

“ONE SIZE FITS ONE”

IDENTIFYING AND ADDRESSING PERSONAL OUTCOMES FOR OLDER PEOPLE

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The Challenge

It is clear that the current system to care for and support older people is unsustainable. Fresh thinking is required. Using a framework from the International Futures Forum (IFF), we worked with Clinical Leaders and identified a series of promising pathways to help us grow a new health economy in the presence of the old. One pathway was to: “nurture community and relationships recognising most recovery from illness and longer-term care takes place at home”.

The Response

We worked intentionally with partners in the project to develop personalised support solutions for older people which would help them not simply survive, but thrive at home. This included:

- supporting staff to have personal outcome-based conversations with patients and their families;
- working with small, local providers (micro-providers) to diversify the range of solutions available for patients to access and ensure the safety, legality and sustainability of these small scale enterprises;
- negotiating with regulators and policy-makers to create an enabling infrastructure to support this style of provision in the longer term;
- an exploration of new sources of abundance around which a new health economy could grow and deliberately cultivating these.

We aimed to establish a “proof of concept” with local stakeholders which would inform wider plans for re-shaping care for older people, including decisions about ward closures and re-deployment of resources elsewhere in the system. One ward (Carlyle) in particular has been a focus of attention.

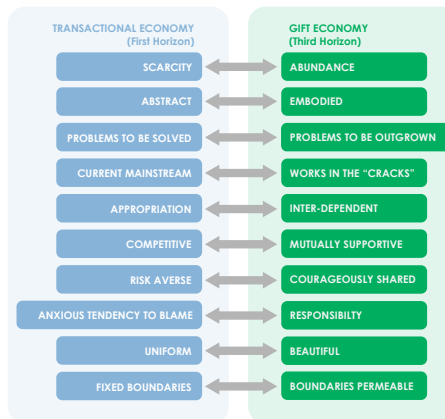


Results

We have a small number of older people (6 in total) now receiving support from micro-providers. Qualitative feedback has been positive and has also indicated how we can improve further. In one case, we have identified a cost-saving in terms of day hospital use, yielding £1092 in savings. We have trained 30 members of staff and grown a network of 15 micro-providers.

Other costs have been too small scale at this stage to quantify. However, Carlyle ward has indeed closed and the local service is recognising the importance of this micro-provision as the re-shaping care agenda proceeds in Fife. To this end, our work is being funded for a second year with a combination of support from the Fife Change Fund and the Scottish Government Joint Improvement Team.

A new health economy?



Lessons Learnt

- This is a radical culture shift, which we are only beginning to understand
- Staff need support and permission to do things differently.
- Clients too need time to adjust to new ways of thinking about things.
- There is a wealth of enthusiasm and creative solutions from micro and social enterprises, the voluntary sector and the wider community.

- “The devil is in the detail” - complex issues and interdependencies can be resolved through dialogue, negotiation and close partnership working.
- Conversations with patients have proved very fruitful, powerful and reinforce the need to take this work forward despite its complexity.

Case Study: Evelyn's story

Evelyn's client lived at home but required lots of support and had effectively become house-bound. By enquiring what this person really wanted she discovered that cups of tea and chat were as, if not more, important as the clinical care as this kept her client feeling more in touch with the outside world. Secondly, her client really wanted to visit the local shops. Working with a micro-provider, they were able to support the client visit the local supermarket. This experience was really positive for her client and led to an early discharge from the Day Hospital she was attending.



Patient and Carer Comments:

“We couldn't have done this for Dad without the support from SHINE... it has really helped my mum”

“I feel human again”

Staff Comments:

“Great to see how small changes can make a big difference to someone's life”

“The outcome was extremely humbling”

Provider Comments:

I want to thank BRAG and the SHINE Project – the support has been excellent

“I forget about my aches and pains when I do what I love doing”