

12 June 2018 at 7.30 pm

Conference Room, Argyle Road, Sevenoaks



Housing & Health Advisory Committee

The attached presentations was tabled for the following items

9. Presentation on the West Kent - One You service

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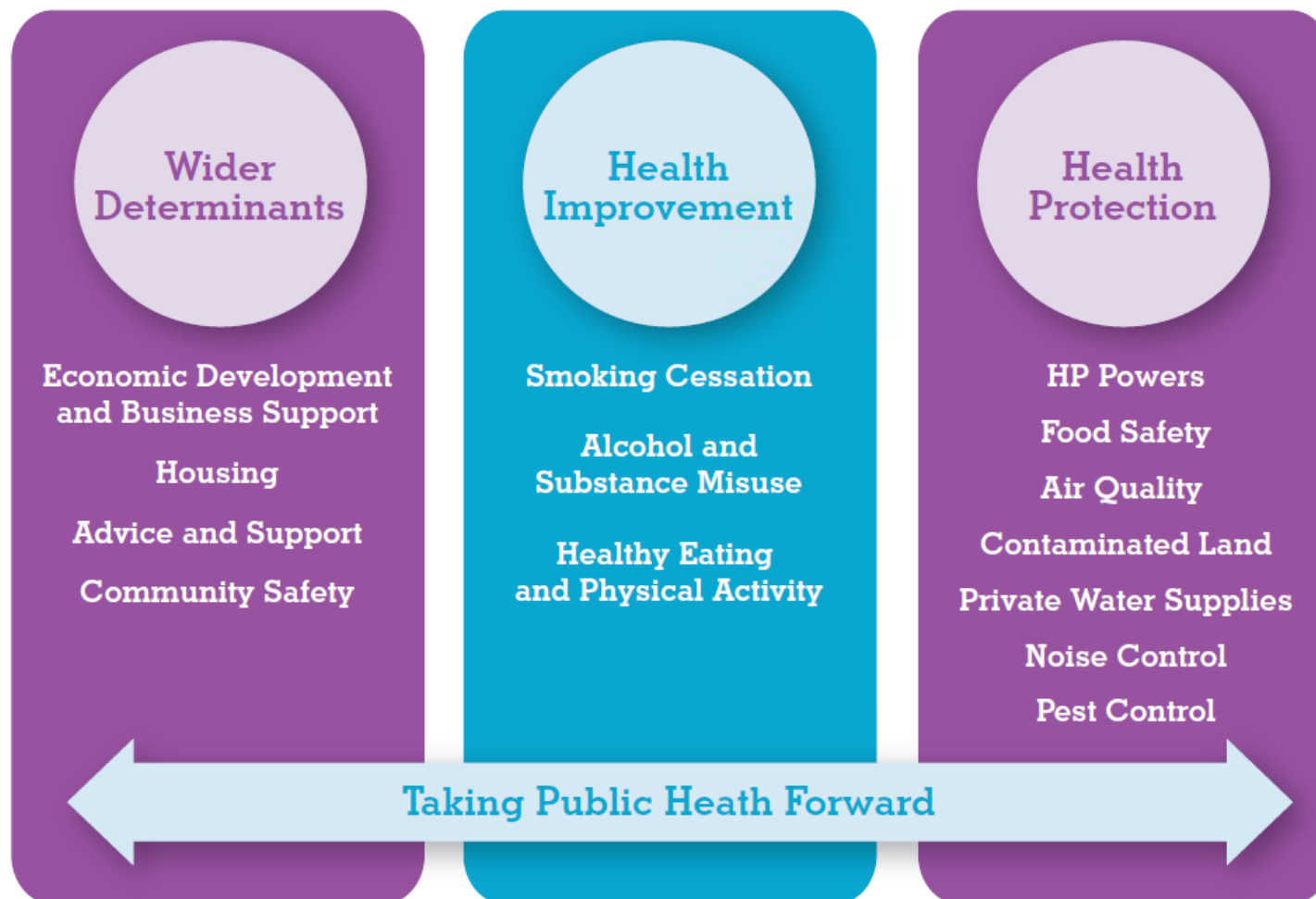
HOW ARE YOU?

ONE YOU KENT

One You Service in West Kent

Hayley Brooks
Head of Housing and Health
Sevenoaks District Council

District's Responsibility to Health



Source: District Council's Network - District Action on Public Health

Public Health Outcome Framework

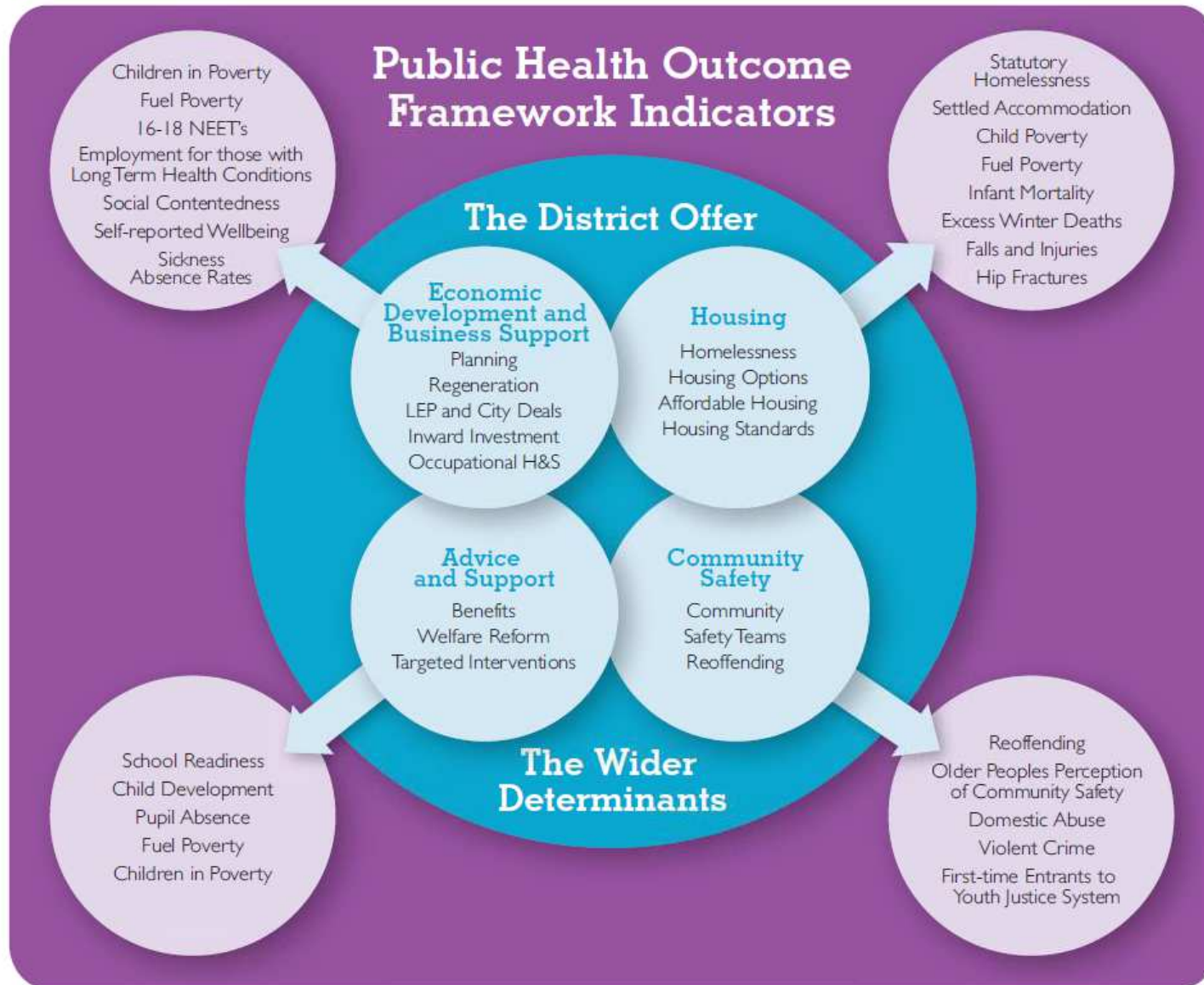


Figure 1: Model of wider determinants of health & wellbeing



District Offer:

- Housing Advice
- Homelessness
- Housing Standards
- Debt advice
- Employment
- Community Safety
- Social isolation
- Voluntary networks
- Access to green & open space
- Licensing, Planning etc

HOW ARE YOU?

ONE YOU KENT

One You Service in
West Kent

The New Service



- One You is a successful behaviour change programme from Public Health England. It is aimed at all adults in England and encourages healthy lifestyle changes.



Challenges:

More pressure on health & social care services



Personal and community pressures



Hub model for integrated public health Preventative services

HOW ARE YOU?

SMALL CHANGES CAN MAKE A HUGE DIFFERENCE
TO YOUR HEALTH AND WELLBEING



Page 8

If you're looking to make a few lifestyle improvements, you don't have to go it alone – **One You Kent** is here to help.

Our One You advisors – Naomi, Michelle and Jenny – are available to offer support and encouragement to help you take the first steps towards a better you.

The team are available for **FREE** one-to-one or group support to help you:

- Lose weight
- Get fitter
- Quit smoking
- Improve your mental wellbeing
- Get more involved in your community
- With advice about housing, debt and employment.

Contact us today to book an appointment with a One You advisor.

Visit www.sevenoaks.gov.uk/oneyou Call 0300 0200636

THERE IS ONLY ONE YOU

One You Advisers

Working from GP surgeries and other settings dealing with the non-medical reasons why people visit the GP - even if the symptoms are medical:

- Asthma caused by damp housing
- Anxiety caused by debt (HERO)
- Range of issues caused by loneliness
- Falls prevention (DFGs)
- Addictions

THE EVIDENCE

Page 9

Agenda Item 9

Reducing Health Inequalities

Identify the 'cause of the causes';

Everyone should be entitled to:

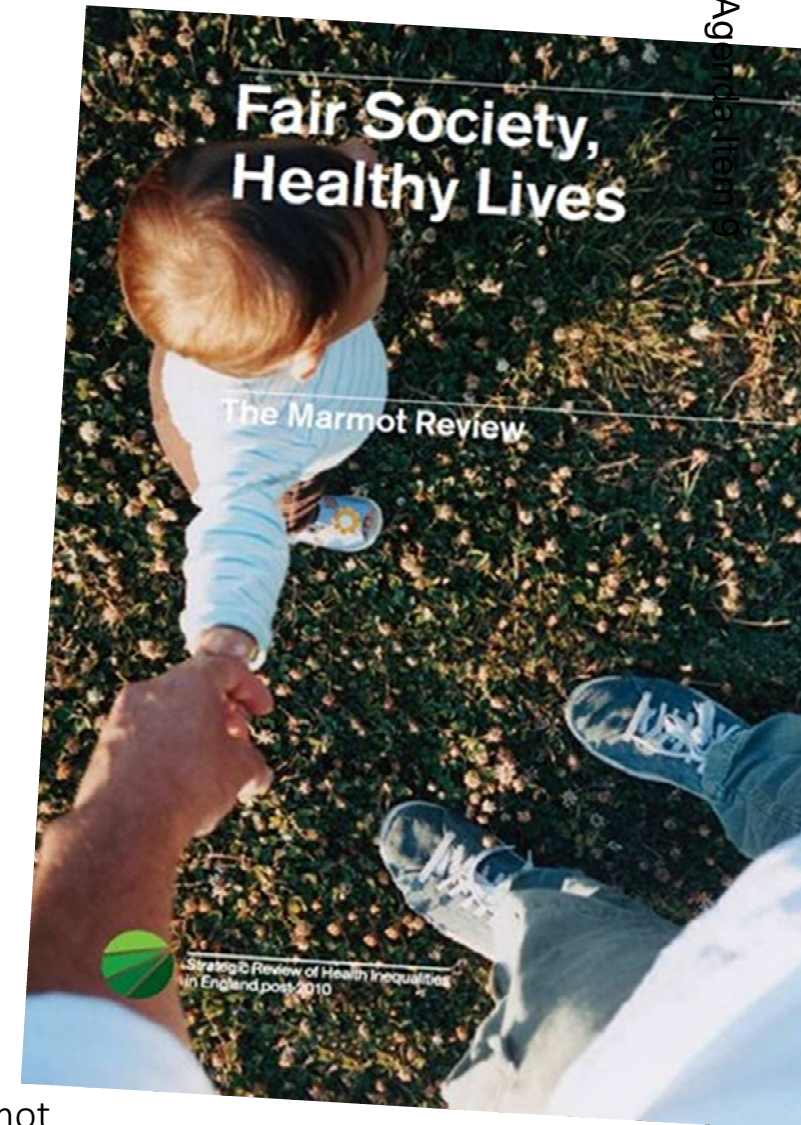
- A Job
 - A Home
 - A Friend
- } = better health & wellbeing

Addressing the wider determinants reduces inequality in social and economic conditions;

Poor housing conditions costs the NHS over £2 billion every year.

Why treat people and send them back to the conditions that made them sick?"

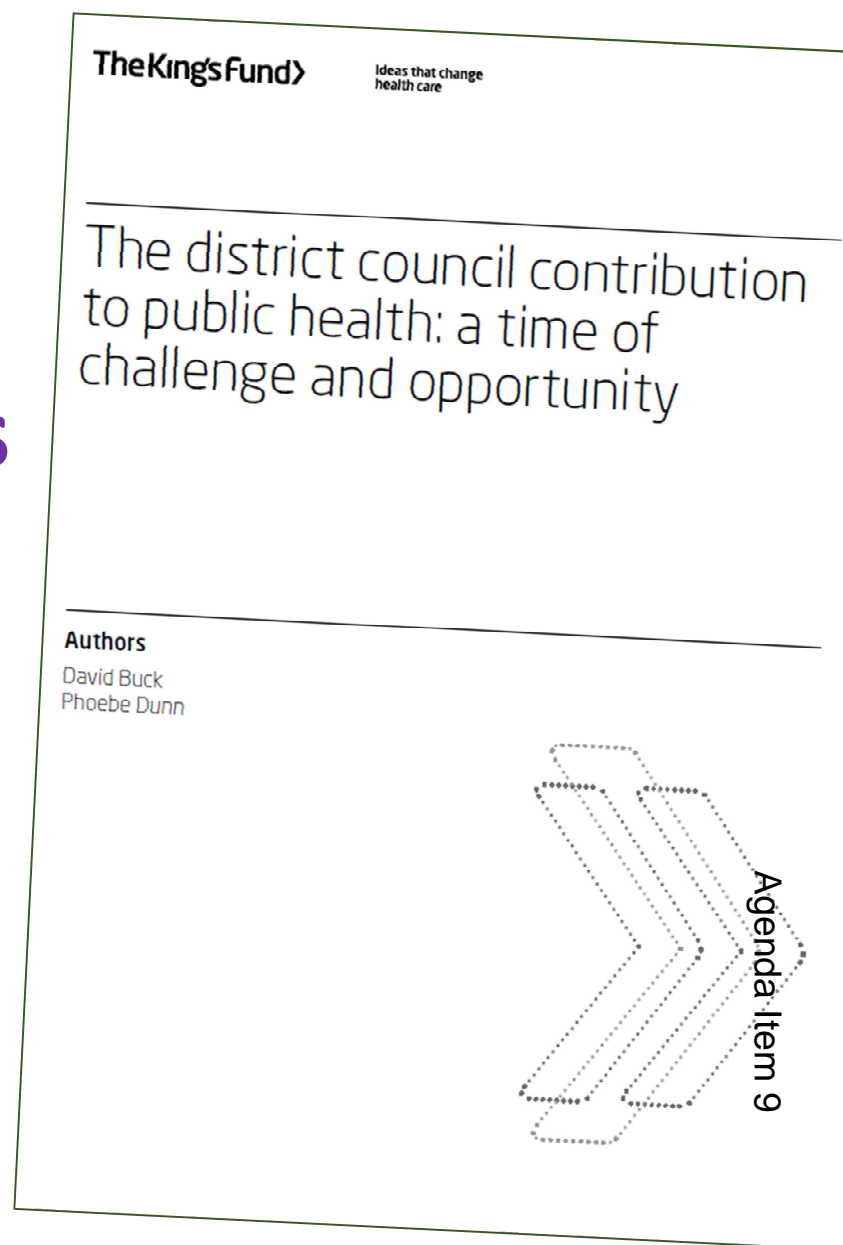
Prof. Michael Marmot



The King's Fund Report

District councils are in a good position to influence many factors good health' full and equal partnership'

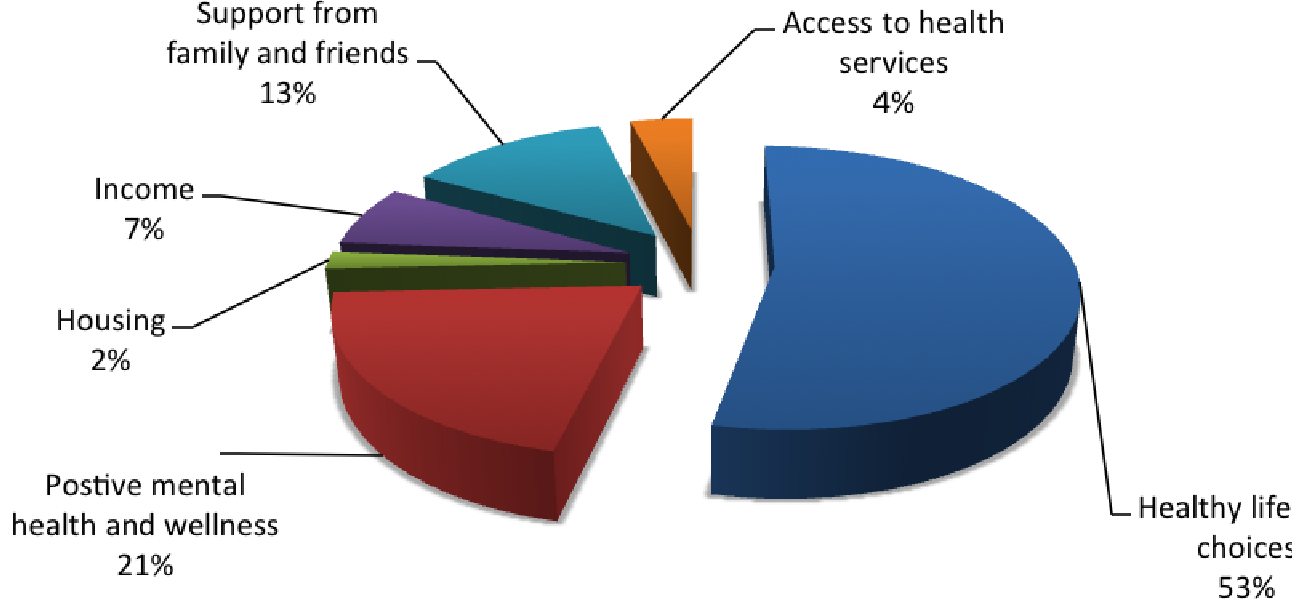
Page 11



Duncan Selbie - DCN Conference



What is the most important determinant of your health?



HOW ARE YOU?

ONEYOU KENT

Page 13

The Service in West Kent

Agenda Item 9



SMOKING

Quitting is the best thing you'll ever do!
Find out how it will change your life for the better.



DRINKING

Choosing to drink less booze can bring lots of health benefits.



EATING

What you eat is so important for your health and your waistline. Find out how to eat well every day.



MOVING

Small changes to your day can make a big difference. Be more active!



SLEEP

Getting a good night's sleep helps you stay healthy. Learn the secrets to sleeping soundly.



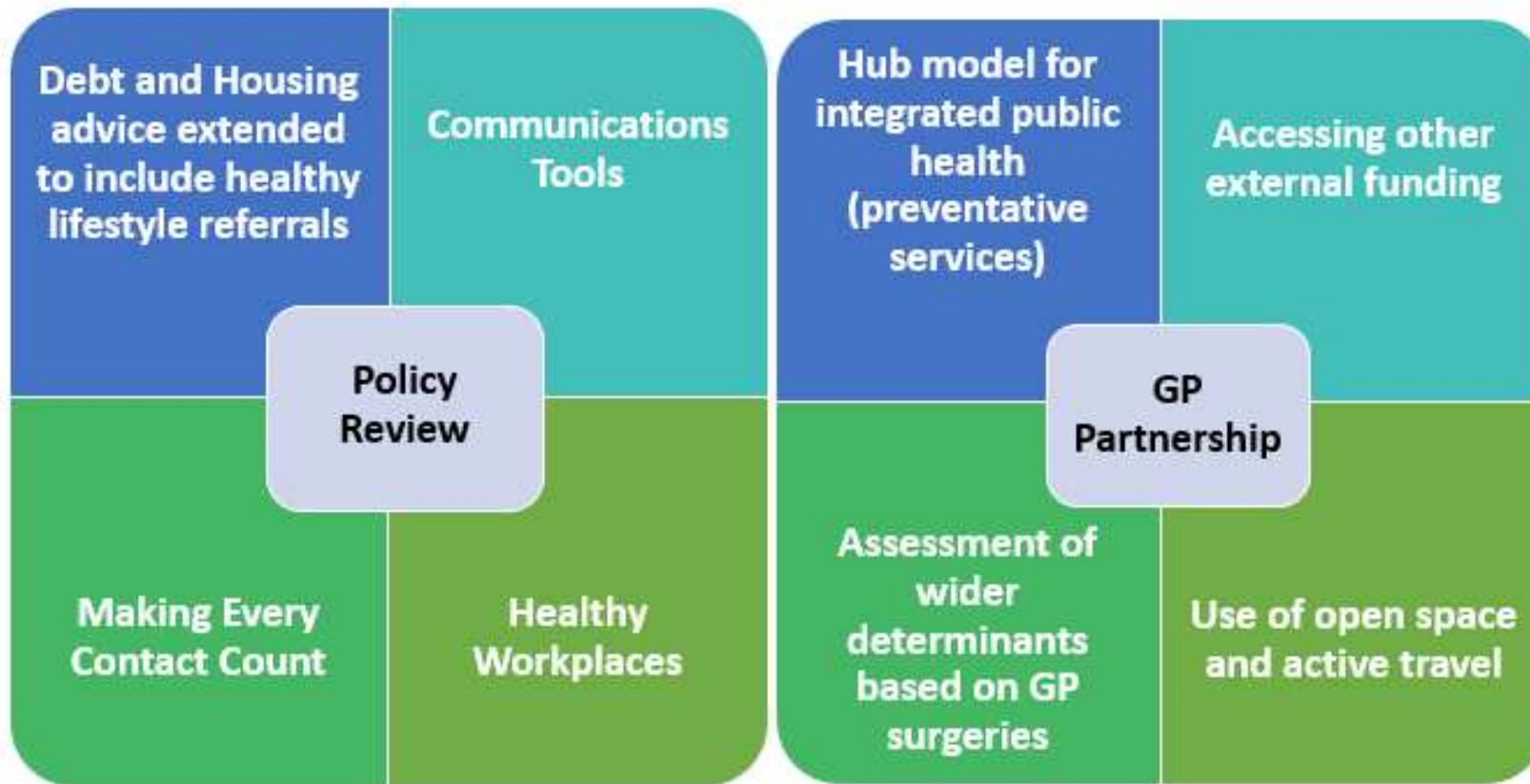
STRESS

Too much stress can take its toll. Take simple steps to help you stress less.



West Kent Health Integration Deal Ten Point Plan

Page 15



Agenda Item 9

Debt & Housing advice extended to include healthy lifestyle referrals



Roll-out of MECC (frontline services and partners)



Working with health professionals on social prescribing



Agenda Item 9

Roll out of integrated One You Kent Services



Use our Communication Tools



Access to leisure and open spaces



County & District working together

- Integration deal is between the District Councils pooling funding and resources in West Kent
- One You Advisors work with early help, children centres, health visitors, social workers as a joined up service
- Hospital Discharge Scheme works with KCC, the hospitals and the Districts (including Home adaptations)
- Work with local GP surgeries and KCHFT



Agenda Item 9



Rapid Hospital Discharge Scheme

Housing Co-ordinator



Savings

288 patients have been assessed

If we save **only one night** for each one of these patients, that equates to **£129,000** in savings

£ Cost

Poor housing costs over **£1.4b**

The average cost for an inpatient stay is **£450** per night

From January 2014 to January 2017, NHS patients spent **197,054 days** awaiting transfer or a care package

Referral Pathway

- Housing Services
- Benefits Teams
- Leisure Trusts
- CGL
- West Kent MIND
- Health Walks
- Befriending service
- KCHFT (Smoke Free)
- Citizens Advice
- Age UK/Concern
- CCG's
- Live Well Kent
- Involve
- West Kent Debt Advice

www.advicetogether.org

(N & W Kent Citizens Advice)

Live well
Community well



Other District progress....

Health In All Policies

Page 20



All our functions are working together to promote wellbeing

Housing, Planning, Licensing, Environmental Health, Community Safety, Communities, Economic Development, Leisure, Communications

Creating healthy environments for people to live and work

Agenda Item 9



One You Project - Examples of cases

Very Common

Lonely and isolated

No hot water/heating

High fall risks around the home

Low mood and anxiety

Filthy and severe hoarding

Overweight and depressed

Low mobility

High level of GP appointments
and calls each week

High and Complex Needs

- Prematurely stopped hospital discharge plan
- Carers struggling with personal care
- Deaf patient with no support - constant texting/appointments with GP
- Visual impairment - 9 DNA appointments with GP
- Soiled mattress and sofa
- High energy bills and complex debt
- Low self-esteem, mental health issues, panic attacks
- Chronic pain after surgery
- Taking letters to GP to explain

One You Project - Work undertaken

Very Common

Replacement beds and mattresses

Adaptations and aids (ramps, grab rails, raise/recline chairs)

Help to claim: Benefits, Attendance Allowance and PIP

Trusted assessor equipment: raised toilet seat, frames, stools

Referrals to:

- Age UK: lunch & day services, blue badge applications, befriending and bathing services
- Community health: community and incontinence nurses (at home)

Support into local interest groups: walking groups, art, knitting, exercise

Other Help

- Homes cleared and cleaned (hoarding/filth)
- Referral for respite and personal care
- Carer support in place
- Visual and audio equipment by local charities
- Helped into volunteering locally
- New wheelchairs and mobility frames
- Access to community transport schemes
- Large grants for boiler replacement
- Grant for window and door replacements - warmer homes
- Attending weight management courses
- Referred into Mind support groups, help with hoarding

CASE STUDY 1

(Housing & Health)

40 year old man, medically retired from army, returned home to 'normal family life'

Couldn't cope at home (felt like being in a small box) - anxiety and severe mood

Marriage breakdown, no access to children

No one to talk to, needs to "man up, he's a soldier"

Panic attacks, numerous suicide attempts and sectioned previously

Nightmares prevented sleep, drink to help - up to a bottle of spirits a night

Actions & outcomes:

- Completed SSAFA referral, received £3,960 to pay debts
- Referral to 'Combat Stress' - home assessment, dialogised with PTSD
- Accepted into Rehab Centre - assessment and treatment plan
- Supported into 1 bed flat near family with white goods from charity
- Son now living with him - grant: son's college interview clothes
- Supported with benefit claims
- Charity funded camera and bike, set up m.h local wildlife walk
- Run Brighton marathon
- Currently not fit for work - volunteering in local hospice gardens



CASE STUDY 2

(One You Your Home)

Osteoarthritis, chronic pain after surgery

Deaf - difficulty communicating

Unable to wash properly

Some basic disability aids

Low mobility - difficulty accessing groups

Very lonely and isolated

Numerous GP visits each week ref. pain

Rings/texts surgery for other advice

Actions & outcomes:

- SDC S&S Grant for new bed and mattress (£80) to relieve some pain, non-slip mattress
- Grant for wheelchair to go out with friends
- Assessed for KASS Care Package for personal care
- Going to community centre and joined groups including lunch club with Age UK
- Less pain and sleeping better, local support
- Community Nurse visits at home
- Wheelchair made her feel more confident to go out
- Not seen her GP in six weeks
- Texts Adviser for other advice



What next....

- KCC and WK Partnership Agreement until at least 2020
- Integrated IT system to monitor outcomes and achievements
- Health/GP partnerships with CCG's (46% are GP referrals)
- Enhanced partnership working with KCHFT and voluntary sector locally
- Joint work on national and local campaigns
- Expand services based on local needs (lower quintiles)



ALL CHANGES CAN MAKE A HUGE DIFFERENCE
HERE IS ONLY ONE YOU

HOW ARE YOU?

Thank you

Any questions?