

## Finance Committee

### Prevention

#### Submission from Care and Repair Edinburgh

##### 1. About Care and Repair Edinburgh

1.1. Care and Repair Edinburgh (C&RE) is a charity based in the capital dedicated to enabling older people and people with disabilities to continue to live independently and safely in their own homes in comfort, security and with greater independence. Celebrating its 30<sup>th</sup> anniversary in 2015, C&RE offers a range of services from small repairs carried out for free by volunteers to larger domestic improvements and home-from-hospital adaptations, arranged via our trades list of trusted professionals.

1.2. C&RE believes in a vision of older and disabled people being able to live at home for as long as possible and our purpose is to enable this by services provided by C&RE. It is a one stop shop, providing input with trusted tradespeople and volunteers as well as a very reasonably priced service with quick turnaround.

1.3. Since 2011, C&RE has been contracted by City of Edinburgh Council and we also receive funds through payment, donation and fundraising. All such funds are reinvested into providing better services. We are recognised as a valued partner doing an important job that directly supports the Scottish Government's health and social care integration objectives.

##### 2. Responding to the Christie Commission

2.1. Although now entering its fourth decade, in recent years C&RE has been undergoing a process of change that has seen a very deliberate effort to rise to the challenges set by the Commission on the Future Delivery of Public Services in Scotland<sup>1</sup>.

2.2. In particular, C&RE saw an opportunity to help the public authorities that it works with to match key priorities like delivering effective services designed with and for people and communities and maximising scarce resources, by utilising all available resources from the public, private and third sectors, individuals, groups and communities.

2.3. The Christie Commission was right to suggest that there is a need to prioritise expenditure on public services which prevent negative outcomes from arising. That is why C&RE has set about developing new service models that dovetail with the priorities of public service providers in the capital, aligning to the emerging of health and social care integration landscape. A key aim is to ensure that vulnerable people receive support that helps to prevent admission and readmission to hospital.

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<sup>1</sup> Commission on the Future Delivery of Public Services in Scotland (2011), <http://www.gov.scot/resource/doc/352649/0118638.pdf>

### **3. A new preventative partnership: C&RE with NHS Lothian**

3.1. C&RE's ongoing success lies in the strength of its partnerships. Having worked closely with Edinburgh Council since 1985 we are keen to do more to work with the public sector to develop and implement innovative, cost efficient services that help older and disabled people to live independently in their own homes. To that end, we are in the process of implementing a new a "Discharge Support Service" to support Discharge to Assess in conjunction with the NHS Lothian (NHSL) and City of Edinburgh Council.

3.2. The intervention is timely. The most recent ISD Scotland figures suggest that in July 2015, there were 47,797 days spent in hospital associated with delays in discharge and that the figure has been increasing on average across Scotland.

3.3. The Discharge Support Service scheme is modelled on a similar project being developed by Horizon Housing Association (operators of our sister organisation Care and Repair West Lothian) at St John's Hospital in Livingston. This in turn is based on a similar service operated very successfully by Bridgend Care and Repair (BC&R), and funded by NHS Wales.

3.4. The project involves a Case Manager employed by C&RE with a dedicated trade resource. The staff will be based in (and work out of) acute hospitals. In our case, a test phase will operate from Edinburgh's Western General Hospital and we have proposed a further pilot for the Royal Infirmary Edinburgh.

3.5. Under the Discharge Support Service, the C&RE Case Manager takes referrals direct from the ward, and is present on the ward each day. On taking a referral, the Case Manager arranges for:

- Any home-based equipment to be delivered and/or fitted. This could be anything from grab-rails, ramps or handrails;
- Other larger adaptations can also be arranged such as a fast-track stairlift service;
- Small equipment installation (subject to patient charge);
- Trusted Assessor service, where our joiners are now qualified to prescribe and fix minor adaptations in one visit without OT input;
- Transport / befriending post-discharge;
- A portal for NHSL staff to access the myriad of third-sector services already out there, including the social housing sector;
- Keysafe installation;
- Home inspection / furniture moves where necessary; and
- Advice on benefits.

3.6. We will undertake a full audit of the C&RE Discharge Support Service once the test period has been completed in 2016. It is proposed to measure the cohort of patients whose discharge was handled by C&RE with hospital and national/hospital averages for key Integration Indicators such as readmission to hospital within 28

days of discharge and delayed discharge<sup>2</sup>. Clearly this is in addition to the effect on key delayed discharge targets, such as:

- Readmissions to hospital within 28 days of discharge;
- Number of days people spend in hospital when they are ready to be discharged.
- Percentage of people who are discharged from hospital within 72 hours of being ready; and
- Falls rate per 1,000 population in over 65s

3.7. An assessment from the similar scheme run by Bridgend Care and Repair at the Princess of Wales Hospital, which provides acute health services to a local population of approximately 160,000 people, showed that the service would expect to take over 1,000 referrals in the first 12 months.

#### **4. Going further**

4.1. There is a growing appreciation that practical support of the sort provided by third sector bodies like C&RE are vital to ensuring that older and vulnerable members of our communities don't have to rely on more expensive public services. Yet there is far more that can be done to ensure that they become more 'mainstream' in future in Edinburgh and across Scotland.

4.2. In short, we have the capacity to upscale the programmes we offer quickly and cost effectively, offering very clear incentives for more ambitious partnerships with traditional public service providers.

***For more information on the issues raised in this paper or to find out more about the support Care and Repair Edinburgh delivers for older and disabled people in the capital, please contact Graham Harper at [Graham.Harper@careandrepairedinburgh.org.uk](mailto:Graham.Harper@careandrepairedinburgh.org.uk) or phone 0131 347 0528.***

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<sup>2</sup> Core Suite of Integration Indicators – Scottish Government – March 2015, <http://www.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration/Outcomes/Indicators/Indicators>