improved scheme design <i>(HSU workshop)</i> • their views on the design of the scheme taken into account <i>(Fordham report)</i> • a live-in scheme warden <i>(Fordham report and HSU workshop)</i> 	<p>1 We will review the use of sheltered and extra care housing (ECH) so that:</p> <ul style="list-style-type: none"> • the service offer is as consistent and based on need as possible • we work together to provide flexible services to meet people’s needs. Individual housing providers will offer a range of choices for older person’s housing and this may include a warden or support worker • a range of activities is developed and promoted which will encourage inclusion and wellbeing and the offer can be made to older people living in the community and not just those living within the scheme • the schemes can be utilised more effectively as hubs for services and service delivery • where possible there are opportunities for consultation on scheme design • we endeavour to find funding opportunities to support the financing of some services and alternative ways of providing and funding services

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>Older people were concerned about the effects of cuts in funding on the service they receive. <i>(Fordham report)</i></p> <p>Older people were concerned about withdrawal of support services. <i>(HSU workshop)</i></p>	<ul style="list-style-type: none"> • there is effective asset management and utilisation of facilities <p><i>Note: not all the above services will be publicly funded; some may be chargeable.</i></p>
<p>When trying to find out about sheltered and ECH:</p> <ul style="list-style-type: none"> • some older people and their families found the “Homefinder” system difficult to use and the language used confusing. <i>(Fordham report and HSU workshop)</i> • older people said they did not have enough information about the housing options available <i>(HSU workshop)</i> • older people wanted to visit the accommodation before deciding whether to move in <i>(HSU workshop)</i> 	<p>2 We will aim to review the access route to all forms of social housing, including sheltered and ECH so that:</p> <ul style="list-style-type: none"> • access routes are clearer and easier to understand • there is better information for older people about the housing choices available to them • there is promotion of informal (viewing) access to sheltered and ECH so that older people can see what accommodation and services are available
<p>Older people may be deterred from moving home because of the “hassle” of viewing houses and moving possessions and so live in houses they can’t maintain or heat. <i>(Fordham report)</i></p>	<p>3 We will explore and promote the use of subsidy through low cost loans secured against equity and housing mobility schemes and the provision of practical support and advice to maximise assistance to those older people wishing to "trade down" to manageable housing.</p>
<p>A significant number of older households had problems with their home, including maintenance, climbing the stairs, access to their home and deteriorating health due to the condition of their home. <i>(Fordham report)</i></p> <p>People could not find the information they needed on aids and adaptations and found the process frustrating.</p>	<p>4 Where appropriate we will make training available for health, social care, voluntary organisation and housing staff in order to allow them to advise people on specific issues, on whether alternative housing provision can be considered or where they might be signposted. For example, training for occupational therapists (OTs) on housing allocation, labelling of existing adapted properties, the need to make adaptations as opposed to offering alternative accommodation and so on.</p>

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>“When we want aids and adaptations we have to jump through so many hoops, we are never told about the stages we have to go through, the last thing we know is when they are coming, we need to be informed what is happening.” Tenant sheltered housing. <i>(HSU workshop)</i></p> <p>People felt that means testing was unfair for adaptations and were concerned about long waits for adaptations. Older people may be reluctant to ask for an adaptation. <i>(Fordham report)</i></p>	<p>5 We will:</p> <ul style="list-style-type: none"> • continue to develop and publicise the Somerset section of the “Ask Sara” website that supports people to identify their own solution • develop and promote a Disabled Facilities Grant advice leaflet through Ridgeway Care and Repair and OTs and streamline information on adaptations and other choices through the Registered Provider Disabled Adaptations Agreement
<p>In Taunton Deane, Sedgemoor and West Somerset, 7% of older households live in the private rented sector. In South Somerset this figure is 5.7%. As above, a significant number of these households had problems with their homes. <i>(Fordham report)</i></p>	<p>6 We will:</p> <ul style="list-style-type: none"> • promote landlord accreditation schemes and make landlords aware of the needs of older people and the incentives available to landlords for improving their properties. We will make tenants aware that there is support available • promote a consistent and effective enforcement of housing standards in the private rented sector
<p>Older people in sheltered housing wanted improved scheme design and had design recommendations. <i>(Fordham report and HSU workshop)</i></p> <p>Four people who attended a focus group were living in private retirement sheltered housing. They felt generally happy with the move:</p> <p>“I don’t need to worry about anything now as all the maintenance is done as part of the charges I pay and I have no garden to worry about.” <i>(HSU workshop)</i></p>	<p>7 We will:</p> <ul style="list-style-type: none"> • where possible, provide opportunities for consultation on scheme design • assess older people’s housing needs at a local level, particularly in rural areas and, in liaison with developers, seek to provide appropriate housing in the right locations and at the right affordability level.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>Older people wanted energy efficient homes so they could afford to heat them. <i>(Fordham report)</i></p>	<p>8 We will work together to ensure:</p> <ul style="list-style-type: none"> • that all future housing is developed as far as possible to meet the affordability needs of older people • that fuel poverty is reduced, by promoting energy efficiency schemes, particularly to those living in hard to treat properties • that low-cost loan schemes, which enable vulnerable owners to improve their properties, are promoted
<p>Older people across all tenures expressed a need for emergency alarms. <i>(Fordham report)</i></p> <p>Older people were concerned that assistive technology could lead to isolation by replacing personal visits. <i>(Fordham report and HSU workshop)</i></p>	<p>9 We will seek to mainstream the positive use of assistive technology and publicise its use / availability / cost and benefits in order to complement other services and activities.</p>

STRATEGIC THEME 2

We will promote health and wellbeing through an emphasis on preventative services, in order to reduce the impact on high-cost health and social care services.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>People were concerned about isolation and wanted opportunities to make new friends and find reliable information. Participants at an Active Living Centre (ALC) felt the centre played a vital role in reducing their sense of isolation and getting information. <i>(HSU workshop and Hastoe report)</i></p>	<p>1 We will promote active living as a positive model of preventative services to the widest possible audience - for example, activities in community centres, sheltered housing and ECH, community rooms and village halls, including opportunities for economic activities and community involvement.</p>
<p>Many people did not know about the information service offered by Somerset Direct. Some who had used the Somerset Direct service found it useful and effective; others found the response slow and had been unable to talk to the right person. <i>(Fordham report and HSU workshop)</i></p>	<p>2 We will encourage:</p> <ul style="list-style-type: none"> • a review of the role of Somerset Direct in supporting the preventative agenda, including response time, available information and availability of appropriate staff • making links to the SCC corporate customer strategy to improve services • Somerset Direct to provide an effective call-back service which provides information at a local level • the work of the Somerset Advice Network (SAN) and district customer service centres to support the integration of information services across the county: <ul style="list-style-type: none"> - information providers to work more closely together, preventing duplication - facilitation of the provision of information to older people - a good coverage by identifying gaps in services

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>People said there was little information about choices of housing, care and support and the quality of information was poor and difficult to understand.</p> <p>“Information is full of jargon and we don’t know what it means.”</p> <p>“We have Active Living Centres, wouldn’t it be a good idea to make the information available here, and they could talk to us here - talk to a lot of people at the same time and deal with queries easily.”</p> <p>“If you want information you have to have internet access. I am 83 years old, I don’t have the internet and I am not interested in it.”</p> <p>“Why don’t they ask us when they write a new leaflet or before they publish new information whether we understand it or not?”</p> <p><i>(HSU workshop)</i></p>	<p>3 We will do our best to make sure that the information available to older people is improved, by:</p> <ul style="list-style-type: none"> • ensuring that all information is clear, easy to understand and in formats that are accessible to people with specific communication needs • seeking to distribute and publicise information as widely as possible and maximise the use of key resource points such as ALCs, providers, the voluntary sector, GPs and health centres and libraries to distribute information • providing information on the internet which is up to date and easy to access • specifically reviewing information access for the hardest to reach groups • seeking to engage older people in testing the information we produce to ensure clarity and understanding
<p>People with dementia, and their carers, need opportunities to meet with each other. <i>(Hastoe report)</i></p>	<p>4 We will aim to raise awareness of the need to link to the Somerset Dementia Strategy through the provision of training and carer support and will ensure that services are delivered in a way which enables older people to remain at home for as long as they are able.</p>

STRATEGIC THEME 3

We will seek to promote housing and related services as one system, so that each part links together to meet the needs of older people where possible.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>Older people often find out about housing services through discussions with social / care / health workers. <i>(Fordham report)</i></p> <p>Older people wanted to be listened to, so they can state what they want and what is important to them. <i>(HSU workshop)</i></p>	<p>1 We will aim for better advice about the wide range of housing and related services which are available in the county, when assessing the needs of older people, so that offers of support are more precisely tailored to what the older person wants and aspires to, including the provision of practice help such as gardening schemes.</p> <p>2 We will aim to work closely with planners, so that new housing developments address the needs of older people, both in design (for instance, fit for purpose) and in environment (for example, lighted pathways, few or no steps, benches).</p>
<p>Older people, when considering moving house, were concerned about transport costs to care and health facilities and neighbourhoods and companionship. <i>(HSU workshop)</i></p> <p>Older households are less likely to have a car and to have difficulties accessing services. Not all buses are wheelchair-accessible. People in manual wheelchairs had problems getting a pusher to the bus stop. Getting to some hospitals was a problem as buses go to the town centre, not the hospital. <i>(Fordham report)</i></p> <p>The importance of community transport or car sharing for those older people are too frail to use public transport was raised. <i>(Hastoe report)</i></p>	<p>3 We will promote the best interests of older people with strategic transport planners on potential developments and when existing transport services are at risk.</p>

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>Loss of facilities in rural areas was a concern. Village pubs, post offices, shops and village halls can provide focus for socialising. <i>(Hastoe report)</i></p> <p>Leisure centres don't offer enough activities aimed at older people. <i>(Hastoe report)</i></p>	<p>4 We will seek to:</p> <ul style="list-style-type: none"> • develop a structure to inform business support planning for local services; for example, post offices and shops • influence leisure providers to provide opportunities for activities for older people
<p>Older people wanted to be able to help others. <i>(HSU workshop and Hastoe report)</i></p>	<p>5 We will support working with older people and the voluntary sector to develop models of peer support.</p>

STRATEGIC THEME 4

We will promote the integration of those services that will improve outcomes and the seamless service provision that older people seek.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>Older people wanted to be listened to in the design of individual and whole services. <i>(HSU workshop)</i></p> <p>Older people in sheltered housing were concerned that staff were “tied up with paperwork, not the person.” <i>(HSU workshop)</i></p>	<p>1 We will explore the delivery of more flexible models of contracting, in order to allow more control of service delivery at a local level and give more flexibility to the provider in consultation with their clients.</p> <p>2 We will aspire to give older people more control over their housing, health, care and support choices by listening to them and working to make the boundaries between health, housing, care and support more flexible to meet older people’s needs and aspirations.</p>
<p>Some older people state that their GP helped resolve their care issues and were a good source of information. <i>(HSU workshop)</i></p> <p>Some older people assume that organisations share information and therefore withhold information as they believe the organisation already has it. <i>(Fordham report)</i></p>	<p>3 We will:</p> <ul style="list-style-type: none"> • explore how the new GP commissioning arrangements will contribute to better housing options, given the importance that older people attach to links with their GP • explore effective use of data sharing protocols and “single point of access” as identified through the reablement pilot
<p>Many older people were not aware of the Home Improvement Agency (HIA). An older person who had used the service found it “reasonably straight-forward to arrange some adaptations.”</p>	<p>4 We will promote the role of the HIA in linking with other organisations and in supporting positive outcomes for older people, to help them to remain independent in their own home.</p>

STRATEGIC THEME 5

We will promote workforce stability and recognise the value of unpaid carers and the voluntary sector in working to achieve more joined-up services.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>It was felt that “caring” as a career needs to be promoted. <i>(HSU workshop and Hastoe report)</i></p>	<p>1 We will encourage paid and unpaid carers to have a greater role in active assessment and service delivery, and better access to training opportunities which support the delivery of services. This may include:</p> <ul style="list-style-type: none"> • family and friends • paid carers • volunteers
<p>It was felt that:</p> <ul style="list-style-type: none"> • communications about the support available for older people should be targeted at carers, as well as older people • carers (unpaid) needed to be provided with support and information on their role. For example, information on respite opportunities for carers, particularly in the case of carers of older people who are over 55 themselves. <i>(Fordham report)</i> <p>Unpaid carers may not be aware of their benefit entitlement. <i>(Fordham report)</i></p> <p>It was suggested that volunteers should complement and enhance services, rather than provide essential services. <i>(HSU workshop)</i></p>	<p>2 We will:</p> <ul style="list-style-type: none"> • promote and support the positive image of caring as a career • encourage staff qualifications and quality of services to be specified in contracts

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
It was proposed that carers should have a career development structure. <i>(HSU workshop)</i>	
Service providers requested longer contract periods. <i>(HSU workshop)</i>	3 We will look into the possibilities to help stabilise the market and improve business continuity opportunities to the provider sector.
It was proposed that staff should be trained to have interchangeable skills. <i>(HSU workshop)</i>	4 We will support ongoing work in developing the role of the multi-skilled worker to enable more effective and efficient service delivery.

STRATEGIC THEME 6

We will seek to share and use data and other available information more effectively.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
<p>It was requested that:</p> <ul style="list-style-type: none"> • we ask older people what they want • recognise (the person's) skills • provide support with what is needed • a "light touch" may be the "right touch". <p><i>(HSU workshop)</i></p>	<p>1 We will endeavour to undertake regular assessments and review of each individual's support and/or care management plan, to ensure that the level of service provided is appropriate and the use of resources is effective.</p>
	<p>2 We will utilise the information contained with the Joint Strategic Needs Assessment (JSNA) and other commissioned research to inform our future commissioning plans and decision-making across agencies.</p>
	<p>3 We will support the ongoing development of systems to ensure that data collected is consistent, readily available and used to best effect.</p>
	<p>4 We will endeavour to share data with community groups where appropriate so they might target resources effectively.</p>

STRATEGIC THEME 7

We will seek to change the way we work across traditional agency boundaries, to create the right partnerships for seamless delivery.

Summary of consultation with older people, their carers, providers, the voluntary sector and commissioners and issues raised to improve service	Delivery themes to guide future action plans by commissioners and partners to respond to the issues raised and improve services
It was requested that there is better communication between GPs and community service providers. <i>(HSU workshop)</i>	1 We will seek for ways to develop better cross-organisational working to improve services and engage commissioners, providers, health, GPs, local authorities and clients in that process.
It was proposed that there should be increased communication between services and agencies, with respect to hospital discharge. <i>(HSU workshop)</i>	2 We undertake to review our hospital discharge schemes in order that existing and new services promote effective reablement.
It was acknowledged that the voluntary sector was knowledgeable and that the existing voluntary sector services structures should be used to best effect. <i>(HSU workshop)</i>	3 We will seek to work more closely with voluntary and community agencies and utilise existing networks to promote services for older people, which may be simple practical help rather than integrated care packages which may not be appropriate.

ACTION PLAN AND REVIEW

Background

In Somerset there is agreement between the district councils, county council and NHS Somerset that the needs of older people can best be met by having a joined-up approach between housing, health, care and support. It is also agreed that any strategy needs to be guided by listening to what older people say they want and by listening to their carers and service providers.

Following independent local research activity and a series of consultation events, the views of older people and stakeholders about their housing, health, care and support have been collated by a multi-agency working group to form seven strategic themes and a set of delivery themes. In September 2010 Fordham Research was commissioned by the district councils to undertake a study of the Taunton Housing Market Area and South Somerset Housing Market Area, and in 2011 a similar study was commissioned by Mendip District Council. The studies looked at the housing and support needs of older people in Somerset and included a series of focus groups and interviews with older people and service providers.

Between January and March 2011 consultants from the Housing Support Unit (HSU) worked with Somerset County Council and a group of stakeholders from housing, health, care and support. They held two events attended by older people, carers, providers, the voluntary sector and commissioners and also ran a number of discussion groups with older people about their current services, and whether these services were meeting their needs. The consultations took place across the county, although it is acknowledged that the issues raised in the research represent a sample of people and the issues will have varying relevance to the wider population depending on individual circumstances.

A small working group facilitated by the HSU and representing the district councils, county council, NHS Somerset and providers met to review the issues that were raised at the focus groups, discussion groups and consultation events. Having grouped the issues, the working group identified seven key strategic themes that could be used to guide the principles for future strategy by any of the parties.

It was acknowledged that an overarching strategy will allow each party to fulfil their own duties and priorities, whilst adopting a set of common principles to ensure a more joined-up approach to meeting the needs of older people in Somerset.

The following action plan will guide commissioners, providers and partners over the next three years, 2012-2015, when planning and improving services that reflect the needs of older people. In light of ongoing actions, this action plan will be reviewed in September 2013.

ACTION PLAN AND REVIEW

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
STRATEGIC THEME 1: Within the available resources, we will make best use of all types of housing and related services to meet, where possible, the needs of older people.			
Somerset County Council: Long Term Care and Support Programme of Change and Community Support Programme of Change	1 We will review the use of sheltered housing and extra care housing (ECH) so that:	Review of sheltered housing and ECH completed. Consultation with providers and users planned for 2012. A commissioning plan and new service specification is being developed.	Planned for completion by end of 2012 for commissioning of services in 2013
	1.1 The service offer is as consistent and based on need as possible.		
	1.2 We work together to provide flexible services to meet people's needs. Individual housing providers will offer a range of choices for older people's housing and this may include a warden or support worker.		
	1.3 A range of activities is developed and promoted which will encourage inclusion and wellbeing and the offer can be made to older people living in the community and not just those living within the scheme.		
	1.4 The schemes can be utilised more effectively as hubs for services and service delivery.		
	1.5 Where possible, there are opportunities for consultation on scheme design.		
	1.6 We endeavour to find funding opportunities to support the financing of some services and alternative ways of providing and funding services.		
	1.7 There is effective asset management and utilisation of the facilities.		

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
Homefinder Somerset Monitoring Board	<p>2 We will aim to review the access route to all forms of social housing, including sheltered and ECH, so that:</p> <p>2.1 Access routes are clearer and easier to understand.</p>	Review of access routes completed.	Ongoing
	<p>2.2 There is better information for older people about the housing choices available to them.</p>	Ongoing changes to improve symbols and property details on Homefinder.	
	<p>2.3 There is promotion of informal (viewing) access to sheltered housing and ECH so older people can see what accommodation and services are available.</p>	<p>Labelling of adapted properties completed.</p> <p>Provider viewing is widely available. Adult Social Care Teams to promote ECH options as alternative to residential accommodation.</p>	Ongoing
Somerset Strategic Housing Group	<p>3 We will explore and promote the use of subsidies or low-cost loans secured against equity and housing mobility schemes and the provision of practical support and advice to maximise assistance to those older people wishing to “trade down” to manageable housing.</p>	SSHG to negotiate with Wessex Homes Improvement Loans to develop a product to be provided through the local housing authority’s enabling teams and registered providers.	Autumn 2012
Somerset County Council District authorities NHS	<p>4 Where appropriate, we will make training available for health, social care, voluntary organisation and housing staff in order to allow them to advise people on specific issues, on whether alternative housing provision can be considered or where they might be signposted – for example, training for occupational therapists on housing allocation, labelling of existing adapted properties, need to make adaptations versus offering alternative accommodation and so on.</p>	<p>Training delivered across a number of disciplines in private, public and voluntary sectors.</p> <p>OTs located in local housing authority housing options teams.</p>	<p>Completed during 2011/12</p> <p>Ongoing</p>

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
Somerset County Council	<p>5 We will:</p> <p>5.1 Develop and promote a Disabled Facility Grants (DFG) advice leaflet through Ridgeway Care and Repair and Occupational Therapists (OTs) and streamline information on adaptations and other choices through the Registered Provider Disabled Adaptations Agreement.</p>	Home Improvement Agency Partnership to review in 2012	Ongoing
	<p>5.2 Continue to develop and publicise the Somerset section of the "Ask Sara" website which supports people to identify their own solutions.</p>		
District authorities Somerset West Private Sector Housing Partnership	<p>6 We will:</p> <p>6.1 Promote landlord accreditation schemes and make landlords aware of the needs of older people and the incentives available to landlords for improving their properties. We will make tenants aware that there is support available.</p>	Local housing authorities have implemented landlord accreditation schemes in Sedgemoor and West Somerset and this will be rolled out across the county.	End of 2012
	<p>6.2 Promote a consistent and effective enforcement of housing standards in the private rented sector.</p>		
Local planning authorities	<p>7 We will:</p> <p>7.1 Where possible, provide opportunities for consultation on scheme design.</p>	Consultation is planned on sheltered housing and ECH.	March 2013
	<p>7.2 Assess older people's housing needs at a local level, particularly in rural areas, and in liaison with developers, seek to provide appropriate housing in the right locations and at the right affordability level.</p>	Engagement with parish councils on housing assessment and local supply of affordable housing.	
Somerset County Council	<p>8 We will work together to ensure:</p> <p>8.1 That all future housing is developed as far as possible to meet the affordability needs of older people.</p>	Local forward planning policy will address this as part of core	March 2013

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
District authorities NHS	8.2 That fuel poverty is reduced by promoting energy efficiency schemes, particularly to those living in hard to treat properties.	strategies. Ongoing promotion of existing schemes for hard to treat properties and those off the gas network and promotion of low-cost schemes.	
	8.3 That low cost loan schemes, which enable vulnerable owners to improve their properties, are promoted.		
Somerset County Council District authorities NHS	9 We will seek to mainstream the positive use of assistive technology and publicise its use/availability/cost and benefits, in order to complement other services and activities.	Work with Assistive Technology Strategy Group for Somerset to mainstream services.	March 2013

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
STRATEGIC THEME 2: We will promote health and wellbeing through an emphasis on preventative services in order to reduce the impact on high cost health and social care services.			
Somerset County Council District authorities NHS	<p>1 We will promote active living as a positive model of preventative services to the widest possible audience. For example, activities in community centres, sheltered housing and ECH, community rooms and village halls, including opportunities for economic activities and community involvement.</p>	<p>Work with Somerset County Council Services Programme of Change for ongoing promotion of active living centres, supported by new community services support contract.</p> <p>This contract includes opportunities for volunteer activity.</p>	Ongoing
Somerset County Council District authorities NHS	<p>2 We will encourage:</p> <p>2.1 A review of the role of Somerset Direct in supporting the prevention agenda, including response time, available information and availability of appropriate staff.</p> <p>2.2 Making links to Somerset County Council corporate customer strategy to improve services.</p> <p>2.3 Somerset Direct to provide an effective call-back service that provides information at a local level.</p> <p>2.4 The work of the Somerset Advice Network and district customer service centres to support the integration of information services across the county:</p> <ul style="list-style-type: none"> • information providers to work more closely together, preventing duplication • facilitation of the provision of information to older people • a good coverage by identifying gaps in service 	<p>Common referral system established through the Somerset Advice Network.</p> <p>Support implementation of system.</p> <p>Communications plan being implemented.</p>	<p>System established.</p> <p>Ongoing.</p>

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
Somerset Equalities Officers Group	<p>3 We will do our best to make sure the information available to older people is improved by:</p> <p>3.1 Ensuring that all information is clear, easy to understand and in formats which are accessible to people with specific communication needs.</p> <p>3.2 Seeking to distribute and publicise information as widely as possible and maximise the use of key resource points, such as active living centres, providers, voluntary sector, GPs and health centres and libraries to distribute information.</p> <p>3.3 Providing information on the internet, which is up to date and easy to access.</p> <p>3.4 Specifically review information access for the hardest to reach groups.</p> <p>3.5 Seeking to engage older people in testing the information we produce, to test clarity and understanding.</p>	Establish links with the Joint Strategic Needs Assessment Technical Working Group (JSNA TWG) for 2012 and the Somerset Equalities Officers Group to incorporate organisations' communications across public sector organisations.	Ongoing
Somerset County Council District authorities NHS	<p>4 We will aim to raise awareness of the need to link to the Somerset Dementia Strategy through the provision of training and carer support and will ensure that services are delivered in a way which enables older people to remain at home for as long as they are able.</p>	Support the implementation of the Somerset Dementia Strategy and new joint NHS and SCC funded Somerset Carers Support Service.	Ongoing

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
STRATEGIC THEME 3: We will seek to promote housing and related services as one system, so that each part links together to meet the needs of older people where possible.			
Somerset County Council District authorities NHS	1 We will aim for better advice about the wide range of housing and related services which are available in the county, when assessing the needs of older people, so that offers of support are more precisely tailored to what the older person wants and aspires to, including the provision of practical help such as gardening schemes.	Ensure social / health / care staff are informed of availability of services through the Somerset County Council Long Term Care and Support Programme and workforce development workstream. Further develop joint working through integrated support services and housing options teams.	March 2013
Town and parish councils Older people's groups	2 We will aim to work closely with planners so that new housing developments address the needs of older people, both in design (for instance, fit for purpose) and in environment (for example, lighted pathways, few or no steps, benches).	Influence enablers and planners (developers) to create a market for older person specific housing across all tenures	Ongoing
Town and parish councils Older people's groups	3 We will promote the interests of older people with strategic transport planners on potential developments and when existing transport services are at risk.	Influence enablers and planners (developers) to create and maintain good transport links for older person specific housing across all tenures	Ongoing

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
Somerset County Council District authorities NHS Town and parish councils Older people's groups	<p>4 We will seek to:</p> <p>4.1 Develop a structure to inform business support planning for local services; for example, post offices and shops.</p> <p>4.2 Influence leisure providers to provide opportunities for activities for older people.</p>	<p>Establish links between community enterprise, affordable housing provision and business support.</p> <p>Ongoing support of leisure activities for older people; for example, Flexercise</p>	September 2013
Somerset County Council District authorities NHS	<p>5 We will support working with older people and the voluntary sector to develop models of peer support.</p>	<p>Promote new and existing opportunities for volunteering issues of interest to older people through the community support services contract and the Carers Support Service.</p>	Ongoing

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
STRATEGIC THEME 4: We will promote the integration of those services that will improve outcomes and the seamless service provision that older people seek.			
Somerset County Council	1 We will explore the delivery of more flexible models of contracting in order to allow more control of service delivery at a local level and give more flexibility to the provider in consultation with clients.	Administrative burden has been reduced on Somerset County Council contracts and more emphasis put on delivering outcomes in consultation with clients. New models of contracts being explored.	Summer 2012
Somerset County Council District authorities NHS	2 We will aspire to give older people more control over their housing, health, care and support choices by listening to them and working to make the boundaries between housing, health, care and support more flexible in order to meet older people's needs and aspirations.	Implementation of the Delivering Independence Programme across health and social care. Introduction of a personalised assessment tool, "Understanding You", has been implemented to support choice.	Ongoing Complete
Somerset County Council District authorities NHS	3 We will: 3.1 Explore how the new GP commissioning arrangements will contribute to better housing options, given the importance older people attach to the links with their GP. 3.2 Explore effective use of data sharing protocols and "single point of access" as identified through the reablement pilot.	Establish links with GP Federations to promote understanding of the importance of housing options on health and wellbeing, underpinned by the countywide Health and Wellbeing Strategy. Review of reablement project to include data sharing issues.	March 2013 Ongoing

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
Somerset County Council District authorities NHS	4 We will promote the role of the Home Improvement Agency (HIA) in linking with other organisations and in supporting positive outcomes for older people to help them to remain independent in their own home.	Promotion of existing service, ongoing identification of opportunities for work with specific groups and projects: for example, Warm Homes.	Ongoing

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
STRATEGIC THEME 5: We will promote workforce stability and recognise the value of unpaid carers and the voluntary sector in working to achieve more joined-up services.			
Somerset County Council NHS	<p>1 We will encourage paid and unpaid carers to have a greater role in active assessment and service delivery and better access to training opportunities that support the delivery of services. This may include:</p> <ul style="list-style-type: none"> • family and friends • paid carers • volunteers 	<p>NHS and SCC jointly commission a countywide Carers Support Service for unpaid carers.</p> <p>Voluntary sector commissioning to raise standards and provide training opportunities across the sector.</p> <p>Carers will be actively involved in the “Understanding You” assessment tool.</p>	<p>July 2012</p> <p>Ongoing</p> <p>Completed</p>
Somerset County Council NHS Voluntary sector	<p>2 We will:</p> <p>2.1 Promote and support the positive image of caring as a career.</p> <p>2.2 Encourage staff qualifications and quality of services to be specified in contracts.</p>	<p>Promotion of quality standards ongoing in new and existing contracts.</p> <p>Continue work with Care Focus, commissioned to raise standards across the sector.</p>	<p>Ongoing</p>
Somerset County Council	<p>3 We will look into the possibilities to help stabilise the market and improve business continuity opportunities to the provider sector.</p>	<p>Market signalling document to be published. This is a working document that will be regularly updated.</p>	<p>Summer 2012</p>

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
Somerset County Council	<p>4 We will support ongoing work in developing the role of the multi-skilled worker to enable more effective and efficient service delivery.</p>	<p>Workforce development is a cross-cutting theme in the Somerset County Council Programmes of Change.</p> <p>The Long Term Care and Support Programme will consider the workforce requirements to deliver integrated care and support.</p>	Autumn 2012

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES		REVIEW OF PROGRESS	TIMESCALE
STRATEGIC THEME 6: We will seek to share and use data and other available information more effectively.				
Somerset County Council	1	We will endeavour to undertake regular assessment and reviews of each individual's support and/or care management plan to ensure that the level of service provided is appropriate and the use of resources is effective.	Implementation of new assessment tool, "Understanding You". As part of the Long Term Care and Support Programme, there is planned introduction of more flexible provider reviews.	Autumn 2012
Somerset County Council District authorities NHS	2	We will utilise the information contained within the Joint Strategic Needs Assessment (JSNA) and other commissioned research to inform our future commissioning plans and decision-making across agencies.	Contribute to the JSNA which is a live document and to the annual refresh via the JSNA Technical Working Group (TWG). This includes the addition of a new Mendip Housing Market Area Assessment.	Ongoing
Somerset County Council District authorities NHS Voluntary sector	3	We will support the ongoing development of systems to ensure that data collected is consistent, readily available and used to best effect.	Partnership working across sectors and organisations.	Ongoing

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
Somerset County Council District authorities NHS	4 We will endeavour to share data with community groups where appropriate so they might target resources effectively.		Ongoing

LEAD	DELIVERY THEMES TO GUIDE FUTURE ACTION PLANS BY COMMISSIONERS AND PARTNERS TO RESPOND TO THE ISSUES RAISED AND IMPROVE SERVICES	REVIEW OF PROGRESS	TIMESCALE
STRATEGIC THEME 7: We will seek to change the way we work across traditional agency boundaries to create the right partnerships for seamless service delivery.			
Somerset County Council District authorities NHS Voluntary sector	1 We will seek for ways to develop better cross-organisational working to improve services and engage commissioners, providers, health, GPs, local authorities and clients in that process.	Continue to ensure housing is reflected across agency boundaries, through improved representation on boards and cross-referencing in strategies. Increase joint commissioning and joint action plans.	Ongoing
Somerset County Council District authorities NHS Voluntary sector	2 We undertake to review our hospital discharge schemes in order that existing and new services promote effective reablement.	Review completed and incorporated in the Delivering Independence Programme in partnership with the voluntary sector.	Completed
Somerset County Council District authorities NHS	3 We will seek to work more closely with voluntary and community agencies and utilise existing networks to promote services for older people, which may be simple practical help rather than integrated care packages which may not be appropriate.	Actively commissioning voluntary and community agencies to deliver alternative support services to care packages.	Ongoing