



**Wellbeing Lincs**

Better wellbeing across Lincolnshire

Lincolnshire  
COUNTY COUNCIL  
*Working for a better future*

# We Are Wellbeing Lincs

## Our Annual Report 2018-19



Wellbeing Lincs supports people through life's changes, achieving better wellbeing and independent living across Lincolnshire. Commissioned by Lincolnshire County Council, it is delivered by the district councils working together in partnership.

# Welcome

Wellbeing Lincs is a countywide service, funded by Lincolnshire County Council and delivered through a partnership of the district authorities. It works to support adults across Lincolnshire to achieve confident, fulfilled and independent lives.

Over its first year, up to April 2019, Wellbeing Lincs made a positive and lasting difference to the lives of thousands of Lincolnshire adults.

This Annual Report reviews its initial year of operation and details aspects and outcomes of the service, up to the end of March 2019.

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## Wellbeing Lincs is being delivered successfully

I am pleased to introduce the first Annual Report from Wellbeing Lincs.

Our vision for Wellbeing Lincs has always been to offer the support and advice people need to live fulfilling lives, often when they are facing difficult circumstances.

Lincolnshire residents tell us that they value their independence but sometimes need a little bit of help to deal with life's challenges.

Our contract set high expectations on our residents' behalf, and I am pleased that Wellbeing Lincs has risen to the challenge to deliver a highly successful first year.

Commissioned by Lincolnshire County Council, the service provides individualised, time-limited support, delivered by a consortium of the seven district councils.

The new service started in April 2018 and hit the ground running. And now at the end of its first year, Wellbeing Lincs has helped over 6,000 people, 95% of whom have been very satisfied with the service.

With the county council and district councils working together, we are making a bigger impact when it is most needed, by helping people access a variety of services tailored to their needs.

Staff have now developed extensive networks to connect people to appropriate ongoing support where necessary.

From improving their finances to connecting with social groups in their area to finding the right piece of equipment, 96% of those supported by the service have had better outcomes.

I am really pleased that the service has had such a tremendous year working with a record number of Lincolnshire residents. I would like to congratulate Wellbeing Lincs and its staff, and look forward to an even more successful year to come for the service and most importantly, for everyone it supports.

**Cllr Patricia Bradwell OBE**

**Executive Member for Adult Social Care, Lincolnshire County Council**



Funded by Lincolnshire County Council, Wellbeing Lincs is delivered by the county's seven district, borough and city councils working in partnership.

# People sometimes need help through life's changes

Supporting adults across Lincolnshire to achieve confident, fulfilled and independent lives, Wellbeing Lincs offers a helping hand at times of:

- Ill health;
- disability;
- changes to financial circumstances;
- changing medical need;
- bereavement;
- lack of family support;
- loneliness and social isolation;
- or a change in their general situation.

Operating county-wide, we deliver a universal level of service for eligible individuals across Lincolnshire.

We respond promptly and professionally, providing support tailored to an individual's specific needs. By engaging at an early stage, we make a difference to long-term health and wellbeing; improving their outcomes for life.

## Wellbeing Lincs

» **Assesses people's support needs to help them to live confident, fulfilled and independent lives;**

» **Provides support for up to 12 weeks, to prevent escalation of an individual's needs, ensure they feel safe in their own home and engaged in community services;**

» **Signposts to other services, such as money advice, local groups, clubs and charities;**

» **Helps people to resettle at home following discharge from hospital care;**

» **Supplies small aids, equipment and home adaptations;**

» **Responds to calls from response service customers who are in need of urgent support.**

## Lincolnshire County Council

“Our vision for Wellbeing Lincs has always been to offer the support and advice people need to live fulfilling lives, often when they are facing difficult circumstances. I am really pleased that the service has had a tremendous year working with a record number of Lincolnshire residents. With the county council and district councils working together, we are making a bigger impact when it is most needed, by helping people access a variety of services tailored to their needs.”

### **Cllr Patricia Bradwell OBE**

Executive Member for Adult Social Care, Lincolnshire County Council



“The County Council remains committed to investing in a range of prevention services that help people remain or regain their independence. The Wellbeing Service operated by our colleagues in the seven District Councils is one such example. The service supports over 6,000 people a year and is a great example of a common and shared purpose amongst colleagues in local government serving Lincolnshire residents.”

### **Glen Garrod**

Executive Director of Adult Care and Community Wellbeing, Lincolnshire County Council





## Wellbeing Lincs – a year in numbers



**£3.3m**

Annual investment  
in service



**6,449**

Referrals in  
first year



**490**

Average  
monthly referrals



**95%**

Customers 'very  
satisfied' with service



**755**

Response calls  
attended, for  
people without  
family nearby



**300+**

Response cases  
where need for  
ambulance was  
avoided



**£60,000**

Saving to NHS as  
Response Service  
averted need for  
ambulance in 300+ cases



**500+**

People helped  
to stay safe at  
home through  
installation of aids



**99%**

Response calls answered  
< 60 seconds.



**91%**

Customers achieving  
all their outcomes



**727**

Organisations & groups  
engaged to offer support



**5,080**

Trusted Assessments  
under-taken



**5,064**

Generic Support packages created  
for bespoke client support



**69**

Average age of  
customers

### Wellbeing Lincs – the journey so far

As an effective new partnership of Lincolnshire's seven district councils, Wellbeing Lincs secured Lincolnshire County Council's contract to run the county's wellbeing service for an initial five years from April 1, 2018.

Previously delivered by three different agencies in three different ways, this unique model provides the same level of service across Lincolnshire, irrespective of location. It meets the county council's vision to consolidate its service into a universal county-wide provision.

A consortium of the county's seven second-tier authorities, the service

is formed around two of the three previous providers, East Lindsey and North Kesteven district councils.

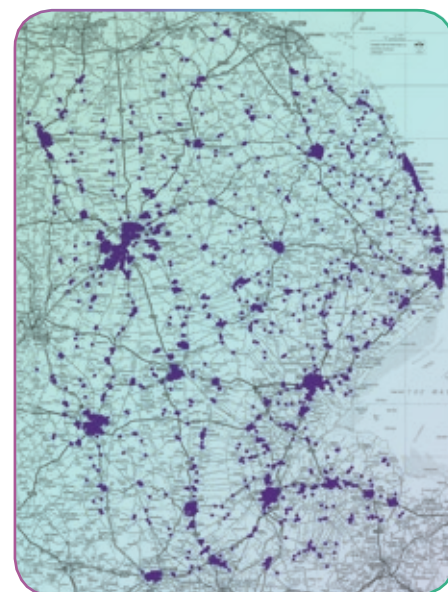
City of Lincoln and West Lindsey councils complete the core of four delivery partners, with South Holland, South Kesteven and Boston Borough councils strengthening this unified solution.

An acknowledged strength of the new model is the expertise, contacts and services the councils bring to bear in securing improvements for vulnerable residents to support their independent living, develop resilience and adjust to changed circumstances.

Playing to these strengths, and with unrivalled local knowledge, this holistic approach achieves beneficial connections across statutory agencies and health, voluntary and community organisations to secure better outcomes.

With East Lindsey District Council as the lead bidder, the unique partnership secured the contract up to 2023, with an option for extension through to 2028.

#### Wellbeing Lincs Referral Map of Lincolnshire (larger on page 30)



### Contract review rates service as 'Good'

The Annual Contract Visit in April 2019 culminated in the Wellbeing Service receiving an overall assessment of 'Good' for quality and contract compliance.

Engagement with staff and observation of service delivery provided an extremely positive insight into customer experience and the holistic support provided to individuals in their individual circumstances.

Recognition was given to the customer outcome measures, which were consistently on or above target during 2018-19 despite the challenges of transition and increasing referral volumes.

Other key highlights include the clear commitment to service development, partnership working and strong governance through the Wellbeing Lincs Management Board.

## One County, One Service, One Team

Bringing together staff from different organisations into a single service model was an important transitional step for Wellbeing Lincs.

Our staff are not located in one place and within the new model are split across different employers – with 90 colleagues based in four main sites and working from multiple agile locations across the county – but critically, they all come together to form the one organisation that is Wellbeing Lincs.

Enabling a single service ethos across multiple sites and multiple employers is something that requires investment and focus to be successful. We are actively investing in the support and development of our countywide team to enhance this.

We are supporting our managers across the whole service to identify what makes us one team and set out how we can work together more cohesively with a single brand and a single way of working that is responsive to local needs.

This team is responsible for a staff conference later this year which will have the theme “We are Wellbeing Lincs” and will look at how the work of many diverse people in the service comes together to make a positive impact on the lives of people across Lincolnshire.



## Powerful partnership singled out for praise

After just a few months of operation, Wellbeing Lincs was recognised as one of the best examples of public authorities working together across the country.

In autumn 2018 it was shortlisted as a finalist in the ‘public/public partnerships’ category of the Local Government Chronicle Awards.

Singled out as a leading example of effective public sector partnership, judges said the partnership had made a good start in bringing together a number of organisations to deliver positive outcomes.

Although ultimately beaten to the title, to be acknowledged so broadly through such a prestigious platform, and so early on, was impressive.

The nomination highlighted the way the seven councils came together to deliver such a unique service on behalf of the county council; a uniquely collaborative approach to deliver public benefit across the whole of Lincolnshire.

It reflected on a shared vision and commitment. It also illustrated how Wellbeing Lincs plays to the strengths of district authorities to achieve beneficial connections across statutory, voluntary, community and health agencies and organisations to secure better outcomes.





## Service launch

Within just 100 days of operation, Wellbeing Lincs had responded to around 1,500 customers.

Starting on April 1, 2018 there was a steady, managed growth in requests for the new county-wide service averaging 27 a-day.

Initially a significant amount of work was undertaken in settling people into their new roles, getting the service active, operational and responding to customer needs.

At the launch, Lincolnshire County Council Deputy Leader Cllr Patricia Bradwell OBE said: "I am really delighted the new contract is being delivered by all of our district councils in partnership, as one service across the county, delivered in one way."

On behalf of the partnership, Cllr Graham Marsh, East Lindsey District Council's Portfolio Holder for Partnerships, said district councils were best placed to respond within communities in an effective and efficient manner to secure better quality of life.



Within just a few months of operation, award judges could see the difference Wellbeing Lincs was making and so too could the people whose lives were being turned around, enhanced and empowered.

Here and throughout this document, their words speak testimony of the transformative impact of Wellbeing Lincs.

Kind, competent care means I'm driving my car again.

Many thanks, your website is very informative. I have used your services for advice on how best to support her as she lives alone and has a life-limiting condition.

Big thank you for all the support over the last few months.

She thanked the team for all their help and informed me that she could not have got through without that help.



She said our people were amazing when they came out to see her dad and they are very happy with the help/advice given.

He said he had been in a very dark place yesterday and that the support worker had helped him see that there was a way forward and that things could get better for him. He wanted to make sure that we all knew how highly he regards the service and how grateful he is for the support he has received so far.

Thank you for being so kind, helpful and patient.

She felt comfortable and encouraged by us. She said we were professional, caring and approachable.

Commented about the professionalism of the team and the realistic advice given about what he was entitled too or not.

Dad said this was the most efficient service he has used in Lincolnshire in the last 10 years.

## East Lindsey District Council

I am proud to be the portfolio holder for the wellbeing service and delighted that in partnership with the other district councils, to have won the contract to provide wellbeing services throughout Lincolnshire. This service provides much needed and valued services, mainly to the elderly, to remain independent safely in their own homes. This service proves that district councils know their communities' needs and can deliver services to a very high standard at a price that is sustainable. I look forward to seeing this service develop further for the benefit of the communities we serve."

### Graham Marsh

Deputy Leader and Executive Councillor for Partnerships, East Lindsey District Council



We are incredibly proud of the Wellbeing Lincs partnership and what has been achieved over the first year. Managing a countywide transition, service implementation and service delivery, whilst also achieving such positive outcomes for customers is testament to everyone involved. We are working hard to ensure the service continues to develop and offers a valuable contribution to the wider housing, health and care system, in collaboration, for the benefit of the communities we serve."

### Michelle Howard

Assistant Director: People, East Lindsey District Council



## What the service is

# Wellbeing Lincs – The Service in Summary

Helping people through life's changes, Wellbeing Lincs supports adults across Lincolnshire to achieve confident, fulfilled and independent lives. It carries out a number of service elements to achieve this.

Access to the service at times of ill health, disability, bereavement or changes to financial, medical or general circumstances is free, subject to basic eligibility criteria – shown alongside.

We respond promptly and professionally, providing support and guidance tailored to an individual's specific needs wherever they live in Lincolnshire and by engaging early on, we can make a significant difference to long-term health and wellbeing and improve a client's outcomes.

The service works with more than 700 different preventative care and support agencies – with significant emphasis on those operated by or partnered by district councils – to work effectively to provide integrated support over a period of up to 12 weeks. The average period of 'generic' tailored support is around six weeks.

Beyond this, the service includes resettlement back home from hospital, and telecare response, aids and adaptations, for which some fees may apply.

With just 3.1% of Wellbeing Lincs' customers going on to receive long-term adult care support, this shows how successful intervention has delayed or reduced the need for other care services.

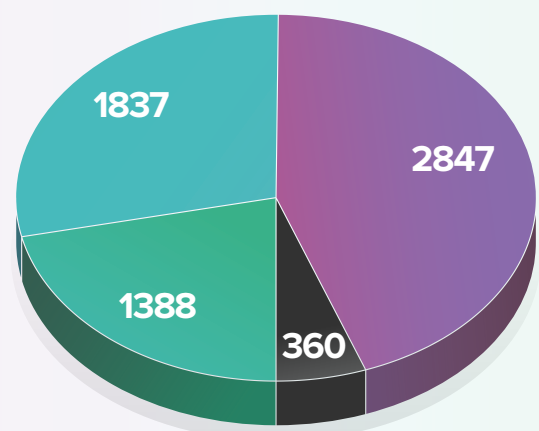


## Eligibility criteria

To be eligible for Wellbeing Linc's support, people need to be aged 18 or over, live in Lincolnshire or be registered with a GP in Lincolnshire, and meet four or more of the criteria below.

- Long-term health/medical condition
- Regular visits to their GP
- Recent unplanned hospitalisation
- Recent use of social care services
- Recent bereavement or divorce
- A recent fall
- Unable to move around the home safely
- Lack of social support / interaction
- Feeling stressed, depressed or anxious
- Unable to sustain work, education or training
- Unable to manage money / or be in considerable debt
- Behaviours impacting on overall health and wellbeing, such as smoking or addictions
- Over 65 years old

## Referrals by age range: 2018/19



18 - 34   35 - 64   65 - 84   85+

## North Kesteven District Council

The Wellbeing Service is a ground-breaking service which makes a real difference to the people of Lincolnshire by helping them to access support at a time in their lives when they need it the most. The service is already changing lives and it's an example of partnership working at its best. NK is proud to be associated with this initiative.'

### Phil Roberts

Deputy Chief Executive, North Kesteven District Council.



Wellbeing Lincs provides invaluable services to people who need support through particularly difficult times in their lives. By identifying the practical and community benefits of working together in this way, all the partners have seen real, positive impacts on the people we serve. It is a benchmark of how local councils can reach out across boundaries and demonstrate the benefits of true partnership working."

**Cllr Lindsey Cawrey**, Executive Member with special responsibility for health & wellbeing, North Kesteven District Council.



## The difference Wellbeing Lincs makes

By listening and responding to a client's circumstances, we tailor a bespoke support package to meet their specific needs.

We identify opportunities for help with finances, mobility, healthcare and social outreach to help them build themselves back up again, boost their confidence and promote independent living.

The service:

- Offers information and advice on health and money management.
- Helps to identify and access education, training or work.
- Helps to access a wide range of local services and organisations.
- Develops a personal support plan to help resolve identified needs.
- Co-ordinates with other organisations to deliver what's needed.
- Facilitates and eases discharge and resettlement from hospital by ensuring support arrangements are in place at home.

This is all covered within a free package of support spanning several weeks, in order to assist clients to live safely, confidently and independently. It may lead on to other aspects of the broader service where need is identified for response, aids and adaptations, to give peace of mind.

The service supports the County Council's prevention duty (Care Act 2014) and aims to improve, or reduce delays, in health and wellbeing for individuals throughout the county. This approach ensures individuals are supported in a timely manner to reduce escalation of more serious health and wellbeing needs.

"The staff throughout the county have worked hard to ensure that throughout the first year the service is delivered effectively. I would like to thank all of the staff involved with the wellbeing service for their hard work and dedication throughout the transition and into full service delivery. "

David Clark, Programme Manager for commissioners Lincolnshire County Council

### How to access Wellbeing Lincs

Anyone aged 18 or over can access Wellbeing Lincs; where they meet four or more of the eligibility criteria - detailed on page 10.

The core element of Wellbeing Lincs' service is free – the tailored package of support, advice and guidance.

An assessment will determine if extra help is needed. Charges for aids, adaptations and response service may apply.

People can self-refer or contact can be made by a loved one, a neighbour, GP, health professional or any engaged referral partner.

Access to Wellbeing for resettlement from hospital or care is assessed and arranged separately.

Initial contact is made on 01522 782140 with the Lincolnshire County Council Customer Services Centre or the Wellbeing Hub.

More detail at [www.wellbeinglincs.org](http://www.wellbeinglincs.org)

### Trusted Assessment gets the ball rolling

Once a customer's eligibility for Wellbeing Lincs' intervention is confirmed, they are contacted for an initial triage.

Where clients are distressed or experiencing physical or mental health issues, empathetic staff will offer immediate assistance where appropriate. Meetings are established and the engagement begun.

Trusted Assessors (TAs) visit customers to complete a holistic person-centred assessment of needs.

They identify support needs around health, finances, safety, wellbeing, social or housing needs and agree, with the customer, a support plan to work through for up to 12 weeks.

This includes signposting to other services, referring to other district services such as housing and homeless support, plus other agencies. Any identified urgent need is addressed there and then.

The assessment identifies measures to encourage the customer towards increased independence and fulfilment of their life. The assessor establishes a good working relationship with customers and their family, friends or advocates.

It scopes out areas of need or aspirations that the service user requires support to achieve. It is honest about realistic/ achievable goals whilst seeking to retain as much independence as possible. The role is about positive encouragement and enablement.

TAs give guidance around equipment that can help with independent living, or make life easier.

Together, the TA and customer devise a plan to achieve the goals that can be assessed again at the conclusion of engagement to reflect any improvement following Wellbeing Lincs' intervention.

Thanks to you I've been awarded the night rate Attendance Allowance and have received a Blue Badge.

Thankful for the support provided after the loss of his wife

Your staff were excellent, they went the extra mile making a big difference by clarifying what help I could get when needed.



**6,449 Referrals over 12 months**

**5,080 Trusted Assessments**

**727 Groups & organisations engaged in generic support**

**69 Average age of customers**

**79% of referrals lead on to receive assessment**

**5,064 Generic Support packages developed and delivered with customer**

**99.7% of assessments lead on to successful Generic Support packages**

Thank you for your listening ear and suggested support going forward.

It was wonderful meeting such a caring lady, you're a positive asset to WBL – extremely grateful for what you did for my mother.

## West Lindsey District Council

“We are delighted to be involved in this new and innovative partnership. The service is maturing and becoming embedded across the county. We are already able to evidence the positive impact the service is having on our residents, enabling them to have a greater quality of life and level of independence.”

**Diane Krochmal**

Lead officer for Housing Strategy, Health and Wellbeing, West Lindsey District Council



“It is wonderful to hear about the successes that Wellbeing Lincs has delivered in its first year. We are proud to be a partner in this innovative service, which provides support where and when it matters to people in our communities.”

**Cllr Owen Bierley**

Chairman of the Prosperous Communities Committee



# Generic Support

Following on from initial assessment, a Generic Support Officer (GSO) works through the support plan with the individual, for up to 12 weeks, in response to the identified needs.

This ongoing support can be as simple as a phone call to pass on information or contact other agencies. More complex support, such as reducing social isolation includes help in identifying and attending activities, sourcing appropriate services and funding. This can involve a lot of searching to find out what is available locally and appropriate to the service user's needs.

When the identified needs have been met, outcome scores are taken to quantify the improvement in the person's sense of wellbeing.

Working with the service user, through the support plan devised by the Trusted Assessor, the GSO develops and maintains a good relationship as a basis for ensuring on-going general wellbeing.

Their main role is to support people with independent living skills and offer support to empower them to become as independent as possible, by encouraging them to do as much as possible for themselves.

This could be:

- help with budgeting,
- setting up accounts,
- liaising with landlords and other agencies,
- support in applying for benefits,
- debt management,
- accessing appropriate health services and leisure facilities,
- accessing training, employment or volunteering,
- accessing more suitable housing,
- accessing transport for hospital appointments.

A GSO will negotiate and secure the commitment of other agencies to provide ongoing and/or specialist support – for example Citizens Advice, Department for Work & Pensions, Adult Social Care and occupational therapy.

Working in the community, offering face-to-face support, the GSO team get a lot of job satisfaction seeing the difference they have made often by simple actions.



## Outcomes

Coming in to the service, a customer's expressed aspirations are categorised within the following areas:

- managing money;
- community participation;
- access to paid work, training, education & work-like opportunities;
- improved social contact;
- physical health;
- mental health and wellbeing;
- independence and staying safe;
- substance misuse management.

At the conclusion of their support period, their sense of how their situation has improved is assessed again; giving a gauge of their improved wellbeing compared to when they first came into the service.





**4,867**

Service users reported improved outcomes  
Out of 5,061 cases



**188%**

Overall improvement in service users' sense of wellbeing



**81.1%**

Of Generic Support sessions begun within 10 days



**4,105**

Generic support sessions begun within 10 days of assessment



**96.17%**

Of services users reported improved outcomes



**97%**

Of customers had no need to call on long-term adult social care for ongoing support following their programme of Wellbeing support



**95%**

Of customers 'very satisfied' with the service



**7 days**

Most assessments carried out within 7 days of referral

Really delighted with the many different possibilities presented to me. The GSO is ideal for this, so pleasant and kind, methodical and competent – really excellent useful service.

Thankful for the support with Attendance Allowance application - enabled cleaner and chiropodist etc.

Your staff were excellent. They made such a big difference to me, helping me to identify just what I needed, when I needed it most.

Again, thank you. It has given me a lot of confidence to get going. I would love to join a few meetings groups just to get to know like people and make new friends so, again, thank you for that. What a mind of information!!

Really appreciate all the brilliant support you have been giving. John would not have done so well without your support!

### David - Stamford

David is a 53-year-old man with a range of physical health conditions which cause him mobility problems, breathing issues, continual pain and he struggles with daily living. A two-day period of support from Wellbeing Lincs identified sources of help to make adaptations to his home to give David, his partner and their children, a much greater quality of life.

### Martyn - Spilsby

Martyn (70) lives in a campervan. Wellbeing Lincs has advised him on how to get permanent accommodation and avoid isolation by taking up volunteering opportunities.

### Paul - Alford

Diabetes and mental health issues have not helped Paul to deal with news that he will have to pay £4,000 in penalty charges for not submitting tax information. Wellbeing Lincs has signposted where he can get help in all areas.

### Joan - Huttoft

Joan and her husband felt trapped in their home because Joan's oxygen tanks made it difficult for them to get out in the community. Intervention by Wellbeing Lincs now means Joan has smaller tanks and she has also been given advice on how to improve her financial position.

### Deborah - West Lindsey

Ongoing health and mobility problems have been aggravated by Deborah's inability to buy equipment and support to help her stay independent in her own home. After contacting the Department for Work and Pensions she was awarded Pension Credits which is ongoing and 12 weeks of back pay.

### Doreen - Bourne

Fraudsters called Doreen saying her lifeline/ telephone care service payments were not up-to-date and if she didn't make a payment over the phone she would be cut off. Wellbeing Lincs was able to establish that Doreen didn't owe any money and the police made an appointment with her to discuss precautions for the future.

### George - North Kesteven

After discussing with George at some length his circumstances, his concerns that his wife was having an affair and his suicidal thoughts, a Trusted Assessor was so concerned that she immediately took up his case with the police. This prompt intervention potentially saved George's life as on arrival at his home, they found he had tried to commit suicide by taking an overdose but were able to get him to hospital by ambulance and refer him for mental health support.



### Pauline - Mablethorpe

Wellbeing Lincs was able to find bereavement support for 60-year-old Pauline. The group was also able to carry out a benefits check which will hopefully increase her income and give her information on activities and local groups to help her beat her feeling of isolation.

### Jenny - Wrangle

Jenny had debt and other financial problems and was reliant on food parcels from good causes. She also has mobility problems that would be helped by a shower chair and Wellbeing Lincs was able to ask the Royal British Legion to help with this as her husband was in the army. Jenny is also coming up to State Pension age and she can then apply for Pension Credit.

### Tony - Lincoln

An elderly man involved in a road accident, Tony had to stay in hospital for several months and as result his home got into a dreadful state and bills began to stack up. Wellbeing Lincs was able to organise a deep clean of the property, sort out the garden, check out his benefits and utility bills and make an insurance claim for the accident that was not his fault.

### Elaine - Pinchbeck

Problems living at her current address led Elaine to contact Wellbeing Lincs for help in finding new accommodation. After conversations about a chairlift and Lifeline services, Elaine said she felt more secure and happy at home and that she now knows how to access help in the future if she needs it.

### Richard - Grantham

Maintaining his independence at home was the reason Richard contacted Wellbeing Lincs. Within a day he was provided with information on local shopping and cleaning services and contacts for weight loss classes that he asked for.



## Jackie - Lincoln

After the death of her husband who was her main carer, Jackie (75) found life tough not only with her health and mobility but also with finance. Her daughter is now taking a career break to look after mum, having received helpful financial advice via Wellbeing Lincs' intervention, which also helped with Pension Credit claims and applications for a bus pass and Blue Badge.

## Elsie - Market Rasen

Elsie is in her 80s and her son lives with her. He supports where he can but personal care was an issue and she occasionally fell at home and in the garden. Wellbeing Lincs has identified aids to help her use the bath and toilet more easily and Lifeline installation has provided valued reassurance.

## Jean - Gainsborough

A few small interventions was all it took for Jean and her husband to feel daily life had improved. Wellbeing Lincs arranged for an assisted bin pull, so they don't feel at risk of falling when putting the bins out, gave information on activities and transport locally so they are looking forward to exploring and with help on an Attendance Allowance claim they can afford help around the home.

## Lynne - Sleaford

Feeling a lot more secure and happy at home, confident she is able to move around the house more securely and knowing where to access help if she needs it are all positive outcomes for Lynne. She initially approached Wellbeing Lincs for assistance to move, but through their help in securing a lifeline, assessment and funding for a chair lift and security measures she now feels confident where she is.

## Bruce - Boston

Homeless Bruce was supported through a series of positive actions which enabled him to save for a caravan and pitch at a site with wash and laundry facilities. This lifted him from a cycle of severe anxiety, depression and psychosis, no income or food and feeling extremely isolated. Through Wellbeing Lincs' ongoing support he was helped to apply for eligible benefits and guided through housing options, accessed the food bank and achieved other broader outcomes.

## Charlie - Coningsby

Charlie's period of support spanned 11 weeks through which he was able to access bereavement support, help around the home and befriending via range of partner agencies. Set against a background of significant health issues, social isolation and long-term caring responsibilities, Charlie was also reliant on expensive internet chat rooms. He quickly reported feeling better, more motivated and on top of things with a clear drive to get out and attend community events locally.

These case studies are presented to illustrate the breadth and reach of Wellbeing Lincs. Although the circumstances quoted here are real-life events, the name and the locations have been changed to anonymise the service users.

### Ruth - Caistor

Overwhelmed by her caring responsibilities for a husband with dementia, Wellbeing Lincs identified opportunity for Ruth to get out and socialise.

Over eight weeks, they resolved a number of issues and developed her confidence and capacity to deal with her situation.

Through Wellbeing Lincs' intervention her husband's care package was increased within the same cost, an unexpectedly high bill was cancelled and a hopeful respite solution opened up.

### Barbara - Wragby

A series of her own and her husband's health issues impact on Barbara's mobility and mental health, prompting regular GP visits. Through Wellbeing Lincs' support she has accessed occupational therapy, had a Lifeline installed and secured bus pass and Blue Badge to ease her ability to get out and about. With increased confidence, and feeling safer and more independent both in her own home and when out of the house, Barbara's short two and a half week period of support has made a lasting difference.

### Bill - Sleaford

Faced with isolation and loneliness as a trusted and helpful neighbour was moving away, Wellbeing Lincs identified for Bill a number of alternative travel arrangements. A Blue Badge, bus pass, timetables, a key safe, a social care needs assessment and support with shopping and cleaning and eligibility for Attendance Allowance to help meet his expenses have all helped.

## South Holland District Council

Wellbeing Lincs helps many people not only here in our District of South Holland, but makes such a difference to the lives of vulnerable adults across Lincolnshire as a whole. We are very pleased to be a part of this organisation and will ensure we do our bit to support their hard work going forward."

**Clr Christine Lawton**  
Portfolio Holder for Housing and Health



Services like Wellbeing Lincs helps us deliver a fantastic level of support at a reasonable rate. There are exciting times ahead for us all to build on our recent successes and go even further."

**Jason King**  
Housing Landlord Services Manager,  
South Holland District Council



# Outcomes following Generic Support

However long it is, at the beginning and end of their period of Generic Support, customers score how they feel in respect of eight specific aspects.

These are:

- Managing money
- Participation
- Social contact
- Physical health
- Mental health & wellbeing
- Substance misuse
- Independence
- Staying safe

This difference in scores effectively shows the impact of the intervention on how they feel – this shows the change in their personal sense of wellbeing in respect of that factor.

Not all customers require intervention in all eight of the areas.

Overall, customers saw a 188% uplift in their wellbeing across all outcomes, which shows that, on average, they felt almost twice as positive at the end than at the beginning of their support period.

## East Lindsey District Council

“The wellbeing service has helped and supported residents across the county. It is a fantastic service and is available to anyone over 18 years of age.”

**Cllr Wendy Bowkett**

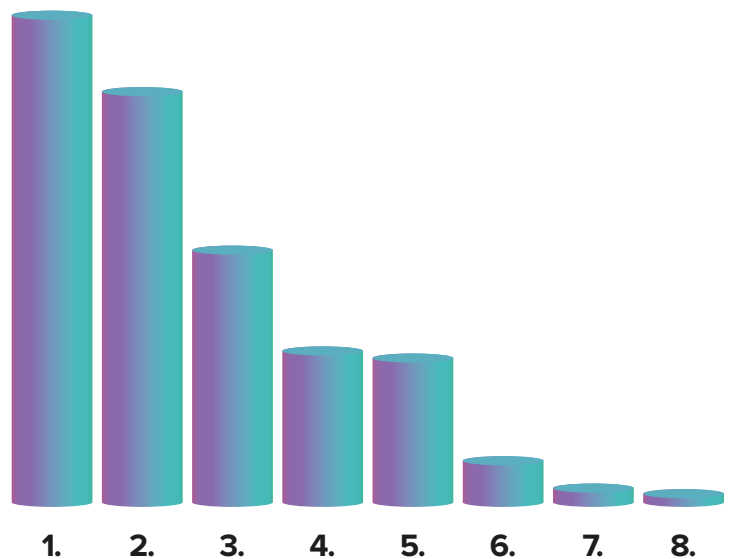
Portfolio Holder for Housing and Communities, East Lindsey District Council



### What the people assisted through Generic Support, wanted help with:

1. Independence – **3,384**
2. Managing money – **2,856**
3. Social contact – **1,743**
4. Mental health & wellbeing – **1,047**
5. Physical health – **999**
6. Staying safe – **286**
7. Participation – **93**
8. Substance misuse – **54**

**5,064**  
Customers assisted  
through Generic Support





## Independence

**3,384** people requested help  
**3,166** achieved their goals  
**94%** of requests achieved  
**194%** uplift in personal wellbeing on this factor  
**1,461** people supported to access assistive technology  
**442** people supported to maintain their accommodation  
**383** people supported into settled accommodation

## Managing money

**2,856** people requested help  
**2,602** achieved their goals  
**91%** of requests achieved  
**192%** uplift in personal wellbeing on this factor  
**294** people supported to maximise income  
**2,156** people supported to manage their debt

## Physical health

**999** people requested help  
**889** achieved their goals  
**89%** of requests achieved  
**182%** uplift in personal wellbeing on this factor  
**462** people supported to address physical health issues  
**378** people supported in healthy living choices

## Social contact

**1,743** people requested help  
**1,546** achieved their goals  
**89%** of requests achieved  
**177%** uplift in personal wellbeing on this factor  
**322** people supported to access leisure activities  
**45** people supported to contact family/ friends  
**1,297** people supported to access groups identified to broaden their social contact

## Mental health & wellbeing

**1,047** people requested help  
**948** achieved their goals  
**91%** of requests achieved  
**192%** uplift in personal wellbeing on this factor  
**191** people supported to address relevant issues  
**537** people supported to enhanced personal resilience & emotional resilience

## Staying safe

**286** people requested help  
**252** achieved their goals  
**88%** of requests achieved  
**160%** uplift in personal wellbeing on this factor  
**12** people supported with self-harming behaviour  
**6** people supported to manage risks of harming others

## Participation

**93** people requested help  
**60** achieved their goals  
**65%** of requests achieved  
**151%** uplift in personal wellbeing on this factor  
**15** people supported into paid work  
**29** people supported into training/education  
**36** people supported into work-like activities

## Substance misuse

**54** people requested help  
**42** achieved their goals  
**78%** of requests achieved  
**102%** uplift in personal wellbeing on this factor  
**32** people supported to address drug/ alcohol misuse  
**12** people supported to stop smoking

# Hospital In-Reach Development Officers

Hospital In-Reach Development Officers work alongside staff within hospitals and community healthcare settings, GPs, Adult Social Care and other statutory services.

Their aim is to ease the transfer of patients out and into their own homes efficiently, safely and without delay.

Reducing delays in hospital discharge is a national challenge and one that the Wellbeing Lincs service seeks to actively support in Lincolnshire.

During this initial year, the emphasis has been on developing partnerships and relationships in order for this valuable aspect of the service to flourish for the good of patients going forward.

With increasingly close working relationships with the county's hospital services, and those nearby, the team lead on developing and continuously strengthening protocols, pathways and partnerships to support the timeliness, effectiveness and sustainability of hospital discharge.

Additionally, the broader Wellbeing elements work to prevent the escalation of needs to acute services including hospital and social care, through early intervention and a bespoke package of specific support including the installation of aids to enable safe and confident independent living.



# City of Lincoln Council

Wellbeing Lincs provides an amazing service of support for those who have had difficulties in their lives, allowing them to enjoy life in comfort and with dignity. The first year has been a great success, and I'm sure that the service will continue to be successful for many years to come."

### **Clr Rosie Kirk**

Portfolio Holder for Reducing Inequality,  
City of Lincoln Council



Each one of us could be subject to a change in circumstances that would make life more difficult in an instant, and that's why we need a service like Wellbeing Lincs operating in the county. We are proud to be part of a partnership that makes such a positive difference to people's lives, and continues to go from strength to strength providing support to those who really need it."

### **Simon Colburn**

Assistant Director for Health and Environment,  
City of Lincoln Council



## South Kesteven District Council

“This county-wide service is making a real difference to people across South Kesteven who can access vital help at a time when they really need it. It is important to help adults to gain the confidence they need to live independently and by creating individual support plans for each referral, the partnership can ensure they do that for as long as possible.”

### **Cllr Robert Reid**

Cabinet Member for Communities, Health and Wellbeing, South Kesteven District Council



## Boston Borough Council

“We are thrilled to be working in partnership with the other districts delivering Wellbeing Lincs. The commitment demonstrates how health and wellbeing boards working flexibly and proactively to improve outcomes in people’s health, care and wellbeing.”

### **Cllr Paul Skinner**

Portfolio holder for Regulatory Services, Boston Borough Council



## Resettlement

A fundamental part of Wellbeing Lincs’ support for adults to live fulfilled, confident and independent lives within the home of their choice, is the Resettlement Service.

This ensures the safe and timely discharge of patients from hospital and care settings, settling them back into their own homes.

The service is available all year round for eligible clients, including weekends and bank holidays, between 10am and 10pm.

Responders meet vulnerable individuals at their home to provide basic support on their return home.

Some service users have no family or friends to be able to meet them and they have found this service to be invaluable.

We help with:

- Ensuring the home is warm and lit,
- Notifying care services that the person is home and clarifying when the next visit is going to be,
- Helping unpack,
- Clarifying arrangements for storage and taking of medications,
- Checking the service user has food or arrangements for a meal,
- Making a cup of tea,
- Notifying any family and friends that they are home ,
- Assessing risks in line with the client’s needs and their ability to adjust back into a home setting.
- Resettlement clients will be referred for a full Wellbeing Lincs assessment, as required, to meet any ongoing support needs.



# Response

Wellbeing Lincs also operates a Response Service to provide a reliable response in situations where there is no-one else conveniently located or able to help in a hurry.

Regardless of which telecare provider a customer uses, they can choose the Wellbeing Lincs' Response Service to be called up, to respond to non-medical emergencies at their home and provide reassurance – any time of day or night.

It is available around the clock, by subscription, to any user of any telecare provision, regardless of whether they have accessed the broader Wellbeing Lincs service or not. It helps people to remain independent in their own homes while it is safe to do so.

Wellbeing Lincs' Responders are trained to respond to non-medical emergencies, such as:

- a fall which doesn't require immediate medical attention and subsequent care needs (non-injury, minor-injury or no-injury fall);
- situations when a responder is needed, but no immediate family or friends are available (support/ reassurance);
- minor flooding or the trigger of a fire or smoke alarm which do not require fire and rescue services to attend (eg burnt food), environmental;
- bogus callers and anti-social behaviour, to give reassurance and support while waiting for the police to respond.

This service does not replace emergency services which, when needed, would be called directly by the telecare monitoring service.

As with all other segments of Wellbeing Lincs this service is person-centred and the health and wellbeing of the service user is paramount at all times.

**755 Callouts for response**

**99% Response calls answered < 60 seconds.**

**300+ Response cases where need for ambulance was avoided**

**£60,000 Saving to NHS as Response averted need for ambulance in those cases**

### Reasons for the 755 Response Service call outs:

- **No response req'd – 242**
- **No-injury fall – 336**
- **Support whilst ambulance attending – 64**
- **Ambulance stood down on arrival – 3**
- **Environmental – 28**
- **Reassurance – 109**

The responder was wonderful that day – I could not have ask for anyone better to have been with her. Lliving 170 miles away this service was peace of mind, control room staff was very caring.



## Brenda

- Welton

Aged 80, Brenda was found in a very stressed condition as she had jammed her motorized wheelchair between internal door frames at her home. It took some time to free the wheelchair but the response officer who attended was able to do it and calm Brenda down before checking the wheelchair was fully charged and safe to use again.

## Eileen

- Bardney

Because of her circumstances, Eileen has to be visited by two response officers. On one visit the ambulance service was already in attendance but when the Wellbeing staff reassured 90-year-old Eileen and encouraged her to take fluids and made her comfortable in bed, the ambulance staff were able to leave and carry on with their calls.

## Tom and Pauline

- Spilsby

They got in touch after midnight, very distressed about wires that had come out of a telecare unit. They said they could not go to bed until things had been checked. A response officer attended and spent almost an hour sorting out a mixture of telecare, telephone and power socket wires. Everything was then tested and the couple, in their 80s, were reassured and went to bed.

## Thomas

- Lincoln

It took the Wellbeing responder just eight minutes to respond to a call that 90-year-old Thomas had suffered a fall. He was found sitting on the floor and was lifted before being changed into clean clothing and reassured. He later phoned to thank everyone for the speed of their response and the kind and professional way he had been dealt with.

## Mary

- North Kyme

Ninety-four year old Mary was found lying face down in a pool of blood on her kitchen floor. The ambulance service was called and while they were on their way, the response officer was able to control the bleeding and use his first aid training which resulted in a better outcome than might otherwise have been the case.

## Paul

- Alford

A response officer found Paul (73) trapped on his knees and wedged in by furniture. The ambulance service was phoned immediately and stayed on the line. When Paul stopped breathing he was pulled out onto his back and began breathing again. The ambulance crew then arrived and Paul was rushed to hospital.



## Lifeline Services

Although Wellbeing Lincs doesn't provide a telecare – or lifeline service as they are sometimes known – it does assist customers in making an informed choice of provider.

Telecare is a personal alarm and monitoring service, designed to assist with safe, confident living at home.

As well as being called up by the telecare provider, the customer can instigate a response by pressing the pendant button to contact the centre, where someone will talk, offer reassurance and guidance, and initiate any necessary response.

This might be to notify a named responder, who may be a family member, friend or neighbour; the Wellbeing Response Service; any other nominated response service; or to contact the emergency services where appropriate.



For Bill having a Lifeline opened up a 24/7 response service as well as a reminder when to take medication.

## Aids and Adaptations

Aids and adaptations can be integral to helping people to live safely and independently, by making everyday tasks in their home simpler.

Wellbeing Lincs makes it easy to access simple equipment that can make the world of difference to home life. These are called SADLs – small aids for daily living.

A wide range of SADLs is available help make life safer. This may be a kettle tipper to make it easier to pour hot water, or a chair raiser to ease comfort, rising and sitting – or grab rails, chair raisers, hand rails, toilet frames, shower seats and key safes.

A customer's need is established through the Trusted Assessment, with options to buy equipment through Wellbeing Lincs or sourced from other suppliers and fitted.

Wellbeing Lincs can also provide minor adaptations to the home and help to arrange more major adaptations. Any installation is carried out free of charge.

The service operates two vans which cover the entire county with friendly, helpful, DBS-checked handymen who attend at the client's convenience to install the items evaluated and ordered by the initial Trusted Assessor.

Adaptations help people to stay safe by reducing the likelihood of falls and accidents around the home. During an initial assessment, the Trusted Assessor looks at how a client moves around their home and identifies adaptations and equipment that could improve access to and within the home.

Minor adaptations are small changes to a home to make it easier to live safely and independently, such as a shower rail, grab rail or ramped door access.



**Most SADLs are fitted within 7 days (non-urgent)**



**320 non-urgent SADLs and installations fitted within 7 days**



**562 small aids or adaptations provided / installed**





## Case study

### George - Gonerby

Knowing and trusting the excellent support provided by Wellbeing Lincs as a previous client, George didn't hesitate to call on them again.

In his early 90s, after a recent fall and with an ongoing health issue, a need for minor aids was identified to support confidence in the bathroom.

Within just one day, his needs were assessed and advice was given for a shower seat, grab rail and pull-down handrail, with further support scoped out to assist him in achieving safe, confident and fulfilled independent living at home.

## Satisfied SADLs customers

- “Thankful for all the support, very happy with help with grab rails and an assisted bin pull.”
- “Wanted to thank Donna and Geoff for the excellent service she had received, and to say she is very happy with the end products.”
- “Thanks for advising on the Carbon Monoxide detector and detecting the issues with a gas heater that made it go off. Thanks too for the super hand rails.”
- “Once again, I would like to say thank you very much to the Wellbeing team for their prompt and reactive help in relation to adaptations to enable my Dad to continue living independently. This spans from across all the helpful people I have spoken with on the phone, the very helpful home visits and the follow-up work carried out.”
- “Many thanks for such a quick service all round and a professional fitter with a great sense of humour. An excellent job. We're very appreciative.”



## Partnerships and Networks Development

The Wellbeing Service is all about relationships and there's a dedicated team committed to building these within the communities to broaden two-way understanding both among agencies and professionals that could refer in and for developing sources of support and outreach for service users.

The Partnerships and Networks Team focus on developing and maintaining networks, partnerships and pathways to enable Wellbeing Lincs customers to receive the support they need to improve outcomes, wellbeing and independence, to prevent people's needs escalating and to reduce demand on services such as hospital and social care.

Additionally the team attend events across the county raising the profile of Wellbeing Lincs, ensuring agencies and the public are aware of all elements of Wellbeing Lincs Service and how to refer into the service.

Over the initial year, from April 2018 more than 300 different agencies have referred into Wellbeing Lincs – responsible for more than 40% of the 6,449 referrals.

Additionally the team has developed relationships with 727 different services or organisations which are within the directory of contacts supporting the Generic Support work.



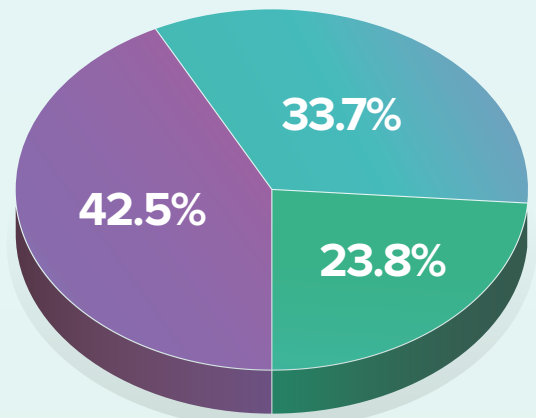
**300+** different agencies referred into Wellbeing Lincs

**727** organisations involved in Generic Support work

**4,000** unique users over a year accessing [www.WellbeingLincs.org](http://www.WellbeingLincs.org)

**20,000** information leaflets distributed to raise awareness of the service

Origin of referrals for Wellbeing support



professional, caring or charitable agencies

self-referral

family & friends



A partnership based on joint working has developed with Lincolnshire Fire & Rescue to the benefit of Wellbeing Lincs and service users county-wide.

Partnership working is a vital part of Lincolnshire Fire & Rescue's strategy for identifying and supporting vulnerable people across the County, just as it is for Wellbeing Lincs.

A Service Level Agreement is in place that identifies how the two organisations can work together with a common aim of offering vital, specialist interventions to allow individuals to remain in their own homes, for longer and be safer whilst doing so.

The joint working arrangement sees the two organisations periodically sharing their knowledge with dedicated staff, with a view to enhancing skills of the two teams. Simple and easy-to-follow referral pathways have been developed, reducing the time for critical interventions to be delivered once identified.

Recent developments of the joint working protocols have seen Wellbeing Lincs staff using local Fire Stations, which is a natural progression of the partnership working. Although in the early stages of the new arrangements, local crews had given very positive feedback about the Wellbeing Lincs staff working from the stations.

Arrangements will continue to be reviewed with a view to exploring wider collaborative/partnership working opportunities to further support our communities.





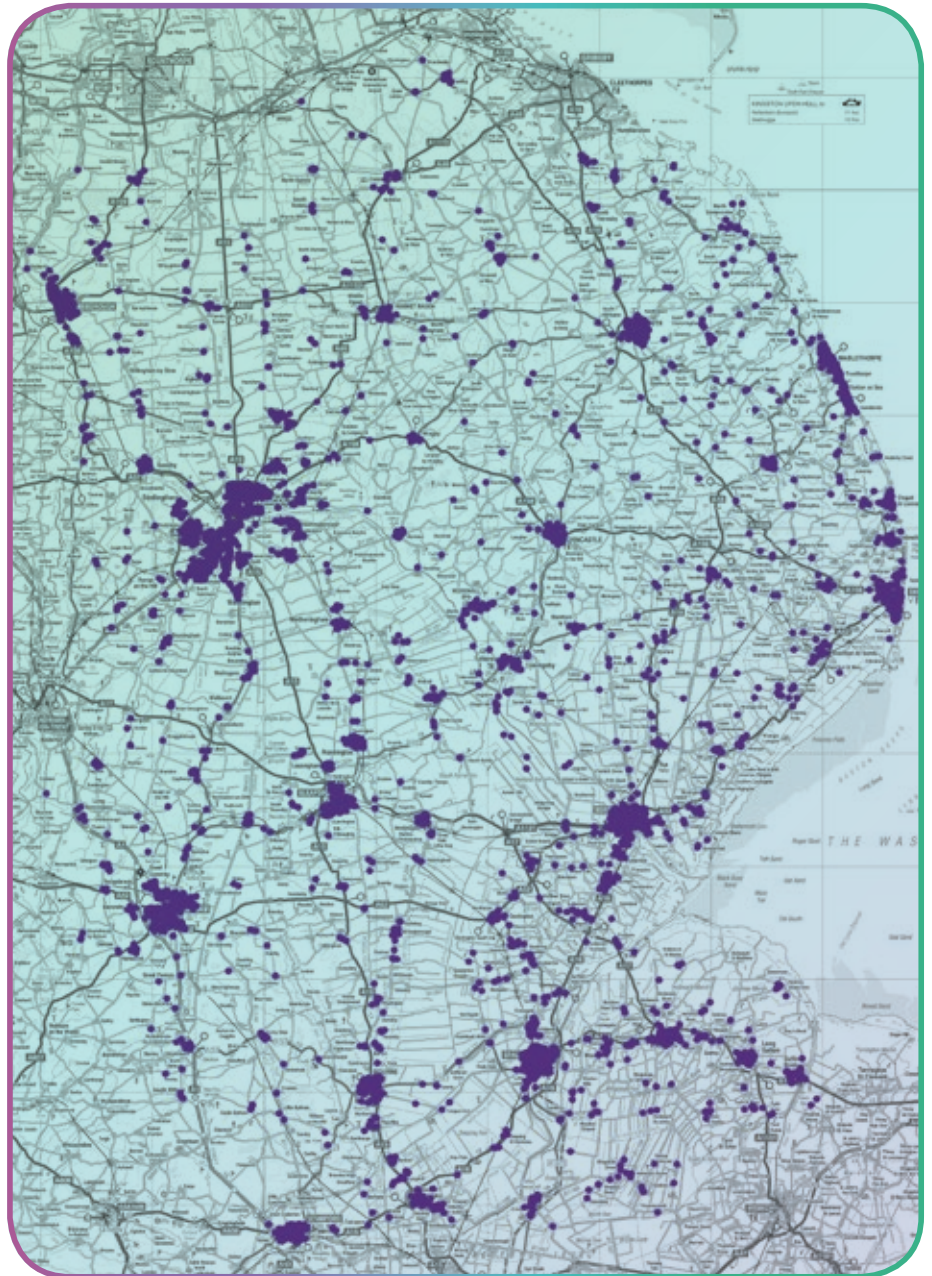
# Continuous improvement

Detailed monitoring, analysis and intelligence are used to drive continuous improvement.

An Insight and Trend Analyst ensures a continued focus on continuous improvement, that our service develops in line with the evidence base and continues to provide a valuable contribution to the wider housing, health and care system.

Monthly contract management meetings and open book accounting ensure a regular, transparent flow of information between Lincolnshire County Council and Wellbeing Lincs; maintaining ongoing constructive challenge. The Insight and Trend Analyst maps the location of referrals - shown alongside - to ensure equitable service access.

Officers are embedded into emerging Primary Care Neighbourhood Working arrangements and hospital discharge teams to identify and support those people most likely to benefit from the service.



## Insight & Trend Analyst

The Insight and Trend Analyst uses data collected by the service, as well as external datasets, to monitor referral trends and generate reports regarding specific demographics.

For example the relationship between deprivation and referral likelihood has been explored, finding that deprivation has a greater effect upon referral likelihood for the younger population.

A possible explanation for this is that the barriers associated with living independently increase generally with the onset of age, therefore, for the younger population circumstance (disability, receipt of means-tested benefits, poor quality housing, etc.) plays a greater role.

## Reflection on the year

With a focus on preventing or delaying a customer's need to access NHS or Adult Social Care services for as long as it's safe to do so, Wellbeing Lincs provides customers with a holistic assessment of their needs followed by a period of tailored support.

Commissioned for up to 10 years and launched on the April 1, 2018, Wellbeing Lincs has had a busy first year!

Developing and maintaining true partnership working requires all partners to be fully committed to the aims and objectives, as well as to engage in a constructive way. As something of a first for Lincolnshire, all seven district councils came together collaboratively to ensure the effective delivery of a partnership service across all of Lincolnshire.

The Service has definitely faced a number of challenges through the first year, including navigating through TUPE procedures, bringing together staff from several organisations as well as mobilising a new delivery model for the Wellbeing Service.

Through the hard work and dedication of our staff, plus robust planning, we have been able to overcome most of the challenges; however we also need to recognise there is still work to do.

The service is measured against a robust performance framework, designed to ensure our customers receive the best possible service. Although the service is achieving or over-performing against the majority of our targets, work continues to reach this position for all our goals.

Key elements of this work involves using an in depth analysis of our service in order to identify where change is required, as well as a clear and effective governance through our Management Board, made up of representatives of the councils delivering the service.

### **David Postle**

Wellbeing Lincs Service Manager  
East Lindsey District Council





## Wellbeing Lincs

Better wellbeing across Lincolnshire



Funded by Lincolnshire County Council, Wellbeing Lincs is delivered by the county's seven district, borough and city councils working in partnership.

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