



Living Well Moyle - Northern Trust area

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About Age NI

Mission: A world where everyone can love later life

Vision : To help people enjoy a better later life by ensuring that their voice is heard and their rights are upheld

Goals:

<i>Enough Money</i> People in later life have enough income to live comfortably and are able to participate in society.	<i>Staying Well & Feeling Good</i> People in later life experience the best possible health, well-being and independence.	<i>Equal and Engaged Citizens</i> People in later life are valued as equal citizens and have opportunities to actively engage in society	<i>Progressive Organisation</i> Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people
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Living Well Moyle



- **Provides** emotional and practical support at difficult times to older people e.g. bereavement, ill health, diagnosis, living with a chronic condition.

- **Outcomes:** reduced isolation and loneliness; improved mental wellbeing, feel more safe and secure at home

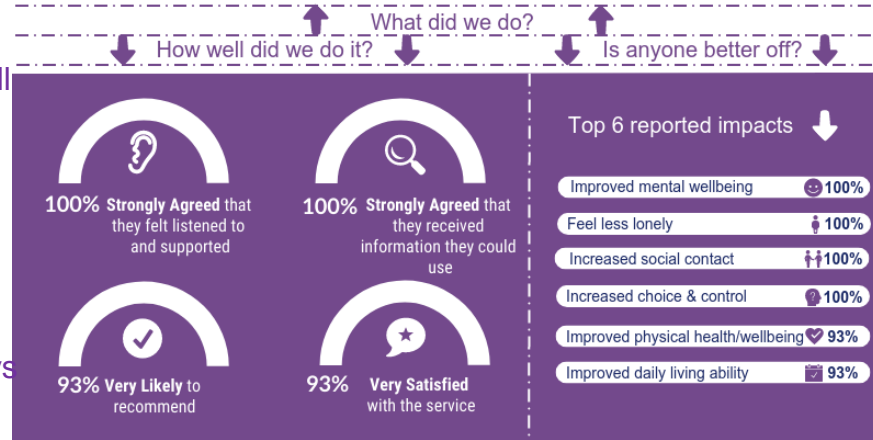
Service model:

- Circa 90 people supported annually.
- 2 X Part- Time Coordinators, covering six days
- 20 volunteers

COVID-19 service delivery:

- Assessments & support completed by phone
- Additional volunteer calls and online peer group options
- 69% of referrals involve older people with mental health needs e.g., anxiety, depression

Referrals from NHSCT Area



Those we supported share their thoughts on the service below





Providing wrap around support for older people through a wide range of activities and support groups.

Support Plans

Looking at Daily Living

Social Networks

Activities

The Home

Personal Care

Paperwork, Finances

Medication

- **Social Support**
- **Volunteer Support**
- **Group engagement/support**
- **Library – IT support, Devices loan (allowing clients to link with family, friends, join social groups)**
- **Transport, Community Transport schemes, Wheels for Health (allowing clients to attend Hospital appointments, GP appointments, Bloods etc.)**
- **Social Work Intervention**
- **Occupational Therapy**
- **Physiotherapy**
- **GP surgeries,**
- **Pharmacy**
- **Mental Health teams**
- **Counselling**
- **Benefits Advice/services**
- **Housing Support services**
- **Security – Personal Alarm**
- **Home Safety Checks**
- **Warmer Homes Schemes**
- **Handyman services**

Living Well: Moving from unscheduled use of HSC
Focused on reablement and empowerment
Improved outcomes: health, wellbeing, reduced loneliness

OUR THREE AIMS

**IMPROVED
HEALTH AND
WELLBEING**



**IMPROVED
EXPERIENCE OF
CARE AND SUPPORT**



**REDUCED COST
OF CARE AND
SUPPORT**



THE PRINCIPLES

**STOP CREATING
NEW LAYERS** –
support existing groups
and connect people together



**COMMUNICATE
WHAT'S AVAILABLE**
and where in a way
that people find useful



**ENCOURAGE
LOCAL
LEADERSHIP AND
ENGAGEMENT**



**BE BOLD
AND BE
BRAVE!**



Living Well Moyle service model

Individuals who are adult patients of five GP practices in the area

- 2 X Part-Time Co-ordinators
- 20 volunteers recruited, training and supported
- Partnership Project team and Project Board

Criteria

- *Person living with a long term condition,*
- *Recent hospital admission or Emergency Department attendance*
- *Referral signed off by GP*
- *Change to criteria during COVID-19:*

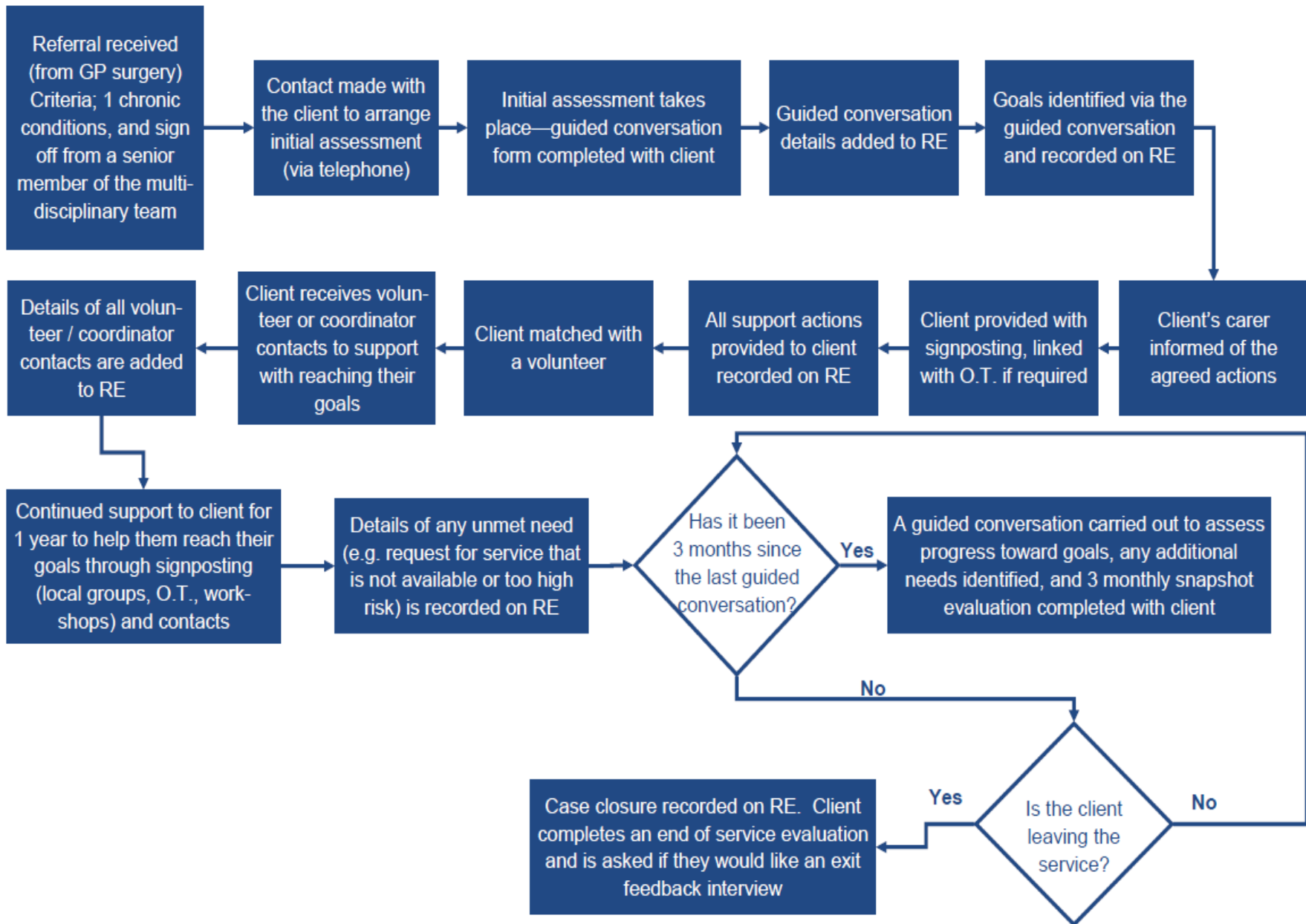
-referral can be signed of by any member of MDT

-no admission to ED required

On referral:

- *Living Well Co-ordinator visits the person – carries out initial assessment to identify goals. Undertakes guided conversation to assess progress and impact at 3 month, 6 month, 9 month, 12 month intervals*
- *Use of*
- *During COVID-19, assessment and support has been delivered by phone or virtually.*

Living Well Moyle—Process Map (COVID Period)



Outcomes



- **Living Well Moyle was established by the Dalriada Pathfinder Partnership. The Partnership involves the local community and voluntary sector and GPs working together with Age NI, HSCB, PHA, ICP, NHSCT, Causeway Coast and Glens Borough Council and the Community Navigator (employed by Age NI).**
- **An independent evaluation of Living Well Moyle has demonstrated:**
- **Meaningful improvements in health and wellbeing and reductions in loneliness and isolation**
- **-Positive feedback: from GP practices, community, HSC staff, community organisations**
- **-Significant reduced reliance on unscheduled care services**
- ***30.5% reduction in ED attendances***
- ***44.5% reduction in hospital admissions***
- ***78% reduction in acute bed days***



Living Well Moyle Evaluation (2020): Meaningful improvement for individuals

- 24 % improvement in mental wellbeing
- 26 % reduction in loneliness
- 5% improvement in physical health
- People aged over 75 years: greater reduction in use of acute services
- Male participants: significant reductions in service usage

Health & Social Care staff



GP Practices

- 92% said their patients benefited
- 92% said being involved benefited their practice

“Living Well Moyle has given the practice another pathway to help patients refocus and being able to engage in activities offered in the community. The GPs have noticed a positive change in some of their patients attitudes to their own wellbeing”

Other Staff

- Very positive about the impact on the service for clients
- More aware of service with the coordinator being in the same office

“One person had a fantastic volunteer and they built up a great relationship, there was a big change in the person’s emotional and physical wellbeing.”

Reduced Cost of Care & Support



Significant reduced reliance on unscheduled care services post the Living Well Moyle intervention:

- Annual average saving: £1440 or £2562 per participant (2 models used to identify saving)
- Financial Return on investment: £1.63 or £2.90 per £1 (2 models used to identify FROI)
- This does not include contribution of volunteers or wider community

The Impact



Grace was referred to Living Well Moyle by her Social Worker. Grace had been admitted to hospital three times in the previous 12 months

GOALS:

- To be connected to others
- To become independent
- To have a car again.

OUTCOMES

Grace has regained her independence and is able to drive to and from appointments, to town for shopping and socialising and visits friends.