

NHS
Windsor, Ascot and Maidenhead
Clinical Commissioning Group

Sent on Behalf of:

Dr Adrian Hayter, Chair of WAM CCG
Councillor David Coppinger, Lead member for Adult Services and Health/Chair of the Health & Wellbeing Board

Date: 22 November 2013

Dear health and social care colleagues

We are very pleased to let you know that RBWM Council and Windsor, Ascot and Maidenhead Clinical Commissioning Group (CCG) have jointly commissioned a new type of service that focuses on providing early support to residents to help them stay as independent and as well as possible. The service will work with people to prevent ill health, loss of independence and the need for health and social care support. It will have a particular focus on falls.

Called **Keep Safe and Stay Well**, and run by MiHomecare, the service will start from 2nd January 2014. It will -

- undertake prevention work with people at risk of falling, or who have recently had a fall, as well as raising awareness of falls prevention in care homes, day centres, sheltered housing and voluntary sector groups
- co-ordinate falls prevention and falls response activity across the borough, taking a lead role in delivering a cross-agency falls strategy and action plan
- develop personalised prevention and enablement plans with residents, supporting them and their families to make these plans happen
- encourage and support people to take up health screening, health checks and vaccinations, medication reviews, participation in exercise groups and SMILE activities, and sight and hearing tests
- provide advice on preventing common infections (e.g. urinary tract) and injuries (e.g. from lifting) and on how people can minimise risks to their health (e.g. through warmth, diet, hygiene, etc)

- link people to community and voluntary sector services that can help them manage their home, for example with home maintenance, repairs, home energy and home security checks
- promote, advise on and help people to get aids and equipment, including Telecare, so they maintain their independence and safety at home
- maintain low level contact with / monitoring of residents to ensure they get further, early support if their health or coping ability declines
- identify family carers and link them to support, including identifying elderly carers and ensuring they get support to plan for emergencies
- build natural community supports (circles of support) around people, particularly those who live alone and/or are isolated

The service will help the Council and the CCG to deliver our joint Health and Wellbeing Strategy and we are looking forward to seeing positive results for our residents.

MiHomecare has significant experience of running community support services in a number of areas around the country. The **Keep Safe and Stay Well** service will have a small team of staff who will be carefully vetted, trained and supervised. Recruitment into posts is now underway.

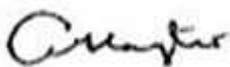
We hope that you will give the service your active support. MiHomecare will need your help to identify people who are beginning to struggle or who have had a fall – and to facilitate their initial contact with the service. Referrals can be made, from 2 January 2014, on a dedicated phone line. You will receive notification of the number during December.

Meanwhile, if you have any questions about the service please contact Dawn Matthews-Smith, Director of Community Support, on 01483 545030.

We believe that ‘a little bit of help early on’ will make a big difference in the long run and we hope you will join us in welcoming **Keep Safe and Stay Well** into the network of services across the borough.

We would appreciate you sharing this information with colleagues.

Yours sincerely



Dr Adrian Hayter



Cllr David Coppinger