

# **Agenda Item 5**

## **Living Well Falkirk Update**



## Falkirk IJB Clinical and Care Governance Committee

24 March 2023

Living Well Falkirk Update

For Consideration and Comment

### 1. Executive Summary

- 1.1 The report provides an overview of activity within Living Well Falkirk services during the period January 2020 to December 2022. The services are based on an on-line tool that promotes healthy, independent living by emphasising people's ability to stay active and participate in their community.
- 1.2 People have direct access to the website, 24/7 and 365 days of the year. This means that they can use it at a time that suits them, including outside of the usual opening hours of social work offices.
- 1.3 For those who need more help, the Living Well Falkirk centre offers face-to-face appointments in the Forth Valley Sensory Centre, or on-line appointments using Near Me technology.
- 1.4 Data is provided from the web-based software that supports the Living Well Falkirk services from 2020 to 2022 and from Living Well Falkirk centre appointments from its re-start in October 2022 to 31 December 2022.

### 2. Recommendations

The Clinical and Care Governance Committee is asked to:

- 2.1 consider and comment on the report.

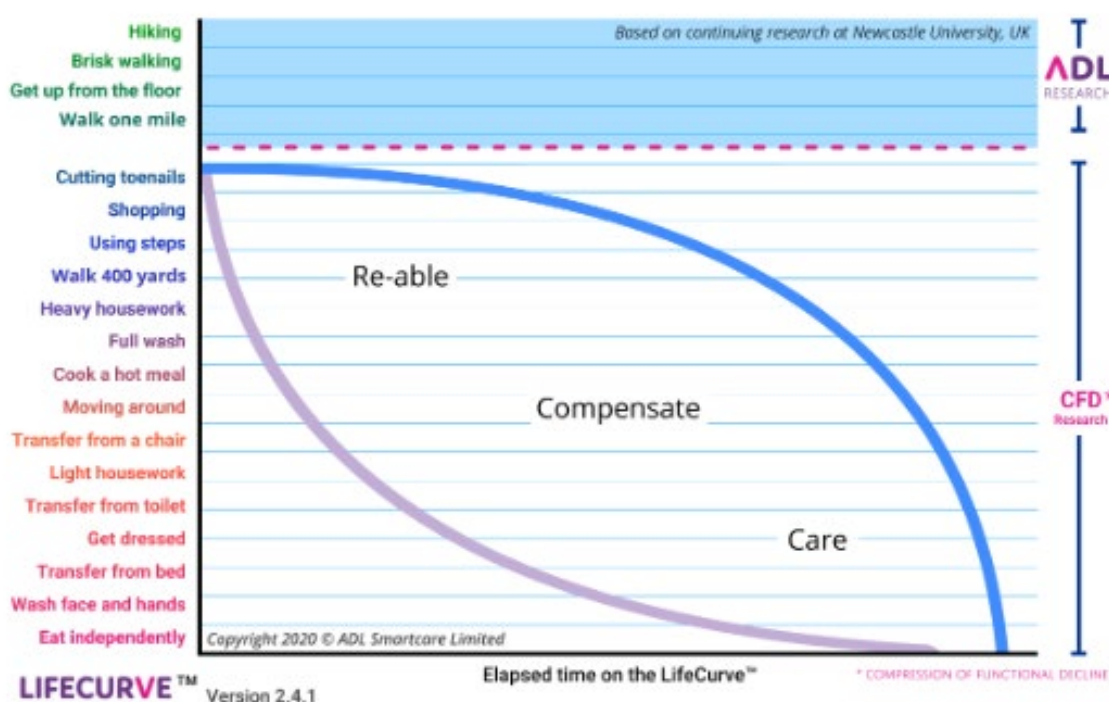
### 3. Background

- 3.1 The Committee will be aware of the challenges of providing health and social care resources to meet the needs of an ageing population. By providing healthy ageing advice, recommendations for reablement that people can put in place in their home or within their daily routine and, recommendations for appropriate assistive equipment to support with daily living tasks in a way that is easily accessible; we can avoid or delay the need for formal input from social services.
- 3.2 Research by ADL Research and the Newcastle University Institute for Ageing has identified that as we age, most people lose their abilities in the same order. Initial research highlighted 15 activities of daily living (ADL) tasks, starting with losing the ability to cut our own toenails and ending with being unable to eat independently. Ongoing research added a further four

earlier stages of loss, from hiking to walking one mile. It was found that only a small proportion of our ageing is genetic and that what we do directly impacts how long we stay active.

- 3.3 The ADL LifeCurve™, shown in Figure 1, was developed to allow individuals and professionals to map their ageing journey. The curve shown in lilac (left side curve on the chart) shows a person's ageing journey where they have quickly lost abilities and spent a longer time in need of care. The curve shown in blue (right side curve on the chart) plots the journey of someone who has kept their abilities and independence for longer.

Figure 1: the ADL LifeCurve™



- 3.4 The research identifies four stages of intervention – first, building reserve (keeping active and staying off the LifeCurve™); secondly, reactivation or reablement (to get abilities back); thirdly, compensating (using equipment like handrails or a toilet frame to overcome lost abilities), and lastly; care (when even with equipment or adapting the environment we are no longer able to do a task without help).
- 3.5 Living Well Falkirk can help people to *build reserve* and to *reactivate* by recommending activities and exercises specific to the person's abilities. Information held in the system about local groups and activities means that it can highlight ones that are appropriate to the person's abilities and matched to the health and interest information they provide.
- 3.6 Where difficulty with an ADL task persists, citizens can complete a self-assessment. The system will match and recommend suitable equipment to buy or to request on loan from the Joint Loan Equipment Service, to *compensate* for the lost ability.

- 3.7 Where a person needs more help, including potentially some *care*, the Living Well Falkirk site will signpost them towards formal services including referring to social work services.

## 4. Living Well Falkirk Services

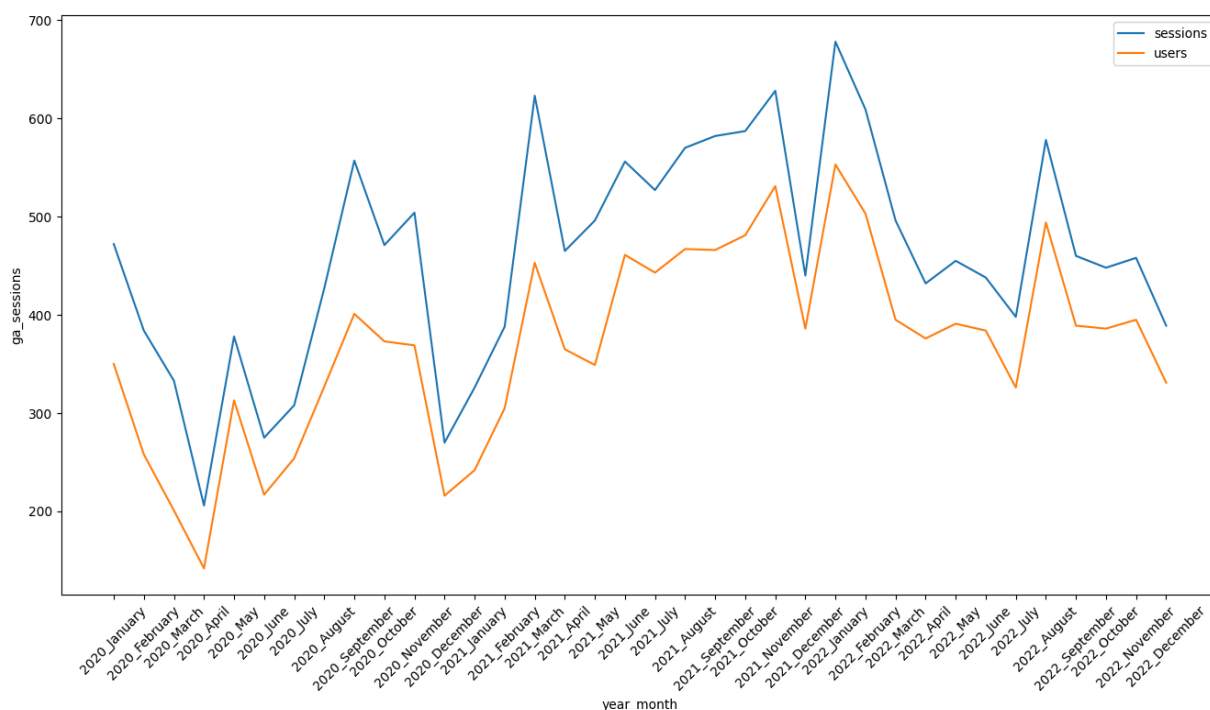
- 4.1 Living Well Falkirk can be accessed in three ways, dependent on the individual's needs:

- Living Well Falkirk website – Citizens can directly access the site for information and recommendations specific to their ability level.
- Living Well Falkirk Centre – in-person appointments using the Living Well Falkirk staff access platform. A member of social work staff assists the person with their area of need assessment.
- Near-Me appointment - an on-line appointment with a member of our staff to assist the person with their area of need assessment.

### 4.2 Living Well Falkirk website

Figure 2 shows the number of users of the Living Well Falkirk website over the past three years, and sessions on the site. Some citizens choose to access advice and information on the site without registering or before deciding to complete the registration process. User and session data in this context is identified with a browser cookie.

Figure 2: Living Well Falkirk website sessions and users



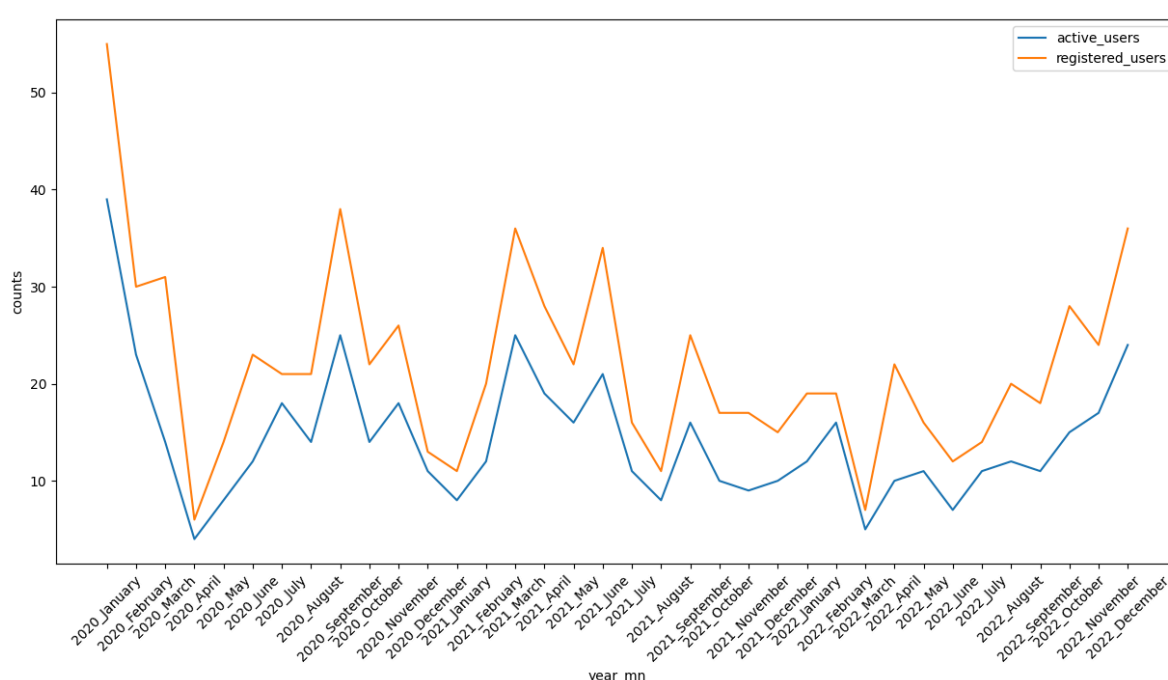
**Session** an individual has accessed the site without registering an account.

**User** an individual who returned to the site for two or more sessions without registering.

4.3 In 2022, the site recorded 4638 users contributing 5839 sessions. This is a 5% reduction in users from 2021 and a 12% reduction in sessions. We are planning to promote the system through social media to encourage usage. The percentage of users accessing the website 'out of hours' increased from 2021 by 3% (to 47%) which means more people are accessing Living Well Falkirk when traditional services are closed.

4.4 Figure 3 shows user registrations and completed assessments from 2020 to 2022. The benefits of registering an account are answers are saved during an assessment to return to later; users can track their progress as they implement reactivation advice; users can place orders for recommended equipment direct to the Joint Loan Equipment Service.

Figure 3: Living Well Falkirk website user registrations and activity



**Registered user** an individual who has completed the registration process to create their personalised Living Well Falkirk account.

**Active user** an individual who completed an assessment within 30 days of registering.

4.5 In 2022, there were 235 new user registrations. Out of the 235 new users, 151 completed either a LifeCurve™ or an area of need assessment within 30 days of registration.

4.6 In total, 856 assessments were completed in 2022. This comprises 157 LifeCurve™ assessments and 699 within other assessment areas on the Living Well Falkirk website.

#### 4.7 Living Well Falkirk Appointments

Appointments recommenced week beginning 24 October 2022. A phased approach has been taken, starting with the East Locality, which is the largest

of the three localities. Table 1 gives an insight to the impact from October to 31 December 2022 of screening the waiting list, with the benefit of being able to consider and offer a Living Well Falkirk centre appointment.

- 4.8 With the waiting list screening complete, people in the East Locality with a simple ADL difficulty are now passed directly to the Living Well Falkirk centre to be offered an in-person or Near Me appointment.

Table 1: East Locality, impact of Living Well Falkirk appointments

|                                                                   |                                                               |
|-------------------------------------------------------------------|---------------------------------------------------------------|
| Number awaiting assessment for simple ADL task(s)                 | <b>141</b>                                                    |
| Living Well Falkirk Centre appointment offered (number)           | <b>39</b>                                                     |
| Living Well Falkirk Near Me or phone appointment offered (number) | <b>17</b>                                                     |
| Person removed from waiting list; assessment no longer needed     | <b>28</b><br>solution implemented since referral              |
|                                                                   | <b>15</b><br>other reason                                     |
| Not suitable for Living Well Falkirk appointment                  | <b>32</b><br>kept on list to allocate; home assessment needed |
|                                                                   | <b>10</b><br>already allocated a worker                       |

- 4.9 **Ongoing Developments**  
Two temporary social care officer posts aligned to Living Well Falkirk are being recruited to. This will support us to further populate the system with information about the wide range of community activities available throughout the Falkirk area. This will increase the signposting capacity following LifeCurve™ and self-assessments. The increased staffing capacity will allow us to roll the service out to the West and Central localities, to impact on waiting lists and waiting times in both areas.
- 4.10 A Living Well Falkirk training module was developed for Falkirk Council's online learning system (OLLE) in 2022. Its aim is to build staff awareness and increase confidence in signposting service users to Living Well Falkirk. By 31 December 2022, 65 staff had completed the course.
- 4.11 Contact has been made with the NHS Forth Valley on-line learning (TURAS) team with a view to making the course available to health colleagues this year.
- 4.12 The previous report noted that as part of the Falkirk Community Hospital Masterplan work, there are ongoing discussions about developing and

designing Living Well “hubs” in Falkirk. The support provided in the current Living Well Falkirk centre appointments is aligned to the concept of a one-stop hub model for citizens’ health and wellbeing. As plans for hubs progress, it is important that Living Well Falkirk centre appointments are included, so that appointments can be offered in each locality, close to citizens’ homes.

## 5. Conclusions

- 5.1 Living Well Falkirk website continues to offer a choice to individuals who want to positively impact on their ageing journey.
- 5.2 Use of the citizen website, and the face-to-face, or Near Me appointments means that people can access the advice, information, and equipment they need much more quickly than they would do via social work teams.
- 5.3 Re-opening of the appointments has had a positive impact on citizens in the East locality and on the locality team by reducing waiting lists and creating capacity for staff to work with those with more complex and priority needs.
- 5.4 Appointments will be re-started for other localities in spring 2023. West locality has more people waiting for an assessment than Central, so has been prioritised as the next target area for Living Well Falkirk appointments. Screening of the West locality waiting list is underway, to identify people who it appears could benefit from a Living Well Falkirk appointment. People will be contacted individually to offer them an appointment at the Living Well Falkirk Centre (or a Near Me appointment if they are unable to get to the Sensory Centre). Appointments for the West locality are scheduled to start week commencing 17 April. People waiting in Central locality will be contacted following West locality.

### Resource Implications

There are no new resource implications as funding approvals are already in place.

### Impact on IJB Outcomes and Priorities

Living Well Falkirk services support the IJB Strategic Plan priorities and outcomes, particularly *“Self-Management: Individuals, their carers, and families can plan and manage their own health, care, and well-being”*.

This links to National Health and Wellbeing outcomes, particularly:  
Outcome 1- *“People are able to look after and improve their own health and wellbeing and live-in good health for longer”*, and  
Outcome 2- *“People, including those with disabilities or long-term conditions or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community”*.

### Legal & Risk Implications

There are no legal or risk implications arising from the report and data presented.

### Consultation

No consultation was required to develop the report.

### Equalities Assessment

EPIA reference: 00477

An initial EPIA has been completed and a full EPIA is not required. This paper provides an overview of the Living Well Falkirk services for Committee to note. The Committee is not being asked to make a decision which will impact people, therefore a full EPIA is not required.

Should there be any future proposals to change the Living Well Falkirk services, an EPIA may be required in that instance.

## **6. Report Author**

- 6.1 Lynette Denovan, Team Manager, Social Work Adult Services.

## **7. List of Background Papers**

- 7.1 N/A

## **8. Appendices**

- 8.1 none