

Later Life Planners- summary specification

August 2012

1. What is the proposed service?

This Later Life Planners model aims to provide a flexible 'one stop shop' for older people to help them to plan for their future and think about their next steps after retirement. The Later Life Planners will also be contributing to the NHS Health Checks initiative to ensure that an environment exists that includes health checks as a matter or priority to enable older people plan for their later life.

Later Life Planners can be seen as a 'triage' service to assist in a healthy and active lifestyle for older people but referring them to the necessary services when a person's needs become greater than they can manage themselves.

2. Who else provides this type of service?

<u>Accessing information and facts</u> <ul style="list-style-type: none"> • Social Care Connect (Council's on-line service directory) • Patient Advisory Liaison Service (PALS) • Barnet Centre for Independent Living (BCIL) • Citizens Advice Bureau (CAB) • New Customer Services Organisation (front door to Council services) • First Stop Care (on-line national information provider) • A number of voluntary sector organisations giving information and advice • Yellow Pages / online local directories 	<u>Wayfinding or Navigating</u> <ul style="list-style-type: none"> • Stroke Support Work • Social Workers • GPs • Key health workers • Voluntary Organisations
<u>Health checks</u> <ul style="list-style-type: none"> • GPs 	<u>Sharing</u> <ul style="list-style-type: none"> • Many Voluntary Organisations rely on volunteers • Networks of people with similar conditions e.g. Alzheimer's Society Talking Point online forum. • Networks of people in similar situations • BCIL Peer Support Brokers • Trip Advisor

3. So how is the Later Life Planners model different?

The Later Life Planners model will be integrally linked to the Neighbourhood Services being proposed under 'Reshaping Day Opportunities for Older People in Barnet' proposals agreed by Cabinet on 17 July 2012. A short summary of this service can be found in Appendix 1.

This means that the Later Life Planners service will:

- Be bespoke to older people
- Be accessible at a local level and throughout the Borough
- Be offered via telephone or face to face contact or via a home visit
- Look beyond the initial problems to help with other areas of a person's life, thus giving a holistic view
- Offer a centre of expertise, building on local and national knowledge
- Be a one-stop-shop for available resources and services, picking up on trends and unmet demand
- Work with GPs and other health and social care professionals to find people who could benefit from service (case finding)
- Build networks of support based on reciprocity and mutuality eg neighbours helping each other
- Know what networks, services and activities are being arranged at a Neighbourhood level and support people to access these
- Where no suitable service exists, working with the Neighbourhood services, connect up people to start these
- Creates platforms for sharing tips, opinions and making connections with other people
- Encourage people to access the NHS Health Check service (see below)
- Act as a 'wayfinder', assisting people to negotiate health and social care services for older people

The NHS Health Checks service offers tests for blood pressure; Cholesterol and measurement of Body Mass Index (BMI). See link for details: [NHS Health Check](#)

It will be an integral part of the Later Life Planners service not only to make access available to the Health Check Service, but promote this service to its clients to ensure as many older people take advantage of this service to get early warnings of potential health problems later.

4. Target client groups

The service is open to all older people in the borough but publicity material should be aimed at:

People planning for the future, eg

- Those about to retire or planning for later retirement
- People who is thinking about or has recently moved to the area
- A family member, carer or someone who has Power of Attorney over somebody's affairs and needs to plan for the future

People looking for support, eg

- Someone who has recently had a period in hospital or their health status has changed
- Someone who may have had a change in family circumstances, eg bereavement
- Anyone who may have lost contact with friends, family and neighbours
- Someone who just want to know what services are available or who just can't find their way around the maze of services in Barnet
- People who have had an isolated life, without good connections to services, community or family support

5. What type of Service Provider is the Council looking for?

The prospective Service provider should be:

- Expert in finding nationally available information and advice
- Expert in locating and making connections with local provision, eg where to find a lunch club; where can someone join a religious festival.
- Able to keep local directories up to date and make these available in different formats and languages as necessary
- Expert in Barnet's health, social care and housing services so that they can support others to find their way around

This service should not be seen as only for the provision of 'information and advice' but should extend to:

- Helping people to solve practical problems, by giving short term support in a variety of languages. This could include specialist advice such as:
 - moving into residential care including financial implications, and finding a local care home
 - Support to get welfare and pension benefits and other financial help
- Building an individual's ability to help themselves rather than repeated assistance leading to dependencies
- Finding the right services, and exercise choice and control
- Planning for the future, so that help is offered / provided when it is needed and before crisis point
- Helping individuals to make connections for example accompanying people to mainstream / social activities for a short while

6. Service principles

Charging

The Later Life Planners service will, in the main be free of charge to users. However, ancillary expenses such as travel costs for volunteers to accompany people or expenses for them using their personal phones will be charged for.

People should be advised in advance if any charge will be incurred and wherever possible, a standard charge should be set for volunteers' travel, phones, refreshments etc.

Value for money

- Use of on-line information (saving printing costs).
- Where older people do not have access to online resources the Later Life Planners could help them with access to local training so that they can help themselves where possible.
- Where this isn't possible the service can make information available in a range of languages or other formats (face to face, print, text or audio). A relevant charge could be made to users for this additional facility.

Volunteers

The support from volunteers, particularly as peers, will be essential to this service. They need encouragement to take part, training and ongoing support. The service provider will need to ensure that they have volunteers available with the appropriate language skills, religious and cultural knowledge for all the main minority groups in Barnet. The provider will be expected to work with existing black and minority ethnic providers and volunteers to facilitate this.

Equally important is the reciprocal support older people offer each other. The volunteer service should support and build on this, thus expanding the pool of local volunteers.

Location of service

The location of the base for Later Life Planners is yet to be decided. However, given that the proposal is to make the service available at a Neighbourhood level, we would like to invite potential service providers to suggest how this could be facilitated, such as:

- A 'road show' type service to cover each of the Neighbourhood but being accessible on the phone for immediate advice if necessary
- Concentrating on an area at a time, depending on need / deprivation / lack of existing facilities and with the Neighbourhood Service building up networks and links before moving on to another Neighbourhood
- Different services available on a rotational basis at the Neighbourhoods, for example advice and information in the northern part of the borough with outreach work in the south and then change over after a period of time.
- Issue based services, for example if a new welfare benefits regime has come in that is affecting a lot of older people or the council is carrying out a consultation, resources could be targeted to these one-off projects
- A centralised static base is an option although this would be less favoured than being flexibly located at neighbourhood level.

Wherever the service is based, it must be easily accessible by public transport and any building to be fully accessible to clients with disabilities.

7. Service roles

These are for illustration only and we would like to see suggestions for the staffing and volunteering resources.

Advice worker - (paid staff/ volunteers)	<ul style="list-style-type: none">• Telephone / email contact for triage;• Assessment of issue• Resolution of quick issue or explanation of information
Navigator - (paid staff / volunteer).	<ul style="list-style-type: none">• Home / hospital visit / telephone/ email for personalised advice• Accompanying someone to activities / appointments/ introducing people to others?
Community development (more likely to be paid worker)	<ul style="list-style-type: none">• Case finding, supporting other organisation to give information and advice, finding activities
Buddy (older people helping each other, may be supported by volunteers or paid staff)	Advice and support based on reciprocity

8. Models for procurement- for further discussion

The funding envelope for the Later Life Planners model is £150,000 pa. Possible procurement ideas could be:

- a. Procure a block service (£150k with a target throughput) or requests bids for a unit of support (with commitment to a min and max number of units)
- b. Request bids for a core service and costed additional elements by unit e.g. reconditioned computer scheme & training/ Health check provision/ Southwark circles type model/ Later life Support planning/ peer activity facilitation (Friends in Action model)
- c. Consortia or lead provider should be encouraged to ensure triage/ point of entry through provider with sufficient infrastructure (multiple telephone lines, accessible outside 9-5, email service etc)

9. Contract Term

The annual funding envelope for this service is £150,000 per annum with a total contract value for 3 years of £450,000. There will be an opportunity to extend this for a further 2 years.