



# LIVING WELL AND EARLY HELP

## Abstract

Conclusions following community engagement

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# Living Well and Early Help Survey Results

## 1. INTRODUCTION

**First thanks must go to all people who participated in the survey and who participated in the “lets hear your voice sessions”, without their input we would not be able to shape the service for the needs of our islands community.**

In order to ensure that the future Living Well and Early Help Service meets the needs of our island residents a survey was produced in consultation with the current incumbent providers, the Isle of Wight Council (LA) and the CCG during early July 2021. The survey ran for three weeks into early August 2021, and was advertised via:

- Promotion by the incumbent providers
- Social media (IW Council & CCG)
- Isle of Wight County Press
- The Island Observer
- Digital engagement via email networks
- Posters at our islands Libraries

The survey was run on a digital platform and designed to be as inclusive as possible in light of the challenges and legacy of Covid-19:

- Accessibility to the survey was noted as a challenge by the incumbent providers in relation to those people not engaged with digital platforms and those affected by digital poverty.
- To ensure these people were not excluded support was made available by AGE UK, People Matter Isle of Wight and the Isle of Wight Council to conduct the survey over the telephone or request a paper copy from the IW Council.
- Publicity: The survey was promoted by the incumbent providers to their service users, through all the channels available to the IW Council, and by the CCG

## 2. SURVEY RESPONSES

The survey was completed by **108** individuals, of which:

- **Eighteen people** accessed the survey via the telephone
- People Matter Isle of Wight (PMIW) assisted **one person** over the telephone to complete the survey
- Age UK assisted **seventeen people** over the telephone to complete the survey
- The Isle of Wight Council did not receive any requests to assist anyone over the telephone to complete the survey.

People Matter IW received a request for a paper copy instigated on behalf of a client who they had been supporting (via leaving an answer phone message with the Local Authority), however no record of this can be found with the Local Authority.

The low level of response is therefore disappointing in the context of the number of people who access the current services each month, and the Islands population.

Please see **Appendix A** for the survey questions, responses and themes.

### **3. FOCUS GROUPS**

Following the survey three 'Tell us What you think' online sessions were organised for 17<sup>th</sup> August 2021 at 0930, 1430 and 1800hrs to give people the opportunity, and an alternative way, of telling us what they feel is needed for our islands community to live well and remain independent.

One person joined the online sessions, a member of staff from one of the incumbent providers. They provided useful insight regarding the Brokerage Service, and also shared their personal perspective as a recent service user in support of an elderly relative.

### **4. Conclusions**

Although the feedback from the survey and community engagement was limited by the small cohort of people who responded, it has highlighted the current provisions within our commissioned service are meeting the following outcomes for living well and early help.

**Building individual & community resilience**

**Developing, regaining and sustaining independence**

**Living as independently as possible**

**Enhancing quality of life for people with long term conditions**

**Helping people to recover from episodes of ill-health or following injury**

**Ensuring people have positive experience of care**

**Treating and caring for people in safe environment and protecting them from avoidable harm**

**Reducing social isolation**

**Improving physical and mental health and wellbeing**

**Maintaining independent lifestyles wherever possible within people's own homes and communities**

**Person centred care and support planning, proactive support**

**Support choice for patients, families and carers preferred place of care**

**Prevents delayed discharges from hospital**

**Developing community assets**

## Overview and conclusions from the survey

### Question 1: Who completed the survey

- 62% members of the public
- 18% statutory bodies
- 11% working for the LA
- 10% service users

### Question 2: Have you used the living well Service?

- 27% Yes
- 73% No

### Question 3: How did you find out about the Living Well Service?

- 21% Online via the internet
- 79% Other

A high proportion of people responding to the survey were made aware of the service **through Age UK and by word of mouth.**

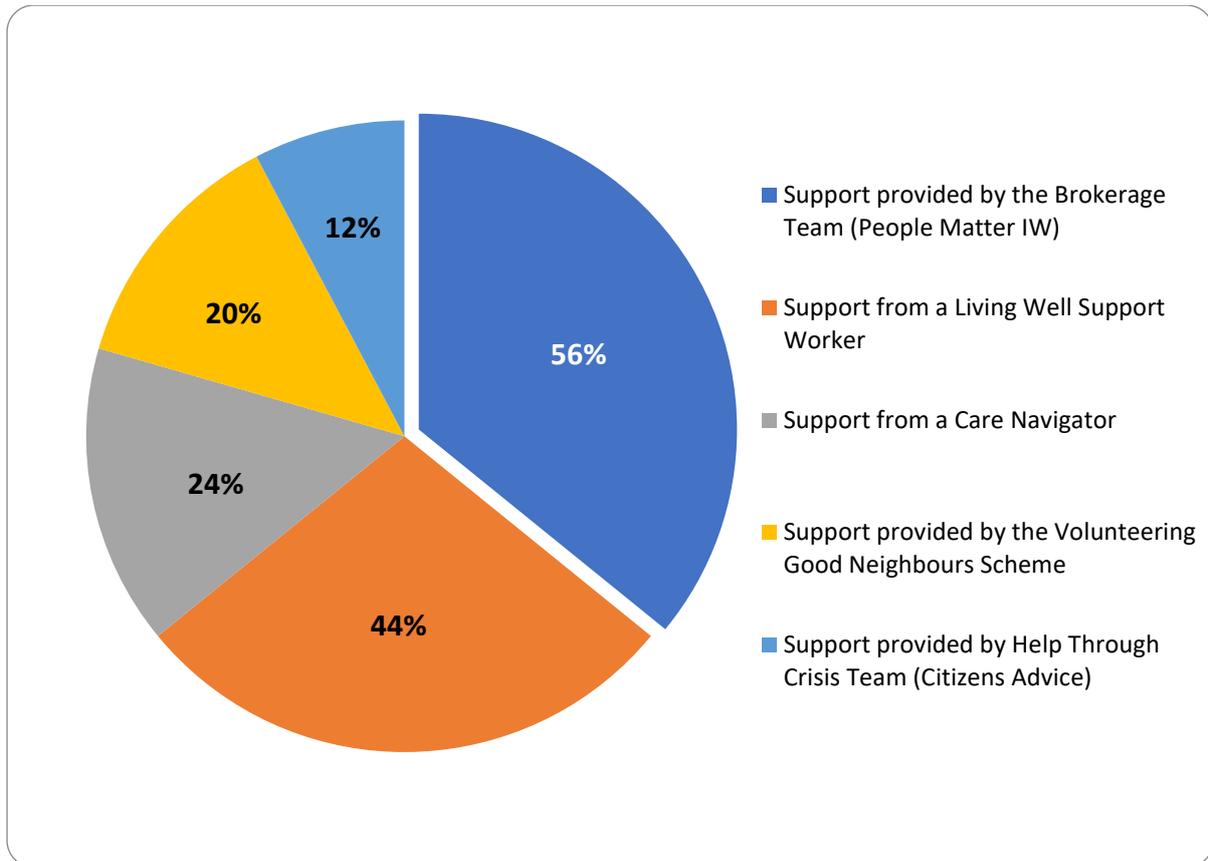
### Question 4: What might have made it easier for you to find out about the living well service?

21 responses were received, they included:

- presentations at team meetings
- more publicity locally in papers
- an online referral form
- posters in library's
- information in GP surgery's

In general, the over-arching theme was **better and more regular publicity** of the services being offered.

### Question 5: What do you use the Living Well service for?



The survey showed that the **Brokerage Service** was the most used element of the LWEH services. Followed by Living Well Support Worker and Support from a Care Navigator.

*Please note, in context that people will access more than one element of the LWEH service, and only a small number of people who responded were service users.*

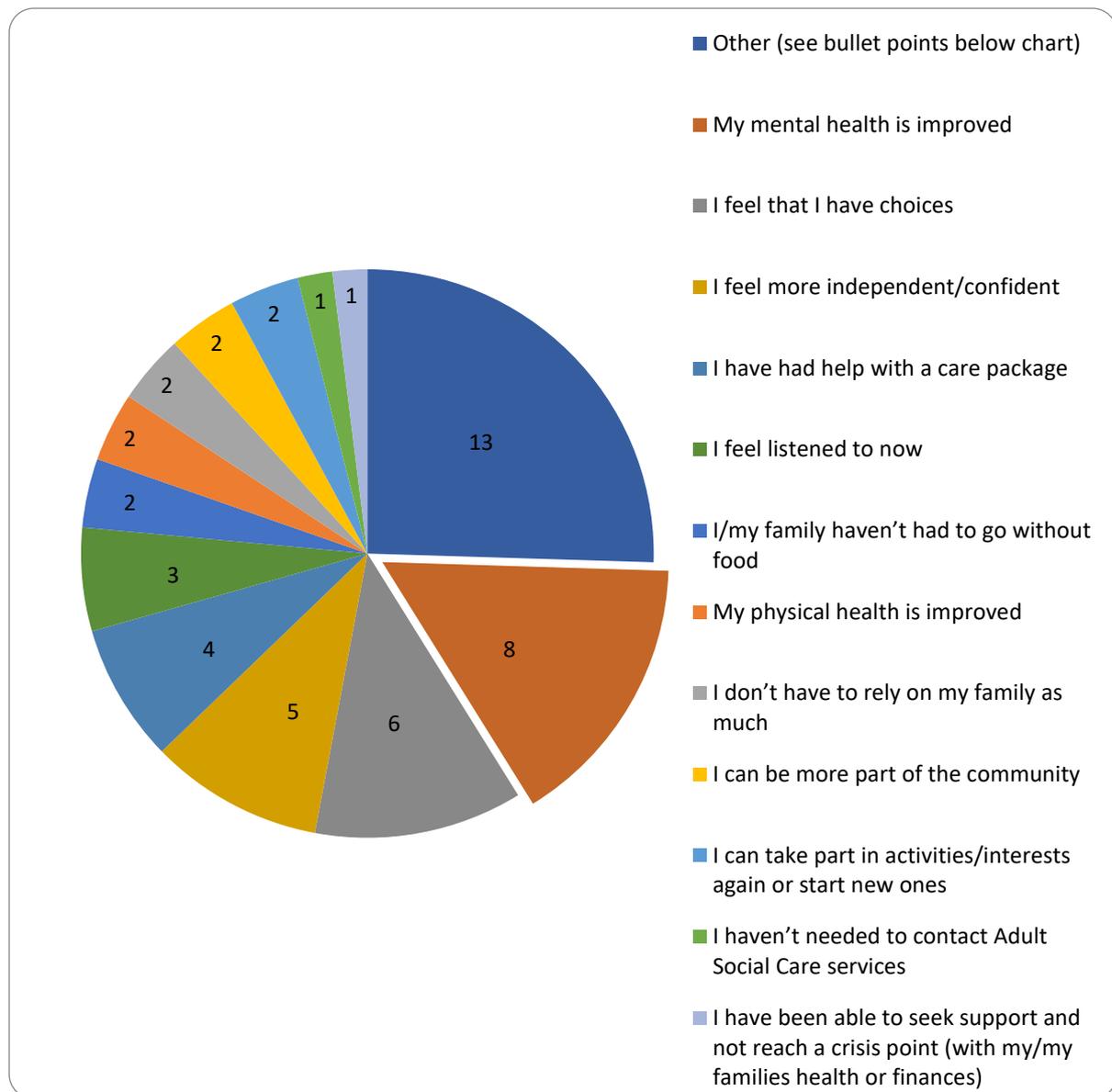
**Question 6: We have heard that some people have found they get too many offers of support from different people, groups organisations and this can make it confusing about who is doing what, is there anything you feel we could do to improve access to these services.**

**23** people responded to this question, recurring themes to this include:

- A nominated key worker to be assigned
- To have a simple defined process including easier access
- To have clearly defined roles within the services

### Question 7: How has the living well service improved your life?

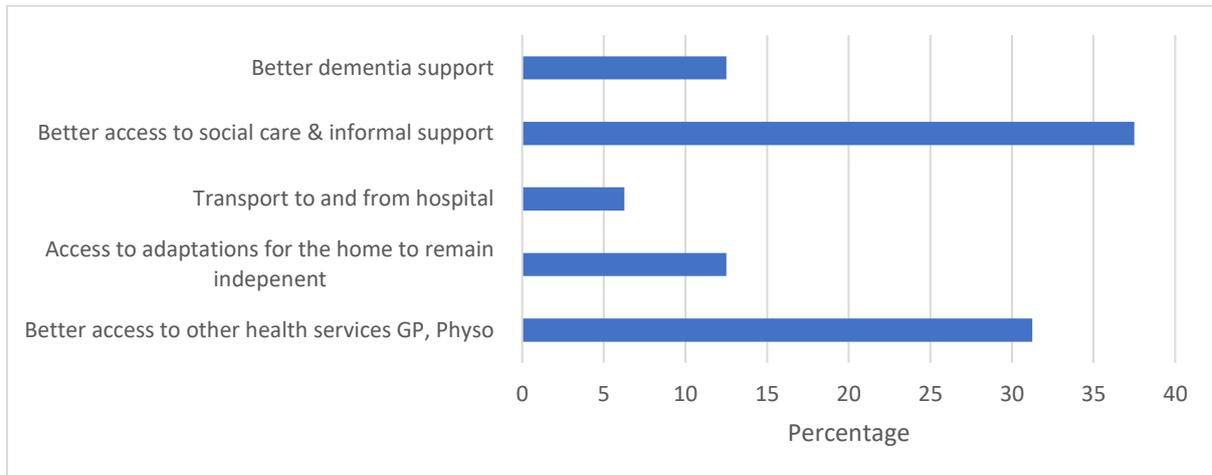
This question allowed respondents to select all options that were applicable. 23 people answered the question, these were their responses:



- I have been helped with managing power bills that I couldn't afford to pay
- My parents have accessed care from PAs
- It provided me with the respite that I needed to carry on with my carers role
- No improvement. Just caused me stress and I'm not the one that needs support
- I can access help with the internet
- Referred client for help with decluttering
- I am learning where to go more now when I do need help and hopefully get to know who to contact so hopefully it will be less daunting and easier having been so independent and self-sufficient all my life
- I have some free time as my role as sole carer because of a PA

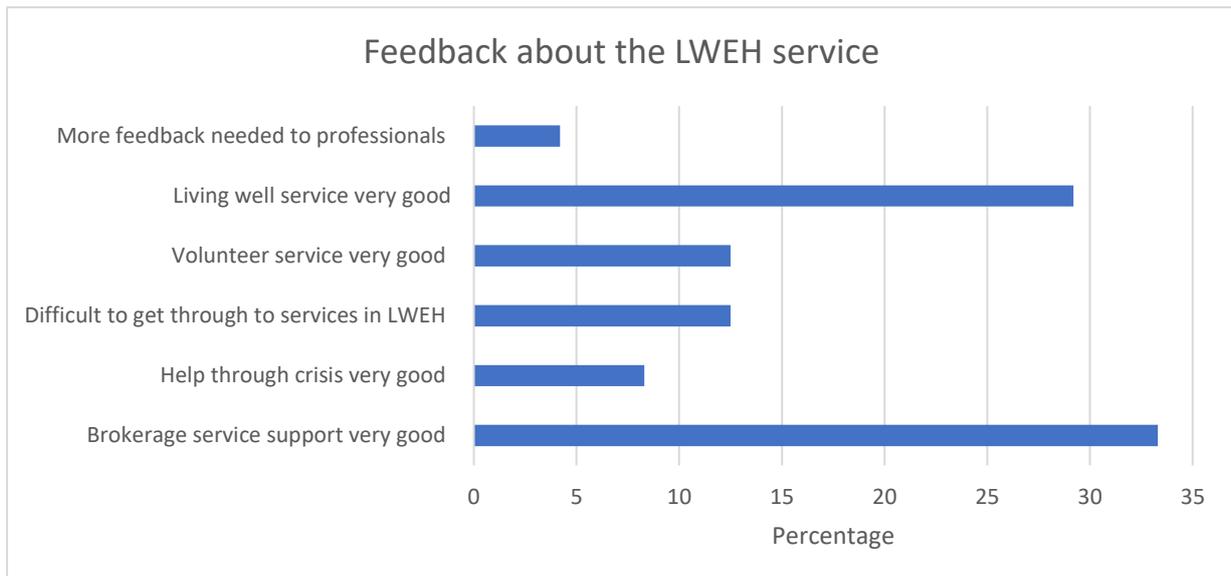
**Question 8: Is there any other support, advice or information that could help you live well or could help avoid a crisis situation?**

18 people responded to this question:



**Question 9: Do you have anything you would like to share about the living well service?**

Of those respondents who answered the question 67% had something to share:



The overall feedback in answer to this question was that the Living Well service was **good overall but better communication is needed both between professionals and the service, and more capacity within the service to respond to people seeking help from the service.**

Of the respondents who answered this question 4 work for social care and 1 works for the Local Authority. Responses were as follows:

It took a week for them to decide whether it met the criteria

The staff at age U.K. are fantastic. Responsive, considerate and they often go the extra mile

I'd like feedback from my referrals, I have no idea when or if the person has been contacted

As a professional working within care and support, the Living Well Service is invaluable. I have consulted with various people from the Living Well Service in my current job and previous employment. I don't know what I'd do without them.

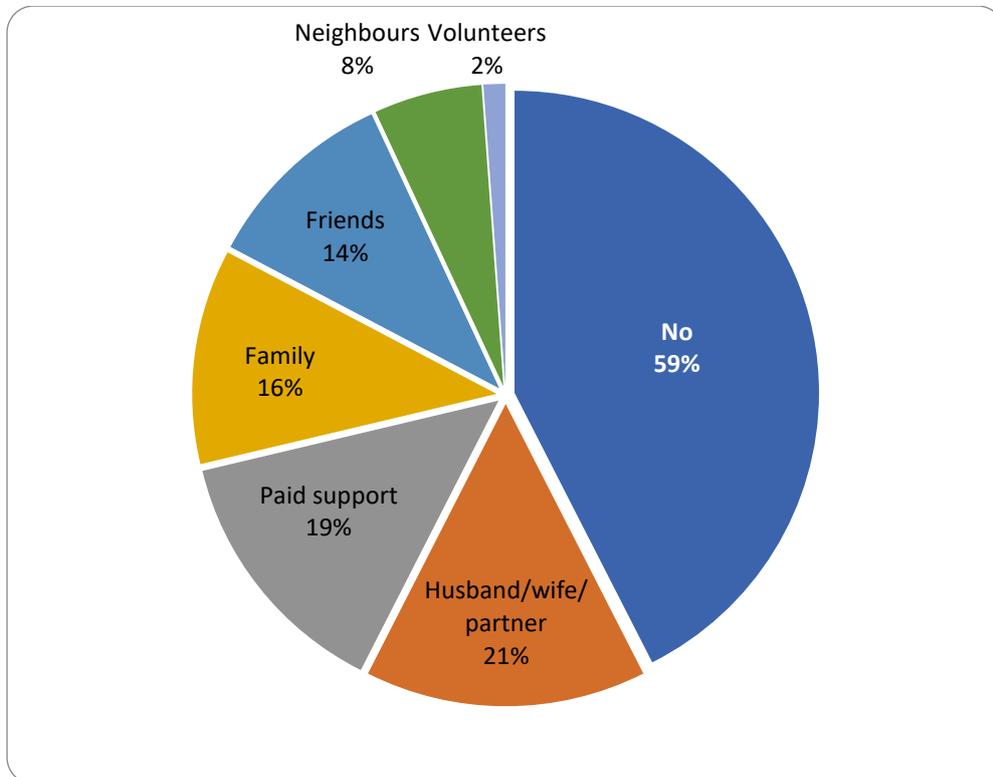
Living well used to be really good and helpful in supporting people before they reach crisis. There was someone from the Living well team in every morning and we could ask questions to them if needed. Unfortunately, this stopped when Covid started and i now feel that the links have been lost. Communication needs to be improved and it can take a long time to get through on your phone lines.

**Question 10: Would you access support from the service if you needed it?**

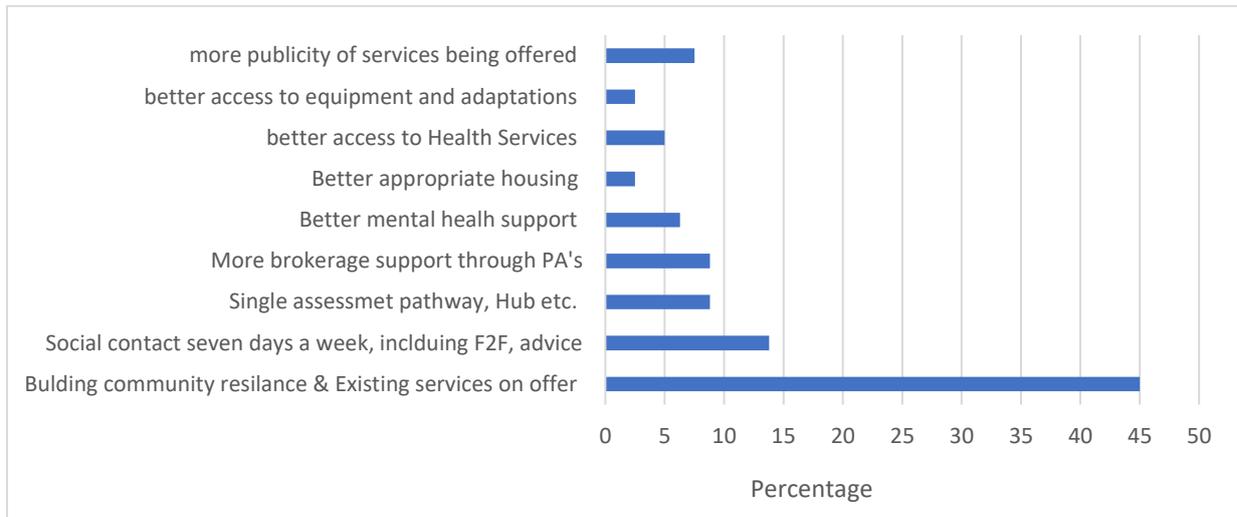
**85%** Yes

**15%** No

**Question 11: Are you getting support from other people to help you remain independent at home?**



**Question 12: What do you think the Living Well service should provide to help people keep their independence?**



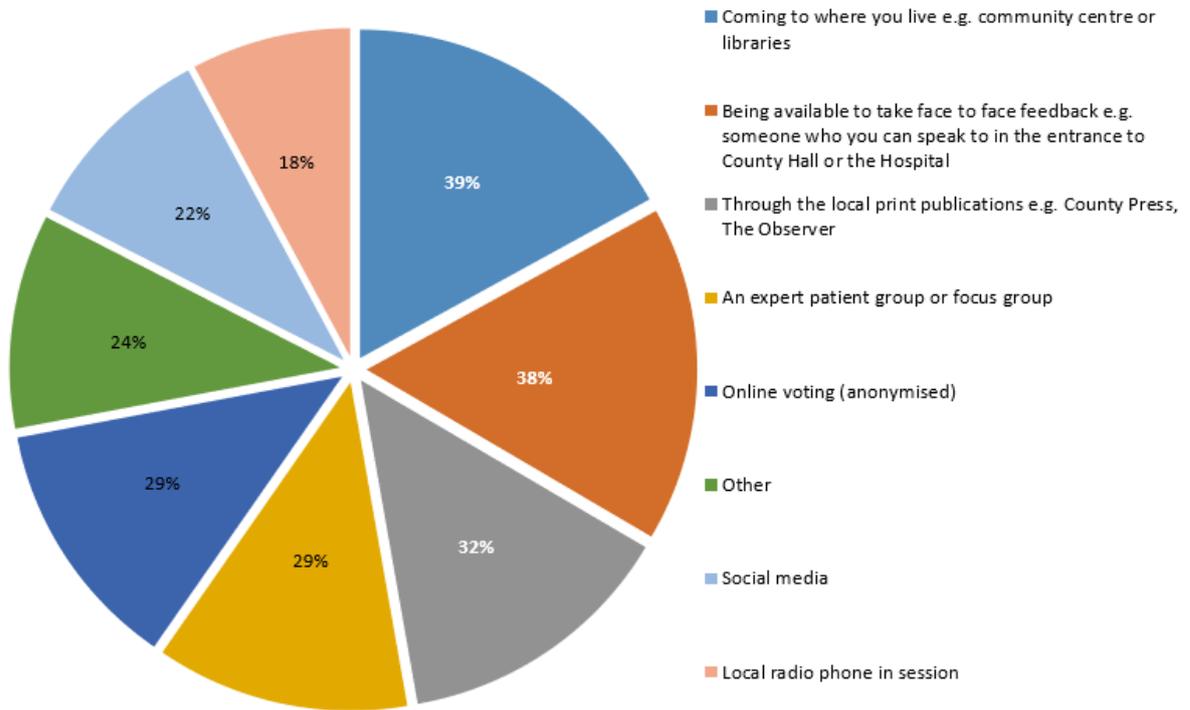
In summary to question 12 (which included a free text answer), the majority of people felt that **building community resilience through the services which are currently being offered, was the most important factor** in providing services to meet the needs of our community

*Please note, the limitations of the survey must be taken into consideration with only a small number (approximately 10% of the people completing the survey) being service users and 61% of the respondents being members of the public seeking support.*

Of the respondents **23%** either worked for the VSCE, social care, the LA or an acute health provider. The responses from the **9** respondents who work for the VSCE were as follows:

Social contact including at weekends. People are lonely seven days a week! Introduction to community services - people are often scared to go on their own
Face to Face contact
Stop people getting into crisis Take away the fear of getting help and support Highlight all the support available & if necessary, guide people through getting the help they need
Help with finances, paperwork, benefit claims, small aids and adaptations, isolation and signposting to other organisations
Advice, signposting, electronic referral for people to fill in themselves and refer themselves to other services. Try not to disempower people but help them maintain their own independence.
Don't know what is offered - how do we find out about what the different organisations can offer
Support for people who are struggling financial, especially in this day of covid and people losing their jobs or just on very low income. Easier assessments to help people at home with carers going into the property to assist, and possibly widening the threshold, as there are a lot of people who just miss out, because of this
Information, short term support
Listen to each person about what they want and what they can do and then link with local opportunities and work collaboratively instead of just signposting on. Find out that they have actually flourished and succeeded in their aims.

**Question 13: We know that some people feel there are too many surveys. Can you suggest any other ways you think we should find out what people need and want?**



**Question 14: How often should this be?**

