

A collaborative approach  
to  
Helping Older People  
Remain Independent in  
their Homes

Julia Vernon

Housing Business & Partnership Manager

West Suffolk Councils

# Background

- The rising demand for services, coupled with the need to reduce public expenditure provides a need to ensure our services work together.
- West Suffolk's older population is larger than the national average and on the increase. We realised that if we fail to identify and plan for the challenges posed we will all be faced with managing crisis scenarios for a number of years to come.

# Collaboration

- As an outcome of co-located services and longstanding relationships with partners Following a successful application to partake in the Design in Public Sector Programme (funded by the EELGA).
- The West Suffolk project team quickly brought together representatives from
  - West Suffolk Councils' housing service,
  - Suffolk County Council's Adult Social Services,
  - West Suffolk Clinical Commissioning Group
  - Havebury Housing Partnership the area's largest housing association



*West Suffolk  
Clinical Commissioning Group*



# What do we want to achieve ?

- Tackle the issue of unplanned admissions into hospital to find further innovative ways of supporting older people to remain independent
- Identify possible ways to move resources away from higher cost interventions to lower cost/highly effective prevention.



*West Suffolk  
Clinical Commissioning Group*



# The project

- Identified Havebury as our sheltered housing provider
- User insight work was undertaken to frame the problem
- Initial discussion with provider
  - Perception of higher levels of unplanned admissions to hospital from sheltered housing disputed due to interventions already in place
- No current data existed



*West Suffolk  
Clinical Commissioning Group*



# Key Outcomes

- Increased admission prevention as a result of shared learning ,early problem solving and sharing information
- Improved access to the services for example Early Intervention Team (which includes therapists, nurses, social workers and carers).
- Havebury Housing Partnership collating data on hospital admission and ambulance call-outs across 10 sheltered housing scheme
- West Suffolk CCG have identified preventable costs to NHS associated with unplanned hospital admission based on Havebury figures

Forest Heath & St Edmundsbury councils

**West Suffolk**  
working together

Any questions?