



## **Supporting You Service Report October 2009 to March 2010**

### **1. Background**

Age Concerns Cheshire and East Cheshire commenced a contract in April 2004 with Cheshire County Council to develop and deliver the Supporting You service, to help people age 55+ to maintain their independence by accessing information and local services. The aim of the service is to reduce older people's dependency on social and health care services by supporting them to access appropriate alternative services.

Many people contact Social Services requesting help with things like cleaning, shopping or gardening. Where the Access Team assess that a client has moderate support needs, and are therefore ineligible for Social Services, it was agreed that the client would be referred to the Supporting You service with a brief description of the presenting issue(s). Other teams and services also refer into the Supporting You service. Supporting You home assessment officers then contact the client and arrange to visit the client to discuss their needs as part of a holistic assessment.

Age Concern East Cheshire covers the geographical areas formerly administered by Macclesfield Borough Council as well as Congleton Town.

Age Concern Cheshire covers all of the new unitary authority of Cheshire West and Chester as well as the areas formerly administered by Crewe and Nantwich Borough Council and Congleton district (excluding Congleton Town).

The **Age Concern East Cheshire** service is staffed by **one full time and one part time home visiting officers** who are based at Age Concern East Cheshire's Macclesfield office and are line managed by the Service Development Manager.

The **Age Concern Cheshire** service is staffed by **4 part-time home assessors and 3 part-time support officers**, who are based at the Chester, Crewe and Hartford offices and are line managed by the Information Services Co-ordinator. 1 part-time home assessor covers Cheshire East and 3 part-time home assessors cover Cheshire West and Chester.

### **2. Activity Report**

#### **2.1 Activity Summary**

##### **Age Concern East Cheshire**

Detailed statistics of each enquiry are recorded on the Supporting You Service database which has been used to produce this report. A total of **430** clients have received support between October 2009 and March 2010, of which **111** were repeat clients. This represents an average rate of referral of approximately

**16.5** per week. Repeat clients reflect clients whose needs change over time, and who make contact with the Supporting You workers some time after their initial contact for further support to maintain their independence. Each client continues to receive support from the service for approximately 12 weeks, within this reporting period, 71 clients continued to receive support from the service to ensure all issues presented at referral are dealt with. A further 83 referrals were received from Cheshire Fire and Rescue Service that required no further action from the Supporting You team.

### **Age Concern Cheshire**

A total of **645** clients were visited by the Supporting You service between October 2009 and March 2010. This represents an average of **24.8** referrals per week. The decrease on last year is due to changes in the way we record our partnership work with Cheshire Fire and Rescue Service rather than an actual decrease in the amount of work the service is carrying out. Aside from these figures, Cheshire Fire and Rescue Service presented us with a further 722 referrals that needed information sending rather than a home visit. The majority of clients had not been referred to the service on any previous occasion, with fewer than 3% having been visited before. The main reason for clients returning to the service was as a result of deterioration in their health, and a subsequent increase in care needs or because they were awarded a 'timed' benefit award and needed help reapplying. This is becoming more common particularly with clients aged 55-70.

#### **Cheshire West and Chester**

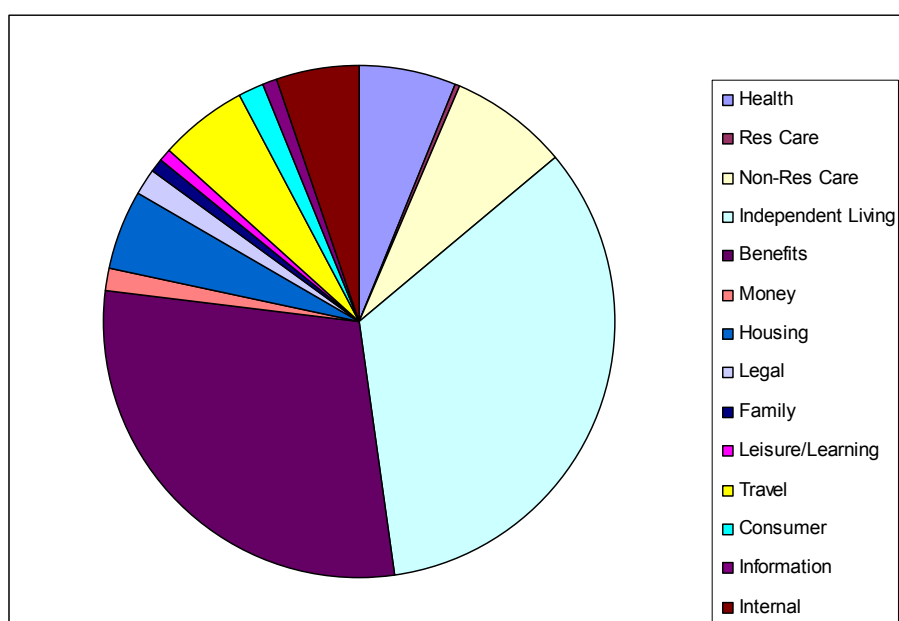
**935** clients who live in Cheshire West and Chester were referred to the service between October 2009 and March 2010. This represents an average of 36 referrals per week.

#### **Cheshire East**

**432** clients who live in East Cheshire were referred to the service between October 2009 and March 2010. This represents an average of 16.6 referrals per week.

## **2.2 Issues Raised**

The following chart illustrates the range of issues raised between both Age Concerns. The table below it provides a breakdown of the issues raised for each organisation:



Issues	Age Concern East Cheshire	Age Concern Cheshire (total)	Age Concern Cheshire (West and Chester)	Age Concern Cheshire (East)	Overall Total
Finding Help at Home	42.6%	22.6%	19%	26.2%	32.6 %
Benefits	20.6%	42.5%	46.6%	38.4%	31.6%
Non Residential Care	19.7%	3.4%	2.7%	4%	11.6%
Travel	6.5%	4.6%	4%	5.2%	5.6%
Housing/Property	6.9%	2.3%	2.7%	1.8%	4.6%
Health	3.9%	3.8%	2.2%	5.4%	3.9%
Internal Referrals	2.2%	8.7%	12%	5.4%	5.5%
Consumer	0.5%	1.1%	1.2%	1%	0.8%
Information	0.1%	2.2%	2.7%	1.6%	1.2%
Legal Issues	0.2%	2.5%	0.3%	4.6%	1.4%
Other Money Issues	1.1%	1.8%	0.8%	2.8%	1.5%
Family and Personal	2.4%	0.5%	0.5%	0.4%	1.5%
Education & Leisure	0.1%	1.6%	1.5%	1.6%	1.4%
Residential Care	0.5%	0.5%	0.5%	0.4%	0.5%

There have been **two** cases of 'unmet need' needs within this reporting period. One was in relation to affordable gardening and the other was in regards to a handy man service.

## 2.3 Sources of referral

	<b>Age Concern East Cheshire</b>	<b>Age Concern Cheshire (total)</b>	Age Concern Cheshire (West and Chester)	<b>Age Concern Cheshire (East)</b>	<b>Overall Total</b>
Self	<b>17.8%</b>	<b>14.9%</b>	13.8%	<b>16%</b>	<b>16.4%</b>
Fire Service	<b>25%</b>	<b>59.3%</b>	65%	<b>53.5%</b>	<b>42.2%</b>
Family/Friend	<b>16.8%</b>	<b>13.1%</b>	9.7%	<b>16.5%</b>	<b>15%</b>
Social Services	<b>9.7%</b>	<b>1.4%</b>	1.2%	<b>1.6%</b>	<b>5.6%</b>
Age Concern internal	<b>2.2%</b>	<b>7.1%</b>	6.9%	<b>7.2%</b>	<b>4.7%</b>
Health Professional	<b>3.4%</b>	<b>2.4%</b>	1.8%	<b>3%</b>	<b>2.9%</b>
Other Agency	<b>20.5%</b>	<b>1.9%</b>	1.6%	<b>2.1%</b>	<b>11.2%</b>

### Age Concern East Cheshire

The majority of our referrals continue to be received from Cheshire Fire and Rescue Service following their home safety assessments. Social Service referrals have decreased slightly since the last report, with majority to facilitate discharge from hospital. Access teams tend to suggest clients contact the service directly, contributing to the high proportion of self referrals. Health Professional referrals have remained consistent with continued promotion of the service to District Nurses, Community Matrons and G.P Surgeries.

### Age Concern Cheshire

A very high percentage of our referrals still come from Cheshire Fire and Rescue Service, who have again set themselves a high target for carrying out home safety assessments in households where a resident is over 65. The majority of other referrals are recorded as 'self' referrals or come from the client's family and friends. As Social Services often advise clients to contact our service directly many referrals recorded as 'self' may actually represent Social Services' influence

## 2.4 Geographical Location of Referrals

### Age Concern East Cheshire

Age Concern East Cheshire's Supporting You service operates within Macclesfield to the east, Knutsford to the west, Wilmslow to the north and Congleton town to the south - the rest of Congleton borough is covered by Age Concern Cheshire.

Clients live in one of 6 main postcode areas as follows:

- **SK9** covering Styal, Handforth, Wilmslow town and Alderley Edge
- **SK10** covering Macclesfield town, Higher Hurdsfield, Henbury, Over Alderley, Bollington and Rainow
- **SK11** covering Gawsworth, Marton, Eaton, North Rode, Sutton and Wincle
- **SK12** covering Poynton and Disley
- **WA16** covering Knutsford, Mobberley, Ollerton, Toft, Tatton, Mere, Tabley and High Leigh
- **CW12** covering Congleton town

The breakdown for each postcode area is shown in the following table:

SK9	<b>22.8%</b>
SK10	<b>19.8%</b>
SK11	<b>20.7%</b>
SK12	<b>8.5%</b>
WA16	<b>14.4%</b>
CW12	<b>13.5%</b>
Others	<b>0.2%</b>

It can be seen that the majority of clients live in the Macclesfield and Wilmslow town areas which are the most highly populated areas in a largely rural locality.

### **Age Concern Cheshire**

Age Concern Cheshire's Supporting You service operates within Cheshire West and Chester and Cheshire East, with the exceptions of the areas outlined above which are covered by Age Concern East Cheshire.

Clients live predominantly in these postcode areas:

#### **Cheshire West and Cheshire**

- **CH65 & CH66** covering Ellesmere Port, Whitby, Great Sutton, Little Sutton
- **CH2** covering Hoole, Upton, Backford, Mickle Trafford and Elton
- **CW8** covering Northwich, Weaverham, Barnton, Hartford, Sandiway, Delamere, Cuddington and Whitegate
- **CH64** covering Neston, Little Neston, Ness and Willaston
- **CH3** covering Vicars Cross, Christleton, Waverton, Tarvin, Farndon, Hargrave, Huxley, Tattenhall and Broxton
- **CH1** covering Chester city centre, Blacon, Sealand, Saughall, Mollington and Capenhurst
- **WA6 and 7** covering Helsby and Frodsham
- **CW7** covering Winsford, Wettenhall and Cholmondeston
- **CW9** covering Wincham, Lostock Gralam and Comberbach.

#### **Cheshire East**

- **CW1 & CW2** covering Crewe, Wistaston, Willaston, Shavington and Weston.

- **CW4** and **CW5** covering Holmes Chapel, Goostrey and Nantwich
- **CW10** and **CW11** covering Middlewich and Sandbach

The breakdown for each postcode area is shown in the following table:

CH1	6.6%
CH2	9.3%
CH3	10.3%
CH64	5.1%
CH65+66	11.5%
CW7	9.1%
CW8	11.3%
CW9	15.7%
WA6 and 7	8.3%
Other West	12.7%
<b>CW1</b>	<b>12%</b>
<b>CW2</b>	<b>17.8%</b>
<b>CW4+5</b>	<b>23%</b>
<b>CW10+11</b>	<b>27%</b>
<b>Other East</b>	<b>20%</b>

## 2.5 Age Range and Gender of Clients

The age range and gender of clients remains consistent with the last report, with approximately 76% in the 75+ age range:

	<b>Age Concern East Cheshire</b>	<b>Age Concern Cheshire (total)</b>	Age Concern Cheshire (West and Chester)	<b>Age Concern Cheshire (East)</b>	<b>Overall Total</b>
Under 65	<b>3.5%</b>	<b>4.6%</b>	4.7%	<b>4.4%</b>	<b>4.1%</b>
65 to 74	<b>16.3%</b>	<b>25.6%</b>	25.5%	<b>25.7%</b>	<b>21%</b>
75 to 84	<b>41.4%</b>	<b>46.9%</b>	46.2%	<b>47.5%</b>	<b>44.2%</b>
85 - 90	<b>28.8%</b>	<b>17.2%</b>	17.5%	<b>16.8%</b>	<b>23%</b>
Over 90	<b>8.8%</b>	<b>6.5%</b>	6.1%	<b>6.8%</b>	<b>7.7%</b>

	<b>Age Concern East Cheshire</b>	<b>Age Concern Cheshire (total)</b>	Age Concern Cheshire (West and Chester)	<b>Age Concern Cheshire (East)</b>	<b>Overall Total</b>
Male	<b>37.5%</b>	<b>33.3%</b>	31.6%	<b>35.1%</b>	<b>35.4%</b>
Female	<b>62.5%</b>	<b>66.7%</b>	68.4%	<b>64.9%</b>	<b>64.6%</b>

## 2.6 Benefits Claimed

### Age Concern East Cheshire

The Supporting You service assisted **239** clients to claim benefits in the last six months; the remaining clients received benefits checks but were already receiving their full entitlements. Claims are listed below; the column labelled 'Other' refers to one off payments, grants or rebates which are added to the total yearly figure gained. Most notably Attendance Allowance continues to be the most commonly received benefit.

	Pension Credit	Attendance Allowance	Disability Living Allowance	Other	Total
Weekly figure	£297.99	£2531.20	£47.00	£0.00	£2876.19
Yearly figure	£15,495.48	£131,622.40	£2,444.00	£3,452.80	<b>£153,347.80</b>

### Age Concern Cheshire

**437** clients were assisted to claim benefits by the Supporting You service over the 6 month period. Awards made so far are shown below, with a further 240 clients still waiting to hear about their claims. 158 people were assisted in Cheshire East and 279 in Cheshire West and Chester. The service most commonly assists with claims for disability benefits such as Attendance Allowance and Disability Living Allowance. Many claimants are referred on to the Local Pension Service for help to claim means tested benefits such as Pension Credit, so the total figure that our clients benefit by is likely to be much higher.

	Attendance Allowance	Disability Living Allowance	Total
Weekly figure	££9,237.50	£0	£9,237.50
Yearly figure	£480,351.80	£0	<b>£480,351.80</b>

The current total for the whole year stands at £1,541,681.90 and we expect this to reach over £2million when all outstanding claim decisions are made.

This is broken down geographically below:

#### Cheshire West and Chester

	Attendance Allowance	Disability Living Allowance	Total
Weekly figure	£7,218.20	£0	£7,218.20
Yearly figure	£375,348.20	£0	<b>£375,348.20</b>

#### Cheshire East

	Attendance Allowance	Disability Living Allowance	Total
Weekly figure	£2,019.30	£0	<b>£2,019.30</b>
Yearly figure	£105,003.60	£0	<b>£105,003.60</b>

**NOTE: FINAL FIGURE FOR THE YEAR NOW £1.1 million**  
( all claims now finalised)

## 2.7 Long Term Outcomes / User Satisfaction

Feedback was collected by sending questionnaires out to past clients to ascertain the impact of the service on clients and the quality of service delivery.

#### Service user satisfaction:

	Age Concern East Cheshire	Age Concern Cheshire
Very Satisfied	<b>89%</b>	<b>98%</b>
Satisfied	<b>11%</b>	<b>2%</b>
Not Satisfied	<b>n/a</b>	<b>n/a</b>

#### Service users felt the service was:

	Age Concern East Cheshire	Age Concern Cheshire
Efficient	<b>100%</b>	<b>100%</b>



Professional	<b>100%</b>	<b>100%</b>
Provided all the information required	<b>100%</b>	<b>100%</b>

### Claiming Benefits:

	<b>Age Concern East Cheshire</b>	<b>Age Concern Cheshire</b>
Service users who would not have applied without Supporting You Help	<b>53%</b>	<b>92.1%</b>

### Services clients have used/planning to use since Supporting You intervention:

	<b>Age Concern East Cheshire</b>	<b>Age Concern Cheshire</b>
Cleaning	<b>22%</b>	<b>16%</b>
Shopping	<b>11%</b>	<b>11%</b>
Transport	<b>6%</b>	<b>12%</b>
Equipment	<b>8%</b>	<b>22%</b>
Personal Care	<b>14%</b>	<b>7%</b>
Home Maintenance	<b>3%</b>	<b>13%</b>
Pendant Alarm	<b>11%</b>	<b>12%</b>
Meals	<b>11%</b>	<b>1%</b>

### Following Supporting You intervention, clients feel:

	<b>Age Concern East Cheshire</b>	<b>Age Concern Cheshire</b>
Happier	<b>25%</b>	<b>51%</b>
Independent	<b>20%</b>	<b>40%</b>
Safer	<b>35%</b>	<b>32%</b>
Treated with respect and dignity	<b>20%</b>	<b>21%</b>
Quality of live has improved	<b>71%</b>	<b>68%</b>
Social Life has improved	<b>15%</b>	<b>n/a</b>
Physical Health has improved	<b>10%</b>	<b>n/a</b>
Mental Wellbeing has improved	<b>69%</b>	<b>56%</b>

### 3. Promotion and Partnership Working

Both services continue to work closely with a number of partner organisations and agencies. These include:

- Care & Repair / Anchor Staying Put
- The Pension Service
- Social Services Access Teams
- Social Work Teams
- Hospital Social Work Teams
- Primary Care teams
- Housing Agencies
- Community Support Team
- IRIS Low Vision Centre
- Cheshire Fire & Rescue Service
- Council Tax / Housing Benefit Teams
- The British Legion
- SSAFA
- British Red Cross
- Cheshire Carers Centre
- Care Agencies
- Suppliers of hot and frozen meals
- Cleaning Agencies
- Deafness Support Network
- SAFE (key safes)

#### **4. Future Developments**

##### **Age Concern East Cheshire**

The service has continued to promote itself at events throughout the geographical area at local community centres. Service staff continues to strengthen its links with external agencies including British Red Cross, Medical Centres, Community Matrons and Cheshire Fire & Rescue Service.

Service staff continue to work closely with staff at the access points within the access teams to ensure continuity of the service since the re-organisation. Extra meetings have taken place with the Rehabilitation and Reassessment teams and staff continue to work together during the re-assessments of care packages supporting clients to seek alternative providers.

##### **Age Concern Cheshire**

The service has maintained and strengthened its links with external organisations including the Local Pension Service, Cheshire Fire & Rescue Service, Iris, Keele University and Leighton Hospital. The service continues to work with Weaver Vale Housing Trust to provide Telecare to vulnerable older people in rural areas of Crewe and Nantwich. Work has progressed with Cheshire Trading Standards in both Cheshire East and Cheshire West and Chester on developing and maintaining the increasingly popular 'Cheshire Trader's Register'. We remain actively involved in the Cheshire Advice Partnership, working to improve referral systems for advice agencies across the county. Staff from the service have participated in a number of events over the last 6 months including a series of talks on dignity and respect for nurses at Leighton Hospital, Cheshire East Council's 'Unlocking the Future' event at Wychwood Park and a series of events in conjunction with Cheshire West and Cheshire East LINK. We continue to publicise the service at talks for community groups including the WI and Townswomen's Guild. Age Concern Cheshire's partnership work with Cheshire Fire and Rescue service has led to us winning several joint awards and we were shortlisted for a prestigious Third Sector Excellence Award.

### **Supporting You Case Study – Age Concern East Cheshire**

The Supporting You Officer first visited Mr M, a 61 year old gentlemen, when he had no means to cook food as his cooker had been disconnected due to it being unsafe. The Officer contacted the National Grid who agreed to provide temporary cooking facilities and provided a Halogen hob. Mr M was claiming Disability Living Allowance and Pension Credit. He stated he was in some debt and would struggle to pay for a new cooker, he also needed a hover and washing machine.

An application was made for a Community Care Grant, which was successful and was subsequently awarded £190 which enabled him to be able to purchase the items he needed.

The Supporting You Officer referred Mr M to the Age Concern Cheshire's Mentoring service as Mr M had no bank account and had no wish to open one. This and the difficulties he had in getting out, meant he wasn't managing his bills and needed help to organise these and manage a credit card debt. He was given advice about how much to draw out of his bank account each week and to separate amounts into different tins. He was helped to get the interest frozen on his credit card account whilst paying an agreed instalment each month. The Supporting You Officer worked closely with the Mentoring Service to ensure that his needs were being met.

Mr M was struggling with his mobility which was very poor and found it difficult getting out of his flat due to complex health problems. He found it difficult to get in and out of his flat as there were stairs down to his front door. He found it difficult to get in and out of bed so, therefore, slept on his sofa. He wasn't looking after his personal care either which meant he was not dressing himself or having a wash.

The Supporting You Officer referred Mr M to the Social Services Occupational Therapy Service who carried out an assessment and referred him for a grant so that a stair lift and walk in shower could be installed. They also provided a bed lever to enable him to get in and out of bed.

Mr M was having falls in his flat. The Supporting You Officer arranged for a pendant alarm to be installed and because of his vulnerability he qualified for the scheme via "Supporting People" free of charge.

Mr M was also getting support from the Police as he had regularly had money taken by local neighbours who he had been relying on for help, resulting in his locks being changed. The Police reported these incidents to Social Services who were unable to offer any support and continued to work with the Supporting You Officer when the incidents happened so that Mr M was receiving some help and advice.

Community Cars began taking him on a regular day into town to pay his bills and collect his benefits.

The Supporting You Officer provided him with contact details for a local shopping provider to deliver food and he can pay cash on delivery. Mr M still needed some further equipment as his walking aid had broken. The Supporting You Officer arranged for Mr M to have transport from the Red Cross to the Independent Living Centre in Handforth. He was provided with a new walking stick, perching stool with back rest, shower chair and specialist tin opener. The Supporting You Office liaised with CAB's Advocacy Service as Mr M has found it very difficult to get his views heard. The Advocate began helping Mr M to raise issues about his housing and nuisance neighbours. Due to Mr M's health conditions, his ability to manage fluctuates. He has been provided with information and support to help him to manage his own life and remain as independent as possible.

### **Age Concern Cheshire Supporting You Case Study**

Mr B contacted our I&A service. He lives alone in a rented accommodation. His wife died 4 years ago and he has no other family and little contact with his neighbours who are mostly families with young children. He has a dog, Molly, who he enjoys taking to the local park where he can sit whilst Molly has a run around. Mr B is a proud man and reluctant to ask for help but had rung Age Concern Cheshire because he was struggling to maintain his garden and had several serious repairs that needed doing to his property, which he felt he could not afford. The Information Officer arranged for one of their Supporting You Home Visitors to meet Mr B at his home and see if there were any local services that could help. The Home Visitor was able to inform Mr B that it was the landlord's responsibility to carry out the repairs and helped him pursue this via the local Council. Mr B was relieved that he wouldn't have to pay for the work to be done and now has a more comfortable, warmer home. Whilst there the Home Visitor completed an application form for Attendance Allowance for Mr B because he was struggling to manage due to arthritis and a minor heart problem. The Attendance Allowance claim was successful and now Mr B is £70 a week better off – money which he uses to pay a gardener and to take a taxi to our 'Men's Shed' once a week where he has made new friends and a new kennel for Molly!

### **Comments from service users:**

- Help with obtaining residential care for my late husband relieved huge anxiety especially from financial aspect. Help with personal finances (e.g. benefit, tax relief etc) also v helpful.
- Knowing there is someone I can ring for advice and guidance should I need it is a weight off my mind.
- I have had my own chair fitted with blocks it has made it easier getting up. Trolley which I have bought.
- I don't feel so alone.
- My mind is put at rest now! I was concerned of how much money is allowed in an ISA account in the bank being I am on pension (state) pension credit.
- I have filled in as much as I can as my husband died suddenly in December. But I found you were very helpful. I would always get in touch if I needed help.
- Should I be awarded DLA, my self confidence would rise since my specific range of needs have been recognised and help provided to meet these.
- I feel much more supported and know where to turn for help.
- Your visitor was so easy to talk to. I was very impressed. Thank you.
- Impossible to improve on this service. I now feel that someone cares.
- Your interviewer and his attitude made me feel I wasn't worthless any longer.
- It was so helpful to have efficient, professional advice.
- You supply a first class service at a time when it is most needed.
- You gave answers to problems where solutions seemed non-existent.
- Your visitor restored my faith in human nature. I can honestly say I have never met anyone who has shown such kindness, help and understanding – she is a true professional and explained all options available to me to remain independent.
- It has removed the worry of how much longer we would be able to continue living at our present address. We can now afford help in the house and the garden.
- It will give me a better quality of life.