



Living Well Early Help - options

Isle of Wight Health and Care System
September 2021

Context

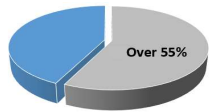
The **Living Well Early Help service** was established to help the Island address some of the demographic challenges which present themselves.



One in five of the population is **over the age of eighty** years old



There is a higher than national average population of **adults with learning disabilities** on the Isle of Wight



Over 55% of older people living on the Island **do not meet the financial threshold to receive state funded social care**, so they are required to make their own arrangements. Over 40% of those people who approach Adult Social Care for help are **deemed not to be eligible for statutory care**

The **Living Well Early Help service** is a key part of the *Health and Care Plan* for 2019 – 2021, contributing towards sustaining people away from statutory services both at a health and social need level, by supporting people to:

increase their ability to self-care

live well and retain/gain their right levels of independence, and meet their own objectives

reduce and delay the need for emergency admission or move into residential care

The service is currently operated and run in collaboration with other Island partners, led and managed by Age UK IOW. After the three-year grant funding ended for the service in 2020, the CCG and the LA agreed to ensure joint funding was available for the future, and since 2020 the grant funding envelope has been for recurrent 12 month periods:

- A new grant agreement is in place to 31st March 2022, combining both health and social care elements of the service
- A deep dive review of the service and community engagement was carried out in 2021 to determine the future scope of the Living well and Early Help Service.

Next steps

Stage 1:

Agree direction and option 1, 2 or 3 formally by ICP following community engagement and deep dive review

Convey ICP decision to IWC cabinet members for formal ratification through Local Authority Forward Plan

Stage 2:

Implement and embed agreed option if agreement is given by Cabinet

Key Actions

Report back to incumbent provider current position and future key events

Finance Subgroup to identify funding envelope

SRO's (AHS/LG) to provide a report back to ICP cabinet decision

Current Funding Position

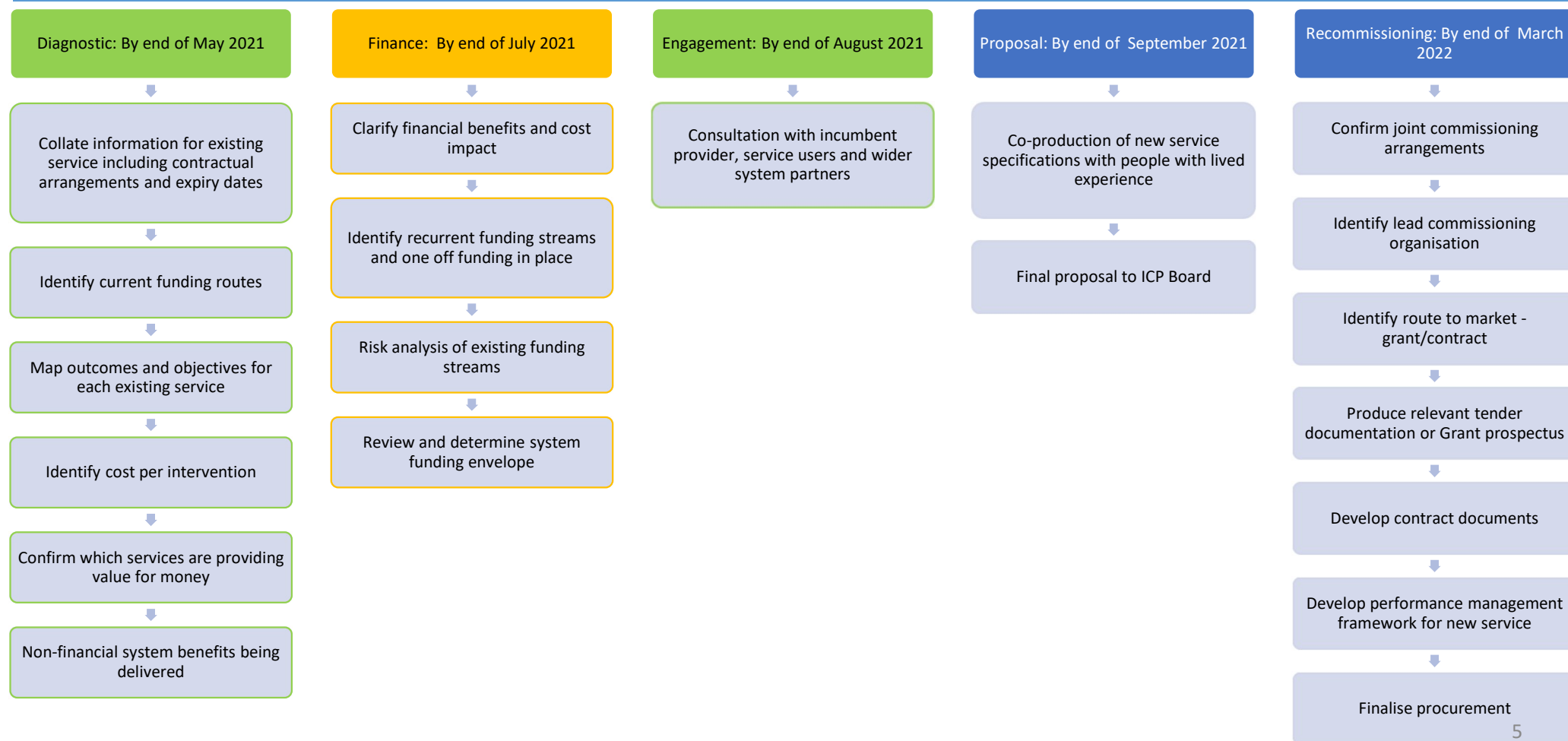
The current funding position, including activity being delivered against the funding provided, is to be validated within the Finance Subgroup:

Total Annual Value: £784,980

Service	Annual Cost	Activity	
		2020	2021
Living Well & Early Help Team	£272,031	201 referrals per month	332 referrals per month
Brokerage Scheme	£121,055	38 clients per month	55 clients per month
Volunteering Good Neighbour Scheme	£69,000	583 support hours per month available	662 support hours per month available
Help Through Crisis	£84,000	43 clients per month	73 clients per month
Care Navigators – community based	£238,894	285 people per month accessing service	287 people per month accessing service

Delivery Plan & Timelines

High level extract of the Delivery Plan actions highlighting key milestones:



Commissioning Intentions



Commissioning, funding and contracting proposals



Continued Joint Commissioning Arrangements between Local Authority and Health Commissioning teams



Financial arrangements to be as a Pooled Budget



Provide stability to services with the appropriate monitoring and ability to flex to accommodate demand and transformation



Ensure detailed continuous feedback from service users and the islands community can occur for the Living Well and Early Help Service future development.

Community engagement & deep-dive



Ratified the existing services are what is needed within our community for living well and early help support, diverting people away from statutory service intervention, and empowering individuals to have sustained support, to live well and remain independent



Based on the limited response and short duration of engagement, it identified that the provisions under the current service offer were meeting the needs of our community

Is the service meeting the objectives?

Community Engagement Results & Deep Dive Review

The overall service meets the following needs in the community:

- Help people to increase their ability to self care and reduce reliance on GP's and acute hospital services
- Helps people to live well and retain/gain their right levels of independence, and meet their own objectives
- Reduce and delay the need for emergency admission or move into residential or nursing care

Outcomes Living Well and Early Help	Yes	No
Building individual & community resilience	✓	
Develop, regaining and sustaining independence	✓	
Living as independently as possible	✓	
Enhancing quality of life for people with long term conditions	✓	
Helping 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 peoples own homes and communities	✓	
Person centred care and support planning, proactive support	✓	
Support choices for patients, families and carers preferred place of care	✓	
Prevents delayed discharges from hospital	✓	
Developing community assets	✓	

Options for consideration

1

- Proceed with the formal tendering of the Living Well and Early Help Service (LWEH) in its current format and specification for a three - year contract with the option to extend for a further two years, based on the deep dive review and the limited feedback from community engagement
- ✓ Benefits - Enables stability within the VCSE sector to provide capacity within the community building on the current service design
- ✓ Enables specification review and refinement in collaboration with service users and the public
- ✓ Provides opportunity for measurement of more meaningful outcomes ensuring the service is able to evolve to meet the needs of the community
- Disbenefits - Current funding streams have been identified as risk factors, limited engagement for service design

2

- Award a 12-month grant agreement for the Living Well & Early Help service 1st April 2022 – 31st March 2023 at current funding levels, develop a platform for continuous feedback (survey) to be run and advertised by incumbent providers, including a monthly opportunity for a focus group / feedback to take place
- ✓ Benefits - To gain better information and knowledge on the needs, hopes and desires of our Islands community
- Disbenefits – only provides 12-month stability for incumbent providers, risk for ongoing funding channels

3

- No formal decision to agree option 1 or option 2 and funding for the LWEH service will cease on 31st March 2022 destabilising support network which was developed on the Island
- ✓ Benefits – System saving of £784,980
- Disbenefits – Increase in the reliance on statutory services and increased pressure on Island community in both health and social care. Increased breakdown in services to enable to live well and provide preventative services (value not quantified)

Recommendation

Following the deep dive review and engagement work undertaken in 2021, [the proposal of a three-year contract for the recommissioning of a Living Well and Early Help service \(option 1\)](#) would ensure that the service is developed to meet the needs of our Islands residents for the future.

This proposal is in line with the direction of the ICP previously noted on 26/05/21 and ensures that we can continue to provide support for well-being and resilience in our island communities for local people.

The future service will comprise of four main areas:

1. Support in local communities – helping people with their own well-being, low level care and support needs and to maintain positive mental health
2. Greater access to advice, guidance and support for people and their families who fund their own care
3. Building sustainable volunteer led community solutions for local people that not only support local people to ‘survive’ but also to ‘thrive’ in there own communities
4. Ensuring that there is easy to access and positive support for local people who experience health and social care crisis

The service specification and outcome measures will be developed in collaboration with our local residents, town and parish councils and with key stakeholders to ensure the early help offer for the Isle of Wight is fit for purpose, sustainable and is able to continually meet the needs of the community.

Future updates

Intended Updates for ICP Board	
22nd September 2021	Proposal Paper following review and engagement ICP Decision
14th October 2021	Proposal Paper to Cabinet
28 February 2022	Contract/Grant award decision
31 March 2022	Noting paper on contract award
30 September 2022	Noting paper following 6 month review of new contract arrangements