

Action for Affordable Warmth Partnership

Notes from Steering Group Meeting 24th September 2004

Present: Lisa Jones (S Glos. Council), Kaye Welfare (SWEA), Sarah Giff (SWEA), Jan Perkin (Age Concern Gloucestershire), Philip Bennett (Cotswold & Vale PCT), Evelyn Nightingale (Pension Service), Maria Hickman (Stroud DC), Barbara Piranty (GRCC), Diana Billingham (Glos NHS), Helen Bown (W Glos PCT), Adrian Gillis, & Becky Thomas (Cotswold & Vale PCT), Stephen McDonnell (Glos City Council), Mary-Anne Darlow & Chris Pawley (S Glos PCT), Lynfa Vater (SGC Social Services), Nunu Miah & Mohamed Ginwalla (Glos City Council), Jessica Howell (Tewkesbury BC).

Apologies: Andrew Cross (Forest of Dean DC), Louise Twinam (NEA), Tim Garland (S Glos Pension Service), Maggie Cornock (Stroud Care & Repair), Linda Shepherd (Age Concern Glos), Sam Robinson (Eaga), Amanda Cheesley & Lindsey Thomas (S Glos PCT).

Please note there is a full glossary of acronyms at the end of these minutes as well as a Partnership contacts list.

1. Minutes of last meeting: LJ now sits on South Glos Multi Agency Training Group for NSF Older People; the group is considering using Active, Warm & Well sessions run by SWEA to provide training in this area for both carers and professionals in health and social services. LT has provided info on various NEA projects relating to access to information and this will be discussed at 10th Dec mtg. Warm and Well scheme being promoted through S Glos PCT to larger surgeries during October and November.

2. Admissions Prevention & Hospital Discharge - how to link with work on affordable warmth.

Helen Bown, West Glos PCT provided the group with an update on the national drivers behind work around OP and set the scene locally re. Intermediate Care Service development.

Summary of Helen's information:

- NSF for OP and Delayed Transfer of Care Act are key drivers.
- Historically NHS good at risk and crisis management but not at prevention.
- Focus now on challenging views of older age and improving access to services.
- In Gloucestershire, intermediate care services are being built in; focus on enablement and rehabilitation, short-term services to enable independent living. Preventative focus; care in the home; preventing or delaying onset of problems.
- Also developing in-reach services into hospital to minimise length of stays.
- Int. Care in Glos. is a shared approach with Social Services, managed by PCTs.
- Don't as yet have robust out-of-hours service
- Out-of-hours service driven by new GP contracts and associated timescales.
- Staffing is a major challenge what with low unemployment in the county - difficulties attracting staff into care sector as a whole.
- Assessment is proportionate to need; there are links with CAREDirect / Social Services help line.
- Cots & Vale PCT have a 7 week Int. Care training programme.

ACTION: Investigate opportunities to incorporate fuel poverty information and advice into the advice and training module as part of this training programme - Becky Thomas.

- SAP (Single Assessment Process) training may be a good structural route to the access points / triggers for affordable warmth action.

ACTION: SAP training providers to include information on affordable warmth action - contact Kaye Welfare.

- Workforce Development Confederation - NHS's training organisation, lots of e-based learning.
- Through HIAs there is a fast track discharge service, Stroud is the hub. Takes referrals from any tenure of housing. Holistic approach to a person's environment, links to housing and environmental health services. All 6 HIAs in Glos are involved.
- Hospital discharge: there is a discharge planning policy and pack through which links to aff warmth could be made. There could be gaps though: not all older people come through an OT for discharge as not everyone needs an OT assessment. However if something is provided in the discharge pack then everyone is covered.

ACTION: Include information and advice on energy efficiency and affordable warmth in discharge pack and ensure issue is considered at planning policy level: Helen Bown.

- JP briefed the mtg on Age Concern's Home from Hospital care project (not available county wide) - referrals come in from hospital staff, largely its anyone on a discharge list, key areas of concern for the project are warmth and nutrition. Project funded by Social Services and a PCT grant.
- Age Concern Glos also has links to Supporting People in Glos Social Services.

Mary-Anne Darlow from S Glos PCT explained the Evercare Programme and the Intermediate Care Service to the mtg, in summary (copies of presentations available):

Evercare Model in Bristol & South Glos:

- Emphasis on prevention; focus on chronically unwell patients to achieve better quality of life; holistic approach
- Team includes specialist nurses with additional medical training: Advanced Primary Nurse (APN)
- High risk patients defined as someone with two or more admissions in past year (plus assessment of whether their condition is chronic or not)
- Links with health professionals but also with family and lay people involved in that person's life
- Based on U.S model where admissions to hospital reduced by 50%
- Service is aligned with GP practices, staff have good working relationship with GP practices but sometimes challenge GP's approach
- Follow patients into hospital and brief Doctors and nurses about their care history.
- Links with SAP: in South Glos, hospital trust staff not yet fully using SAP, unlike PCT and Social Services staff.
- Evercare has links with the Expert Patient Programme.

- Now 4 APNs, aim within the next year is to have every high risk patient having access to an APN
- S Glos one of 9 PCTs in UK to be part of this pilot of the Evercare Model.
- c. 50% of patients passing through the pilot were unknown to the health service beforehand. Pilot is being evaluated by University of Manchester at present.

Intermediate Care Service in South Glos:

- Posts are joint funded by PCT and Social Services, all posts are based at the PCT. 13 people in team, focus is rehabilitation.
- Service formed from previous PROMOTE and Hospital at Home services joining up
- Acutely unwell patients, service deals with the acute short term problems and longer term rehab with the length of involvement normally no more than 6 weeks.
- Strong focus on interdisciplinary working - team of 30 consists of OTs, physios, social workers, nurses and support workers.
- Patients are referred by a health care worker - don't take referrals direct from public or patients.

3. **Active, Warm & Well training - update from Sarah Giff:**

- This course was developed in response to a request from Gloucestershire Health Promotion.
- SWEA staff have been trained by Glos HP to deliver the key health messages covered by the course.
- Training sessions have been carried out across the County and S Glos PCT are now also looking at commissioning SWEA to do the same.
- Still many sessions to come before end December 2004.
- Half day course which covers 4 main determinants of health - falls, warm homes, nutrition, physical activity.
- This course meets many training needs for health and other professionals dealing with older people.
- JP asked whether training packs can be left with clients - SG advised the packs go with the training course as they are aimed at professionals dealing with older people rather than directly at older people. However much of the information inside the packs is available from Gloucestershire HP anyway, and also the W&W scheme info is available separately.

ACTION: Kaye Welfare to contact Diana Billingham re. Active, Warm & Well training.

4. **Round up of activities by Partnership members:**

- KW and SG attended the NEA annual conference in Birmingham during September. Key point to come out of the conference re. increasing domestic fuel prices: for every 1% increase in fuel prices, 50,000 more people are brought into fuel poverty. This issue has not gone away, despite Government claims of success in tackling the problem. One of the seminars was on the subject of "hard to reach" communities, SG can provide further details on the content of this seminar at the 10th Dec mtg which is considering this issue. Maximising benefit take up is one of the keys to tackling fuel poverty, in addition to improving housing conditions for the longer term which is where schemes like Warm and Well can assist. EN

advised the mtg Glos Pension Service is doing some work on increasing benefits take up in particular Pension Credit, and requested a staff seminar from SG.

ACTION: SG to organise with EN.

- KW applied to NEA for funding to carry out an awareness raising event during Warm Homes Week (26th Nov to 6th Dec) - bid was successful so an Affordable Warmth Pledge event will take place in Cheltenham Town Hall on 25th Nov - details to be supplied in due course.
- MG reported a successful bid with Pension Service for funding to implement a project to encourage benefit take up work with over 60s.

5. AOB & details of next meeting:

- The next meeting is Friday 10th December 2004 at the Jubilee Centre, Bradley Stoke, north of Bristol at 9.30am.
- Of the Action Plan priority areas we haven't yet covered in 2004/05, this meeting will focus on "Access to Information" - how do we ensure we are reaching everyone, and providing access to affordable warmth *for all*?
- The Jubilee Centre is easy to find just off M5 junction 16 - Savages Wood Road, Bradley Stoke, Bristol BS32 9BL. A map will be supplied with the agenda.

Acronyms used:

NEA	National Energy Action
SWEA	Severn Wye Energy Agency - Forest of Dean based energy charity, runs Glos. EEAC and Warm & Well scheme amongst other initiatives
EEAC	Energy Efficiency Advice Centre - 0800 512 012
EST	Energy Saving Trust
LASP	Local Authority Support Programme
CSE	Centre for Sustainable Energy - Bristol based energy charity, runs Bristol EEAC
PCT	Primary Care Trust
NSF OP	National Service Framework for Older People
RSL	Registered Social Landlord (Housing Association)
HIA	Home Improvement Agency (e.g. Care & Repair)
HEC	Home Energy Check
HECA	Home Energy Conservation Act

GRCC	Gloucestershire Rural Community Council
EAGA	Agency that runs the Government's Warm Front grant scheme in SW area
SAP	Single Assessment Process (for older people, mechanism used by health and social care professionals to avoid clients giving repeat information every time they access a service)

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