

THE OLDER PEOPLE'S PROGRAMME

General Practice proactive and integrated working for Older People

We have developed a workstream centred on early identification of health and social care need for older people across Lambeth and Southwark. People will be offered proactive Holistic Health Assessments by their GP and if needed will be supported by a Care Manager in their Practice. In support of this; GPs, practice nurses and care managers in the community will have support from a local Community Multi-Disciplinary Team (CMDT) of hospital, community, mental health and social care specialists.

An Alternative Urgent Response: TALK

A direct access telephone service offers General Practice and Community staff rapid telephone access to specialists at Guys and St Thomas' and Kings College Hospitals' to support admission avoidance for over 65s. The service can also offer professionals, and their patients, faster access to diagnostic clinics if needed. The TALK hotlines are currently focused on Older People but are soon to expand to General Medicine for 18-65 year olds and Paediatrics.

Maximising independence: Simplified Discharge

We have been testing ways of safely discharging patients from hospitals by enhancing existing services and providing additional support to them in their homes. We know that some very dependant patients have benefitted from a rapid discharge and rehab support that they may not have received using standard processes. Through this testing we have identified that there is a requirement for a more simplified, integrated referral and access system to community services where there are health and social care needs. This is something we will be addressing in the coming year. The test reemphasised the importance of early multi agency intervention and information sharing. We have recently begun to test a social worker being involved in sharing information at an early stay and being part of the multi-disciplinary team.

Improved Clinical Pathways: Falls Infection Nutrition Dementia

- **Falls** – A new fast track service into community exercise has been developed and promoted for citizens of Southwark and Lambeth. The class aims to provide strength and balance exercises to those people at risk of falling but are not currently referred to existing services.
- **Infection** – Within the infection working group, we have tested a catheter passport, a patient held document to empower patients in managing their catheters, which will also promote information sharing between health professionals. A second iteration of testing has just commenced for two months across both acutes that will inform the final design.
- **Nutrition** – A new community dietetic team will come into post in July to test two model of care to address malnutrition across our local boroughs. This team will also support the CMDTs and provide a referral route from the HHA. The team will work across a number of care settings from primary care to home care and help to build both professional and community capacity to address malnutrition.
- **Dementia** – One of the key challenges identified by the dementia working group was the large number of services that support patients with dementia and the lack of a central source of information or sign posting. Not only was this overwhelming for patients, their families and carers, it was also confusing for

health and social care staff. As a result, a digital directory of dementia services across Southwark and Lambeth has been developed that is accessed online. Not only will this provide a comprehensive list of services and how to access them, it may also help health and social care professionals to look beyond their immediate sphere of influence and understand how other health, social care, and voluntary sector organisations can support the well-being of our citizens. In partnership with Age UK Lambeth, the directory of services has been developed and tested with user input, and is now be available to access.