

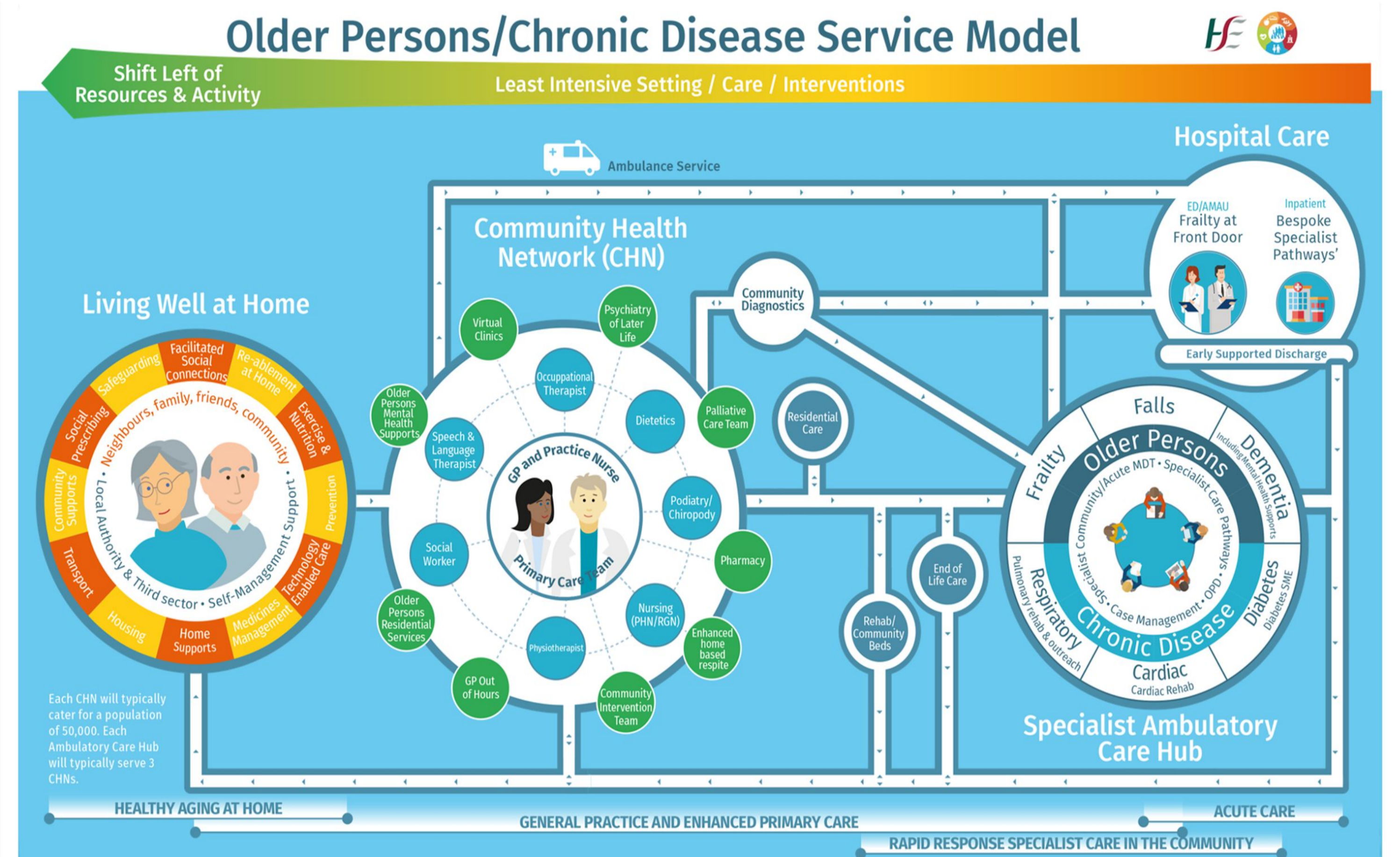


# 'LIVING WELL AT HOME' Linking cross sectoral community based assets

## Enhanced Community Care

### Introduction

The Enhanced Community Care (ECC) model is a multi-faceted approach to designing and delivering integrated care across local community networks and hospitals. The ECC model is dependent on the availability of effective community resources in the local health ecosystem. A group, comprising of HSE and non-HSE members, aims to make sense of, and connect, community resources/assets that support older people in Laois/Offaly to live well at home with support as per the ECC model of care.



### Involvement of other ECC services

Co-chaired by Health and Wellbeing, the Patient and Services User Engagement Officer (CHO8), and the ICPOP lead, members include the CDM lead, Network Managers, HSCPs, Nursing (community and acute), Social Work Service, Dementia Care Lead, Department of Public Health, Community Development Service, incorporating Traveller, Roma and Migrant Supports, as well as voluntary organisations. The group share their experiences of 'differences that makes the difference' to older people living well at home with supports.

**'Making sense of it'**

#### List of Members of the Living Well at home (n=30)

- Psychiatry of Later Life
- Social Prescribing Co-ordinator
- Home Support Services
- Rapid Assessment Frailty Team Tullamore (RAFTT)
- Dementia Care Lead
- Community Section, Laois County Council
- Senior Dietician
- Senior Physiotherapist (PT)
- Community Development Officer (HSE)
- Age action
- County Manager (Laois /Offaly)
- Age Friendly Older Persons Council - Laois
- Family Carers Ireland
- Principal Social Worker (Laois/Offaly)
- ALONE Services and National Support Line Manager
- Health Protection Clinical Nurse Manager
- Faculty of Science and Health - Technological University of the Shannon - Athlone
- MTRR - Memory Technology Resource Room Co-ordinator
- Public Health Nursing
- Health and Wellbeing
- Age Friendly Co-Ordinator - Offaly
- Social Inclusion - Offaly Local Development Company
- Community Health Network Manager x3
- Patient and Service User Engagement Officer
- Consultant in Public Health Medicine
- Operational Leads ICPOP CDM

### Background

At the outset, membership of the Living Well at Home group comprised of 10. There is currently >30 members from a range of voluntary and public services. Members include an older person from both Laois and Offaly, Home Support Services, Psychiatry of Later Life, Dementia Care Lead, ALONE, Age Action, Acute hospitals, PHNs, Age Friendly, Family Carers Ireland, Offaly Local Development Company, and more.

### 'Making sense of it'

**Older Persons/Chronic Disease Service Model**

**Living Well at Home**

**Shift Left**

*Living Well with Supports, Laois/Offaly working group*

- Agreed Terms of Reference
- New Ways of Working
- Multi-faceted approach
- Leverage existing community resources in the local health ecosystem.

### Aim and objectives

'Making sense of it' was how a member of the older person's council described the work stream at the first meeting. The objectives were agreed following consultation with older people (n=167).

- Create an inventory of assets and document same in a Directory
- Develop an Information Booklet
- Generate networks to link resources and share information.

The total number of likely communication channels from this group (n (n - 1) / 2) = 435 (Project Management Institute 2021)

**'Making sense of it'**

#### Approach 'Making sense of it'

#### Consultation Process

- To create an inventory of assets
- To identify the Gaps
- Update the service directory
- Capturing the depth and breadth of community services
- Importance of 'the voice'!

### Measurable outcomes

Networks have formed and new referral pathways developed for example: the Rapid Access Frailty Team in the hospital now refer patients to Lunch Clubs. These Lunch Clubs take place in rural communities, organised by the Offaly Local Development Company. The clubs receive a limited amount of HSE funding. A recent evaluation with older people (n=106) attending Lunch Club. The effect of social isolation and loneliness Lunch Clubs (n=3) found that 84% felt less isolated and 88% felt more socially connected as a result of the on mortality is comparable to that of other well-established risk factors such as smoking, obesity, and physical inactivity (WHO 2022).

### 'Making sense of it'



Working together to make sense of supports and services available to older people optimises the use of the assets that exist in communities to enable them to live well with supports.



### Implications for ECC

The Living Well at Home element of the ECC model is paramount as older people are supported to keep active, eat well, stay connected and are informed of their benefits and entitlements. Keeping well at home is essential to avoid admission to hospital. Older people are at risk of deconditioning and functional decline in hospital (NHS 2023). Therefore, older people need support to live well at home and avoid the need for hospital admission unless it is urgent or in the case of an emergency.

**'Making sense of it'**

#### Consultations with Older Persons- BETTER TOGETHER

Living Well at Home

- All important with phone numbers and someone to talk to, thank you!
- Someone to call to check you are ok....
- I'm sure we will never hear another word about this!!
- Contact numbers where someone actually answers the phone!!
- Better access to GPs or public health nurse for chronic illness
- Gambling Laundry service Odd jobs and repair Obesity Healthy recipes Memory game Apps
- All healthcare staff should be able to provide information on local & social activities..

### References

NHS Acute Frailty Network (2023) Supporting People with Frailty to get home sooner and healthier. Available at <https://www.acutefrailtynetwork.org.uk/> (accessed 13/07/2023)

Project Management Institute (2021) The standard for project management and a guide to the project management body of knowledge (PMBOK guide), Seventh edn, Project Management Institute, Inc, Newtown Square, Pennsylvania.

World Health Organisation (2023) Social Isolation and Loneliness. Available at: <https://www.who.int/teams/social-determinants-of-health/demographic-change-and-healthy-ageing/social-isolation-and-loneliness> (accessed 13/07/2023)

### Acknowledgement

Sincere thanks to the members of the Living Well at Home Workstream (Laois/Offaly) and the older people of Crinkle, Shirrone and Mucklagh Lunch Clubs who completed the evaluation of Lunch Clubs survey. These lunch clubs are provided by Offaly Local Development Company.

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