

SURREY COUNTY COUNCIL'S LOCAL COMMITTEE - TANDRIDGE

Friday 14 December 2007

Place: Council Offices, Oxted

Time: 10:15am

Organisation:

Tandridge District Council – Community Services Department

Attendees:

Jayne Godden Miller –Head of Strategy & Enabling (Housing Services)

What role does your organisation play in improving community Health?

Partnership working with a number of statutory and voluntary services to support common objectives eg key safes in individual homes to provide easy access for visitors including care staff, Trickster campaign for bogus callers, replacement of 'sloppy slippers' to prevent trips and falls.

Direct provision of preventative services – Meals-on-Wheels, Community Alarm, the Douglas Brunton Centre provides hot lunches, bathing and chair-based exercise programmes..

Direct provision of grants for adaptations to the homes of physically disabled people, for thermal warmth through heating systems and insulation programmes.

Recent successes:

Preventative Technologies/Telecare - Since the project started in August 2006 approximately 150 CAT clients have taken advantage of the free 12 week trial period. To qualify for the CAT scheme the client must be aged 65+ and being discharged from hospital back to home (but this excludes people living in sheltered housing). We have also allowed a small number of clients to take advantage of CAT who are younger than 65, but only in exceptional circumstances. Most then continued with the alarm once they had to start paying the weekly charge, although of those a small number did then subsequently have the alarm removed, for example as a result of death or readmission to hospital/ admission to full time residential care. The Community Alarm service currently has a total of about 820 customers, including current CAT clients.

Care & Repair Service –helps older or disabled people maintain their independence by remaining safely & securely in their own homes. Staff advise on repairs and/or adaptations, builders, ways of funding through grants or charities and provide support throughout building works. In addition, they enable clients to receive a host of other services by referring on or acting as an advocate. The Service received 1071 enquiries in 2006/07 and 740 to mid November 2007. The associated handyperson service completed 650 jobs in 2006/07 and has completed 442 jobs to date in 2007/08.

In addition, in 2006/07 the handyperson scheme fitted 72 free key safes, 80 chargeable ones and re-cycled 15. To date in 2007/08, 59 free and 69 chargeable key safes have been fitted.

Challenges:

The momentum and interest that has been generated in Telecare need to be maintained and staff throughout services need to be part of this process. Presently, the issue is not so much about funding as awareness amongst the general public and professionals, together with the willingness of staff to make referrals. The SMART house at Dormers is still available for awareness training and promotional work by prior appointment with the community Alarm team. The Care & Repair service receives extremely favourable reviews from clients, local care and support providers as well as the county's Supporting People Team. However it is dependent on annual funding from both County and District so there are concerns over the future and nature of the service in the longer-term. We are working with the Primary Care Trust on promoting Warm Front Grants for heating and insulation to flu jab patients but it is proving difficult to convince individual practices.

Aspirations for the Future:

Any assistance that can be given on the promotion of Telecare would be very helpful. Along with other Boroughs and Districts across the County, we are continuing with the project until April 2008. We are able to keep any underspend monies and would like to keep the project going for longer under the auspices of our Community Alarm Team. To continue with our Care & Repair and associated handyperson service, and at a level by which we can continue to participate in joint initiatives with other statutory partners or community initiatives.