

NHS

County Durham and Darlington

Durham
County Council



DCC Adults, Wellbeing and Health and NHS County Durham

Joint Commissioning Strategy for Older People 2010-2013

Final Executive Summary
and Action Plan
September 2010

September 2010

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1.0 EXECUTIVE SUMMARY

1.1 Introduction

In County Durham, several specific strategies have previously been developed with a focus on improving services for older people including:

- Living Well in Later Life, Durham County Council, 2006;
- Commissioning Strategy for Older People's Services, Durham County Council, 2004/07 (refreshed 2006);
- Draft Commissioning Strategy for Older People, NHS County Durham and Darlington, 2008-2011.

This draft Joint Commissioning Strategy for Older People is being progressed by Durham County Council and NHS County Durham and Darlington with a range of stakeholders including older people and their carers and will set out the commissioning priorities for both health and social care services over the next three years, between 2010 to 2013. This document will replace all of the above previous strategies.

The strategy is being developed in response to national policy drivers, a need to demonstrate clear, joined-up commissioning priorities locally across social care and health and a need to respond to local challenges to identify and address gaps and review resources to develop fair access to services across the County.

This strategy is for all older people, aged 50 and over, with health and social care needs and covers a range of services including primary prevention to help people maintain their social engagement, physical health and overall mental wellbeing. Some older people have specific health, social care and support needs around their mental health, for example, those who suffer from anxiety, depression or a dementia. Specific actions to develop services for older people with mental health needs can be viewed within the action plan for the Joint Commissioning Strategy for Older People with Mental Health Needs (2009/13).

For more vulnerable older people, support at home to help them maintain their independence for as long as possible, sustain an active lifestyle and joined up personalised service delivery for those who are more frail and may have complex needs.

Geographically the strategy covers the area within Durham County Council's boundaries. Darlington has its own local authority for the provision of social care services and therefore is not covered within this strategic plan. NHS County Durham and Darlington also have responsibility for community health care services provided in Darlington. Further information can be found in their Refreshed Five Year Strategic Plan 2009/10 - 2013/14.

This strategy will be delivered following the principles of World Class Commissioning outlined within the Department of Health's World Class Commissioning Summary, December 2007.

1.2 National and Local Guidance and Research

The national guidance is set within the context of continual improvement of health and social care services available for older people that delivers care closer to home, with a personalised approach and helps people maintain their independence.

A number of key national documents have helped influence and shape this strategy including:

- National Service Framework for Older People (DoH, March 2001);
- Our Health Our Care Our Say: A New Direction for Community Services (DoH, January 2006);
- Next Stage Review, Leading Local Change (Lord Darzi, May 2008);
- A Recipe for Care, (DoH, January 2007);
- Local Involvement in Public Health Act (HM Govt. 2007);
- Putting People First (HM Govt. 2007);
- Transforming Community Services, Enabling New Patterns of Provision (DoH, January 2009);
- Lifetime Homes, Lifetime Neighbourhoods, (DoH, February 2008);
- Shaping the Future of Care Together, (HM. Govt. July 2009).

Appendix 4 references a large number of other local plans and strategies that have influenced the development of this joint strategy. Links have been made to other Joint Commissioning Strategies for County Durham including:

- Joint Commissioning Strategy for Palliative Care 2010 – 13 (in development);
- Joint Commissioning Strategy for Older People with Mental Health Needs 2009 – 13;
- Joint Commissioning Strategy for People with Long-Term Conditions 2010 – 13 (in development);
- Joint Commissioning Strategy for Carers 2009-13
- Durham County Council's Housing Strategy - Altogether Better Lives, Durham County Council, 2010 – 15.

From a wide range of consultation that has taken place over the last several years and specifically to help inform this strategy, older people tell us that there are key things that help them to maintain their quality of life. These things are summarised in Figure 1 below and have been taken directly from feedback received from the 'Keeping Healthy/Keeping Safe' workshop held during the October 2008 All Our Tomorrow's event.



Figure 1: What is important to older people

The direction of the national guidance and local feedback has led us to identify some key things that older people need to have a positive experience of to achieve and maintain their overall wellbeing and quality of life:

- Information, Involvement and Engagement;
- Live at home for longer;
- Maintaining independence;
- End of life care;
- Joined up care pathways.

These 'key experiences' have shaped the actions stated in the draft **Action Plan** for this joint strategy. To make sure these experiences for older people are positive it is important that commissioners also work towards achieving the following:

- For organisations to work in **partnership**
- For **fair access to local services** to be achieved both in terms of age and geographical location
- A **personalised approach** to service delivery enabling older people to have meaningful choice and control

1.3 Future Demand

As people are living longer we face an ageing population profile that is particularly evident within County Durham. For those aged 65 and over, the increases expected between 2007 – 2026 across the whole County are:

- 65 and over – 49.89%;
- 75 and over – 71.4%;
- 85 and over – 115.2%.

(Joint Strategic Needs Assessment 2009/10)

We are also experiencing a difficult economic and financial climate and are challenged to review resources and make sure we continue to meet the challenges presented by the increase in the numbers of older people locally needing to access health and social care services and access them for a longer period of their life, balanced against maintaining older people's independence in their own home for as long as possible.

The localities that are currently projected to see the largest increases are given below:

- 65 and over – Durham City and Chester-le-Street;
- 75 and over – Chester-le-Street;
- 85 and over – Chester-le-Street and Easington.

(DCC 2007 Based Population Projections)

It is also important to acknowledge some groups of older people who may have specific needs including:

- Older carers whose numbers are expected to increase in line with the ageing population and whose own health needs are also likely to increase as they themselves grow older;
- Older people with mental health needs.

Clear links to other Joint Commissioning Strategies have been identified in the action plan of this strategy to make sure joint working takes place between Strategy Implementation Teams.

1.4 Market Analysis

Within the Market Analysis a map of current service provision is provided which details currently available health and social care services and explains the different types of provision as follows:

- **Primary and Community Services** including Integrated Health and Social Care Teams, General Practitioners, Telecare, Community Alarms and Mobile Warden Services, Handyperson Services, Active Ageing Activities and Community Specialist Health Services eg Falls;
- **Intermediate Care** including Residential Rehabilitation and Rapid Response services;
- **Urgent Care** eg including Urgent Care Centres;
- **Acute Care** eg in patient Hospital Admissions.

All of these service types provide vital services to older people. Detailed information on the actual services currently commissioned by NHS County Durham and Darlington and Durham County Council with their in-house providers, the voluntary and independent sectors are contained within this section.

Analysis of the current provision and performance of the main service types has highlighted some key issues for this strategy. These include:

- Substantial increases in the numbers of older people needing to access social care services are being experienced;
- People aged 85 and over have the highest level of need, with this age group having the most 'critical' level of social care need;
- The integration of Health and Social Care Teams has now progressed and 13 Integrated Teams have been established that will support the needs assessments and service delivery requirements for older people in the future;
- There is inequity of provision for some service types including falls and osteoporosis and more research through undertaking service reviews is required to understand the detail and options for future commissioning;
- There is an oversupply of residential care across the County through both Durham County Council's in-house and independent sector provision;
- We therefore need less residential care, that is cost effective and targeted to support the most frail/isolated older people who cannot or do not wish to be supported at home;
- Our domiciliary care (home care) does not specifically focus on re-ablement;
- Poor housing stock exists in some localities and there are challenges ahead to bring some housing stock up to Decent Homes Standards and make sure all older people have access to housing options advice as well as the support to maintain their home and adapt it to meet their changing mobility needs as they grow older;
- The increase in numbers of people taking up Direct Payments needs to be capitalised on and older people given the support and confidence to be creative in how their needs are met through Individual Budgets and the choice and control to shape their own service delivery;
- Existing services need to be reviewed to make sure they continue to be cost effective, maintain a clear focus on excellent quality and continuous improvement and are able to continue to meet older people's future health and social care needs;

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- We need to keep a focus on continuous improvement and driving up quality standards across all health and social care services;
 - Helping older people to maintain their health and wellbeing into later life is key to having lifelong quality of life and enabling health and social care resource to be targeted at those most in need;
 - To achieve this a focus independence is key to helping older people to:
 - recover from illness quickly
 - receive timely rehabilitation support to promote faster and more effective recovery
 - receive 'seamless' joined up and personalised health and social care services, when they need them
 - A focus on prevention, especially primary prevention is key – ie advice and information, a balanced and nutritional diet and social and exercise activities to help maintain good health well into old age.

All this needs to be provided in line with the personalisation agenda, enabling older people to have choice and control over their health and social care service delivery.

1.5 The Design of Future Provision

Future service delivery will have a number of key focuses:

- Prevention;
- Fair access;
- Cost effectiveness and efficient use of resources;
- Quality;
- Independence;
- Positive outcomes for older people and their carers;
- Personalisation.

Both NHS County Durham and Darlington and Durham County Council are committed and will continue to work in partnership together and with other key stakeholders including service providers, the voluntary sector and older people to

implement the actions identified within this strategy, review the strategy to keep pace with changing local needs and work jointly to develop, design and deliver quality services throughout County Durham.

There are a number of key areas of development identified from the analysis of current provision. These have been summarised into key areas below and form the structure of the strategy **Action Plan, Appendix 1:**

Information, Involvement and Engagement

- Develop a communications and involvement strategy for the implementation of this strategy;
- To explore joint commissioning between NHS County Durham and Darlington and Durham County Council for consultation and involvement arrangements for older people with health and social care needs;
- To develop processes that make sure consultation feedback is considered through a robust process and duplication of consultation is prevented wherever possible;
- To explore the development of either a stand alone or through an existing website, the provision of information targeted for older people;
- To review the content, promotion and distribution of leaflets and marketing information produced by Durham County Council and NHS County Durham and Darlington with particular reference to older people who are socially isolated;

Live at Home for Longer

- To implement recommendations following the public consultation and options appraisal for the future provision of older people's in-house residential care homes;
- To review a number of existing services to ensure good quality of provision, and explore opportunities for improvement and development where appropriate, eg Handyperson's and Minor Adaptations Service, Home Improvement Agencies, Community Alarms and Telecare, Domiciliary Care;
- To develop a domiciliary re-ablement service operating across the County;

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- To explore future commissioning options for the Home Equipment Loans Service and the Home Independence Service;
 - To explore the level of need and viability for the development of overnight toileting and turning services;
 - To explore the level of need and viability for the development of support for older people living on their own returning from hospital and help with housing support such as shopping, housework and gardening;

Maximising Independence

- To review and develop telehealth services based on evidence available and resources;
- To explore future commissioning options for day service activities for older people;
- To monitor the take up of case and citizen advocacy for older people;
- To make sure there are robust links to the Local Transport Plan in respect of older people's transport issues;
- To make sure there are robust links with the Council's Sports and Leisure Services and the NHS County Durham and Darlington Public Health Team in respect of healthy ageing activities for older people;
- To explore joint commissioning between NHS County Durham and Darlington and Durham County Council for wellbeing and active ageing activities for older people;

Joined Up Care Pathways

- To undertake a range of community health service reviews including the Hospital Discharge Liaison Service, Continence Management and Advice, Falls and Osteoporosis and specialist Medical Assessment for Older People;
- To undertake a pharmaceutical health needs assessment and monitor the delivery of medication reviews;
- To monitor the delivery of nutritional assessments for older people;
- Develop links and contribute to review of Podiatry Services;
- To ensure robust links to other Joint Commissioning Strategies including Carers, Older People with Mental Health Needs, End of Life and Palliative Care and Long-Term Conditions;

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- To explore the health and social care needs of older people with an alcohol dependency and older carers of relatives with alcohol or drug dependency problems;

Partnership

- To develop and implement a Quality Assurance Framework for both regulated and non-regulated services for older people;
- Establish and maintain a strong link with the work of the Healthy Homes Partnership, Durham Housing Forum and Strategic Housing in respect of the development and implementation of the County Durham Housing Strategy and Accommodation and Support Review for Older People;

Fair Access to Local Services

- To make sure that commissioning information on older people's services is readily available and kept up to date with a user friendly system;
- Make sure that equality and diversity information requested and collated by service providers includes information on gender, religion, belief and sexual orientation;
- To research the health and social care needs of roma, gypsy and travelling communities, older prisoners and older people on release from prison and lesbian, gay, bi-sexual and transgender older people;
- To review and ensure fair access to welfare benefit advice and support, financial and debt advice for older people;

Personalisation

- To make sure that older people find individual budgets accessible and manageable;
- To explore the development of health individual budgets within County Durham following the national pilot evaluation;
- To use service reviews to move towards contracting arrangements that support the purchase of service by individual budgets where appropriate.

Appendix 1: Action Plan 2010 -13

This Action Plan will be reviewed by the Older People's Strategy Implementation Group on an annual basis during the life of the strategy. The timescales identified within this Action Plan are indicative and will also be reviewed annually in line with other developments that may impact on the implementation of this strategy.

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
1.0 Information, Involvement and Engagement				
1.1 Develop a communications and involvement strategy for the implementation of this strategy		To enable all stakeholders to receive information about progress on the strategy implementation and enable stakeholders to feed into this process.		
1.2 To explore joint commissioning between NHS County Durham and Darlington and Durham County Council for consultation and involvement arrangements for older people with health and social care needs	Within existing resources	To make sure that consultation and involvement arrangements are accessible to all older people and that there is good representation of views across age, gender, carers, older people with mental health needs, geographical location, cultural groups, lesbian, gay, bi-sexual and transgender older people and older people with physical or sensory disabilities.	End June 2011	Durham County Council and NHS County Durham and Darlington
1.3 Establish a robust process for the receipt and consideration of consultations with older people in relation to health and social care services and define the role of the Partnership Board for Older Adults in the process.	Within existing resources	To ensure that older people's time and views are properly valued and that a robust process exists for using their input to shape service improvement and development.	End Dec 2010	Durham County Council and NHS County Durham and Darlington

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
<p>1.4 Establish and maintain robust links with Durham County Council's Partnerships and Engagement Department to prevent duplication of resources when consulting with older people.</p>	<p>Within existing resources</p>	<p>To capitalise on collaborative working where possible and prevent duplication.</p>	<p>Ongoing</p>	<p>Durham County Council</p>
<p>1.5 Scope the level of demand and viability for a web based local one stop shop for older people in County Durham in relation to their health and social care needs.</p> <p>To include consideration of whether Durham County Council need to develop a section within their website for those over 50, in relation to health and social care advice and information.</p>	<p>Scoping exercise to be undertaken within existing resources</p>	<p>To establish the level of demand and viability of developing a local web based one stop shop service.</p>	<p>March 2011</p>	<p>Durham County Council and NHS County Durham and Darlington</p>
<p>1.6 Repeat Integration Consultation using same methodology 12 -18 months following establishment of integrated health and social care teams for older people and people with a physical disability Countywide.</p>	<p>Within existing resources</p>	<p>Enable benchmarking of user experiences before and after integration</p>	<p>End June 2011</p>	<p>Integration Project Board</p>
<p>1.7 To review the content of leaflets and marketing information produced by Durham County Council and NHS County Durham and Darlington regarding access to services.</p>	<p>Within existing resources</p>	<p>To make sure that marketing information produced is up to date and leaflets produced continue to be appropriate.</p>	<p>Annually</p>	<p>Durham County Council and NHS County Durham and Darlington</p>

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
1.8 To review how leaflets and marketing information produced by Durham County Council and NHS County Durham and Darlington is promoted and distributed with a view to improving promotion and distribution, with particular reference to those older people who are socially isolated.	Within existing resources	To make sure that marketing information produced is up to date and leaflets produced continue to be appropriate.	Annually	Durham County Council and NHS County Durham and Darlington
2.0 Live at Home for Longer				
2.1 Implement recommendations following public consultation and options appraisal in the future provision of older persons care in-house residential homes	Within existing resources	Resolve future direction for in-house care homes	TBC	Durham County Council
2.2 Scope level of need and viability of the provision of an overnight home care service to include night time toileting and turning. Consideration of balance between planned and reactive elements of service.	Scoping exercise to be undertaken within existing resources.	To explore flexibility of service provision and potential for efficiencies.	TBC	Durham County Council
2.3 Review existing Community Alarm and Telecare services	Within existing resources	Identify areas for improvement and development including new forms of telecare. New target for telecare usage to be agreed post review Decision to be made on future model, and commissioning options	March 2011	Durham County Council

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
2.4 Undertake a strategic review of Home Improvement Agencies	Within existing resources	To make sure that Home Improvement Agencies are providing a holistic service in line with that national guidance for 'Future HIA Services'.	TBC	Durham County Council
2.5 Review existing Handyperson's service	Within existing resources	Evaluate performance of current service and identify areas for improvement/development	End April 2010	Durham County Council
2.6 Review of future contract arrangements of Domiciliary Care	Within existing resources	To evaluate the performance of domiciliary care provision	12 months following start of new contracts	Durham County Council
2.7 Re-develop in-house domiciliary care with re-ablement focus	Within existing resources.	To provide reablement and preventative focus	TBC	Durham County Council
2.8 Consider the future commissioning options for the Home Equipment Loans Service including linking in with the North East Improvement Partnership as appropriate	Within existing resources/Growth Money/Savings/ Efficiencies released from other services.	To make sure that the Home Equipment Loans Service is effective and efficient and able to meet the increasing demand for service in the future.	April 2011	NHS County Durham and Darlington
2.9 To consult on the future commissioning intentions in relation to the current Home Independence Service	Within existing resources.	To make sure that access to advice and support to choose appropriate equipment for people who are not eligible for HELS via Fair Access to Care is accessible, appropriate and affordable.	July 2010	Durham County Council

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
2.10 Scope the need and viability to develop a low level support service that includes <ul style="list-style-type: none"> • Supporting older people who live on their own to return home from hospital • Help with shopping, housework, gardening and decorating 	Scoping exercise within existing resources.	To reduce anxiety of older people who live on their own and to ensure they are warm and comfortable on returning home from hospital.	TBC	Durham County Council
3.0 Maximising Independence				
3.1 Review pilot and develop telehealth services based on evidence and resources	Within existing resources/Growth Money/Savings/ Efficiencies released from other services.	Provision of telehealth services, in initially in pilot location, with expansion Countywide following review	TBC	NHS County Durham and Darlington
3.2 Continue to review the current day service provision for older people	Within existing resources	To provide more equitable and flexible options for day activities for older people	TBC	Durham County Council
3.3 To monitor the promotion and take up of case and citizen advocacy through current contractual arrangements for older people	Within existing resources	To ensure older people have access to case and citizen advocacy services	Ongoing	Durham County Council
3.4 Make sure there are robust links with the Integrated Transport Team	Within existing resources	To make sure the views of older people around transport issues are taken into account with any service improvements and developments.	TBC	Durham County Council
3.5 To make sure there are robust links with the Council's Sports and Leisure Services and the NHS County	Within existing resources	To make sure that healthy ageing activities for older people are planned in	Ongoing	

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
Durham and Darlington Public Health Team in respect of healthy ageing activities for older people		partnership to avoid duplication and achieve a good geographical spread of activities across the County		
3.6 To explore joint commissioning between NHS County Durham and Darlington and Durham County Council for wellbeing and active ageing activities for older people	Within existing resources	To make sure that healthy ageing activities are planned in partnership to avoid duplication and achieve a good geographical spread.	End June 2011	
4.0 Joined Up Care Pathways				
4.1 Review the Hospital Discharge Liaison Service	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	To review the effectiveness and performance of the Discharge Liaison Service	TBC	NHS County Durham and Darlington
4.2 Commission a Pharmaceutical Health Needs Assessment	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Identify the needs of services which can be provided by community pharmacy and ensure equity across the County	April 2011	NHS County Durham and Darlington
4.3 Monitor the existing processes for medication reviews for older people and make improvements as required	Within existing resources	Older people have regular, timely medication reviews	TBC	NHS County Durham and Darlington
4.4 Monitor the implementation of nutritional assessments for older people	Within existing resources	Older people are have regular, timely nutritional assessments	TBC	NHS County Durham and Darlington
4.5 Review of current service provision of Continence Management and Advice, produce review report and Service Specification	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Identify the needs of the population and ensure access to services that aims to optimise bladder and bowel continence and helps	April 2011	NHS County Durham and Darlington

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
		management of continence is equitable across the County		
4.6 Review of current service provision of specialist medical assessment services for older people, produce review report and Service Specification	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Identify the needs of the population to enable people to have timely/urgent access to health and social medical assessment by an integrated team of older people specialist practitioners which is equitable across the county	April 2011	NHS County Durham and Darlington
4.7 Ensure appropriate links with stroke pathways to help make sure that the needs of older people suffering from stroke are addressed within future stroke pathway developments.	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	To ensure older people suffering stroke have their individual needs met appropriately	April 2011	NHS County Durham and Darlington
4.8 Increase capacity in osteoporosis services in DXA scanning for bone density as a guide to treatment.	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Identify people at risk of osteoporosis by screening offering advice and education	April 2011	NHS County Durham and Darlington
4.9 Review of current service provision of Falls and Osteoporosis Services including approaches to primary prevention of falls, produce review report and develop service specifications to achieve a number of specified outcomes.	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Improve patient outcomes and improve efficiency of care after hip fractures through compliance with core standards	April 2011	NHS County Durham and Darlington
As 4.9	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Respond to first fracture and prevent second – through fracture liaison services in acute and primary care	April 2011	NHS County Durham and Darlington
As 4.9	Within existing	Early Intervention to restore	April 2011	NHS County Durham

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
	resources/Growth Monies/Savings/Efficiencies released from other services	independence – through falls care pathways, linking acute and urgent care services to secondary prevention of further falls and injuries		and Darlington
As 4.9	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Prevent frailty, promote bone health and reduce accidents – through encouraging physical activity and healthy lifestyle and reducing unnecessary environmental hazards (primary prevention)	April 2011	NHS County Durham and Darlington
4.10 Develop links and contribute to review of Podiatry Services	Within existing resources/Growth Monies/Savings/Efficiencies released from other services	Enable people to be more active by commissioning pathways to include social foot care services	April 2011	NHS County Durham
4.11 Develop links with the County Durham Alcohol Team and the Drug and Alcohol Action Team to establish level and type of need of older people with alcohol dependency problems, and older carers of relatives with drug/alcohol dependency problems.	Within existing resources	Establish level and type of need	TBC	NHS County Durham and Darlington and County Durham Council
4.12 To contribute to the implementation of the Joint Commissioning Strategy for End of Life and Palliative Care 2010-13 and to work towards addressing the needs of older people and their carers.	Within existing resources	Joint Commissioning Strategy for end of Life and Palliative Care developed	Strategy in place end December 2010 Implementation ongoing	NHS County Durham and Darlington and County Durham Council

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
4.13 To contribute to the implementation of the Joint Commissioning Strategy for Adults with Long-Term Conditions 2010-13 and to work towards addressing the needs of older people and their carers	Within existing resources	Joint Commissioning Strategy for Adults with Long-Term Conditions 2010-13	Strategy in Place end March 2011 Implementation ongoing	NHS County Durham and Darlington and Durham County Council
4.14 To contribute to the implementation of the Joint Commissioning Strategy for Older People with Mental Health Needs 2010-13 and to work towards addressing the needs of older people and their carers				
4.15 To contribute to the implementation of the Joint Commissioning Strategy for Carers 2010-13 in respect of the needs of older carers				
5.0 Partnership				
5.1 Contribute to the regional work to develop a consistent Quality Assurance Framework for both regulated and non-regulated services	Within existing resources	Quality Assurance Framework developed.	End March 2011	Durham County Council
5.2 Implement the regional Quality Assurance Framework within commissioned services across County Durham.	Within existing resources	Quality Assurance Framework implemented.	End March 2011	Durham County Council
5.3 Establish and maintain a strong link with the work of the Healthy Homes Partnership in respect of <ul style="list-style-type: none"> • Reducing excess winter deaths • Cold-related illness 	Within existing resources	To reduce fuel poverty, cold-related illness for older people and reduce excess winter deaths of older people		

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
<ul style="list-style-type: none"> Fuel poverty for older people. 				
5.4 Work jointly with Durham Housing Forum to develop and implement Older People's Accommodation and Support Review	Within existing resources. DCC Adults, Wellbeing and Health have committed 50% of the funding	Accommodation and support plan to be developed for older people's future housing and support needs	July 2010	Durham County Council
5.5 Work jointly with Strategic Housing to develop local Housing Strategy to reflect future housing and support needs of older people	Within existing resources	Produce local Housing Strategy incorporates actions to meet needs of older people	July 2010	Durham County Council
6.0 Fair Access to Local Services				
6.1 Review how data is organised and recorded within the commissioning section, including clarity of geographical location and links to commissioning strategies to avoid duplication of reporting. System to be user friendly and easily kept up to date.	Within existing resources	Ease of access to information To facilitate future commissioning strategy development To ensure robust system for keeping information up to date	TBC	Durham County Council
6.2 Make sure that equality and diversity information requested and collated by service providers includes information on gender, religion, belief and sexual orientation.	Within existing resources	To monitor that health and social care services are collating equality and diversity information to enable monitoring of service take up and any barriers to access to be identified and addressed.	Ongoing	Durham County Council and NHS County Durham and Darlington
6.3 Contribute to the research in respect of older people's needs, to be undertaken with the Roma, Gypsy and Travelling communities.	Within existing resources	To establish the health and social care needs of the older Roma, Gypsy and Travelling communities	March 2011	Durham County Council and NHS County Durham and Darlington

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
6.4 Review the current supply of services that support older people with debt or financial advice including support to access welfare benefits with a view to considering how resources can be used to ensure fair access to these types of service across the County.	Within existing resources	To ensure fair access to maximise benefit take up and minimise poverty for older people across the County.		
6.5 Establish a system for capturing and reporting data on the health and social care needs of older people on release from prison with the Prison Health Team.	Within existing resources	To enable mapping of local need for older people on release from prison	TBC	Durham County Council and NHS County Durham
6.6 Identify whether the social care needs of older prisoners are being met, identify any gaps in service provision and where gaps are identified scope the level of need and viability of service development	Within existing resources	To ensure that the social care needs of older prisoners are met on their release	TBC	Durham County Council
6.7 Research and identify the specific health and social care needs of lesbian, gay, bi-sexual and transgender older people	Within existing resources	To ensure lesbian, gay, bi-sexual and transgender older people have equitable access to health and social care services	TBC	Durham County Council and NHS County Durham and Darlington
7.0 Personalisation				
7.1 Make sure that older people eligible for social care services have the opportunity to choose an individual budget to purchase their social care. Applies to both new and existing service users.	Within existing resources		April 2011	

Actions Required	Resources	Target / Intended Outcome	Timescale	Lead Organisation
7.3 To evaluate the outcomes of the DoH individual budget health pilot in and how this can be developed in County Durham for older people	Within existing resources			
7.2 To actively use existing service and contractual review processes to consider how services for older people can move towards a more personalised approach, supported at least in part by individual budgets where possible	Within existing resources			
7.4 To pilot the use of individual budgets for health services in County Durham and to evaluate the pilot and make recommendations for the future	Within existing resources			

Useful words...	... and what they mean
Acute Hospitals	Acute hospitals provide specific care for diseases or illnesses that progress quickly, feature serious symptoms and have a brief duration.
Advocacy	Advocacy is the process of supporting someone to express their views and say how they feel about a specific issue that affects them or that they are concerned about. It may be about supporting someone in a meeting, helping someone express their rights, helping someone to access services and information or to explore different options, for example, a choice in where to live.
Area Action Partnerships	<p>Area Action Partnerships (AAP) are key ways of listening to and working with local people. They were designed in consultation with local people and we held the first meetings in each AAP area in April 2009.</p> <p>Each AAP is made up of an Area Forum and an Area Board to identify and tackle issues in local communities. AAPs then put plans and actions in place to deliver services where they are needed most.</p> <p>There are 14 partnerships, each with a Board made up of elected members from organisations such as the county council, town and parish councils, and health, police and fire brigade, community and voluntary groups, and the public.</p> <p>More information can be found at: http://www.durham.gov.uk/Pages/Service.aspx?ServiceId=6379</p>
Care of Older People's Excellence Service	Service provided in Durham and Chester-le-Street focusing on specialist medical support for older people.
Care Package	A term used to describe all the different types of care that make up to total care received by an individual. For example, they may receive support from Community Alarms or a Mobile Warden, and have Domiciliary Care and Telecare. All these services together make up the 'Care Package'.
Care Plan	A single, overarching plan that records the outcome of discussion between the individual and the professional. It could be electronically stored or written on paper. It should be accessible by the individual in whatever form is suitable to them.

Useful words...	... and what they mean
Carer	A carer spends a significant proportion of their life providing unpaid support to family or potentially friends. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.
Complex	A term used to describe people who have a mix of several health and social care needs. Because of their vulnerability, simple problems can make their condition deteriorate rapidly, putting them at high risk of unplanned hospital admissions or long-term institutionalization.
Consultation	A process by which the public's views on matters affecting them is sought.
Decent Homes Standards	<p>The Decent Homes Standard is a minimum standard that triggers action to improve social housing. It is a standard to which homes are improved. As constructed, the standard allows all landlords to determine, in consultation with their tenants, what works need to be completed, and in what order, to ensure the standard is met.</p> <p>The Decent Homes Standard has four criteria, which are:</p> <ol style="list-style-type: none"> 1. It meets the current statutory minimum standard for housing (i.e. the dwelling should be free of category 1 hazards under the Housing Health and Safety Rating System) 2. It is in a reasonable state of repair 3. It has reasonably modern facilities and services 4. It provides a reasonable degree of thermal comfort. <p>(Source: http://www.communities.gov.uk/housing/decenthomes/whatis/)</p>
Domiciliary Care (Home Care)	Help delivered directly into your own home. Examples include personal care and therapy such as exercises to help your muscles grow stronger.
Equity/Equitable Services	Fairness/Fair Access to Services regardless of age, gender, geographical location, cultural needs or sexual orientation.

Useful words...	... and what they mean
Fair Access to Care	The access (eligibility) criteria used by Durham County Council to assess an individuals' need for statutory social care services.
Healthy Homes Partnership	A new partnership created by the Merging of the Rights to Warmth Partnership and the Energy and Fuel Poverty Partnership. The Healthy Homes Partnership has a remit for reducing unnecessary winter deaths, cold-related illness and tackling fuel poverty and energy efficiency.
Holistic	Used to describe an approach to care that takes into account the whole persons needs, not just the presenting illness, injury or social circumstances.
Hospital Discharge Liaison Team	The service that develops plans with community services to support people coming out of hospital to return home safely and with the appropriate levels of support.
Hotspots	<p>Hotspots is a simplified multi-agency referral mechanism that links together a wide range of existing services via the Energy Saving Trust advice centre. Any person referred via Hotspots can receive the following service as appropriate:</p> <ul style="list-style-type: none"> • A home energy check and advice on keeping warm • Referral onto home heating and insulation schemes such as Warm Front • A benefit entitlement check by Welfare Rights • A home fire safety check by the fire service • Access to the Emergency Fund if necessary refer onto other existing services
Housing Related Support	A range of floating and accommodation based services to help people maintain their homes thereby sustaining their level of independence
Individual Budget	The amount of money allocated to meet a persons' individual, statutory assessed need for social care services. The budget can be held by the person themselves to manage, or by the local authority. Either way the person still has choice about how they receive the support they require to meet their assessed needs.

Useful words...	... and what they mean
Integrated Care	NHS and local authority assessment and care responsibilities are managed together so that both organisations can provide a more streamlined, joined up approach, improving access to services for the individual.
Joint Commissioning Strategy	This is a plan for the future of Intermediate Care in County Durham written by both health and social care organisations.
Local Transport Plan	<p>This is a plan produced every 5 years which outlines the future of transport in the county. The plan sets out our long terms aims and plans.</p> <p>More information can be found at: http://www.durham.gov.uk/Pages/Service.aspx?ServiceId=493</p>
Long-Term Conditions	Those conditions that cannot, at present, be cured, but can be controlled by medication and other therapies.
Multi-Disciplinary	A team made up of professionals across health, social care and third sector who work together to address the holistic needs of their patient service users/clients in order to improve delivery of care and reduce fragmentation.
Options Appraisal	An assessment of different ways of doing things to see which one is best.
Older Peoples' Urgent Care Assessment Service	Service provided in Derwentside focusing on specialist medical assessment for older people.
Osteoporosis	A bone disease that leads to an increased risk of fracture.
Pathway	The route followed by the service user into, through and out of NHS and social care services.
Personalisation	Care and support services received by a person that are individual and tailored to them.

Useful words...	... and what they mean
Pharmacy	Refers to the health profession that is responsible for the safe issue and use of medication (pharmaceutical drugs).
Podiatry	Chiropody (footcare).
Preventative Services	These services help people to do things for themselves as much as possible.
Primary Care	The collective term for all services which are people's first point of contact with the NHS, e.g. General Practitioners, dentists.
Re-ablement	A method of providing care that is focused on helping the individual to develop or regain their ability to do things for themselves; thereby increasing their independence and reducing their reliance on statutory health and social care services.
Scoping the Level of Service and Viability	A term used in the strategy action plan to describe what needs to be done to research how much of a service is needed, what serviced model would work best and whether the resources needed to deliver the services are available.
Secondary Care	The collective term for services to which a service user is referred by a General Practitioner. Usually this refers to NHS hospitals in the NHS offering specialised medical services and care.
Service Model	Term used to describe the key service elements and how they work together.
Service Providers	An organisation that provides health, social care or housing services.
Service Review	A process used to check how well a service is performing. It includes looking at performance, cost, views of the people who use the service and their carers and whether it continues to meet peoples' health or social care needs.

Useful words...	... and what they mean
Service Users	Anyone who uses, requests, applies for or benefits from health or local authority services.
Single Assessment Process (SAP)	Process that ensures older people's care needs are assessed thoroughly and accurately.
Stakeholder	An individual or group of people who have an interest in business organisation or service.
Strategic Review	<p>A process used to look at a group of services together to understand whether they are performing well as a group and the overall cost and whether they continue to meet a defined population's health or social care needs eg the population of older people who need housing adaptations and the services provided by Home Improvement Agencies.</p> <p>The process includes consideration of whether services could or should be provided differently in the future.</p>
Telecare / Telehealth	Telecare and telehealth both use special equipment eg falls detectors, community alarms or tools to let people check their own health, to make sure someone is ok. Telehealth equipment is often used to help people who have a long-term condition look after themselves.

DCC Adults, Wellbeing and Health and NHS County Durham

Joint Commissioning Strategy for Older People 2010-2013

Final Executive Summary and Action Plan September 2010

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