



# Enhance: an overview of the programme

## Purpose

Enhance will support safe and sustainable discharge from hospital and Integrated Neighbourhood Teams (INTs) into a secure home environment. The programme links INTs with 14 third sector organisations to enhance capacity in both sectors and avoid both delayed discharges and readmissions. The third sector organisations will provide in-home and community services to people across the city.

We aim to improve the quality of experience for individuals by creating better personalised care. We will seek to use a 'test and learn' approach throughout the Enhance programme, building on the learning and experience of Time to Shine (Leeds Older People's Forum's (LOPF) previous seven-year programme, funded by the National Lottery Community Fund).

Enhance is funded by Leeds Community Healthcare NHS Trust (LCH) initially for 12 months, during which time we will learn from the challenges all partners will face along the way, as well as from the achievements.

## Partnership

Working in partnership is fundamental to the Enhance programme.

We believe that by developing effective, sustainable partnerships between NHS organisations and the third sector, health outcomes will improve.

The lead partners in the Enhance programme are:

- [Leeds Older People's Forum](#) (LOPF) who have responsibility for contract management and support of delivery partners, and producing and distributing a range of ways of sharing the learning from Enhance.
- [Leeds Community Healthcare NHS Trust](#) (LCH) who have responsibility for funding the programme and supporting Neighbourhood Teams to increase capacity through linking with third sector delivery partners.

The following local third sector organisations are all Enhance delivery partners, each one managing a specific project:

- [Action for Gipton Elderly](#)
- [Association of Blind Asians \(ABA\) Leeds](#)
- [Age UK Leeds](#)

- [Armley Helping Hands](#)
- [Burmantofts Senior Action](#)
- [Care & Repair Leeds](#)
- [Cross Gates & District Good Neighbours' Scheme](#)
- [Feel Good Factor](#)
- [Health for All](#)
- [Leeds Irish Health & Homes](#)
- [Moor Allerton Elderly Care](#) (MAECare)
- [OPAL](#)
- [NET Garforth](#)
- [Seacroft Friends and Neighbours](#)

## **What will Enhance delivery partners do?**

Delivery partners will provide non-clinical, practical support for older people discharged from hospital.

Examples of such support include:

- Ensuring the environment is safe, adequately heated and lit.
- Encouraging and supporting the older person with self-management, through positive conversations that focus on their goals.
- Providing regular contact, befriending and build positive relationship to improve confidence and independence.
- Take part in joint visits with Neighborhood Team nurses/therapists
- Liaising with a large range of agencies, companies and organisations (such as pharmacist, GP surgeries, local Neighbourhood Network Scheme, utility companies) as relevant.

You can find a brief summary of each of the Enhance projects on [the Enhance programme section of the LOPF website](#).

## **Where will Enhance projects be working?**

Most Enhance projects will work within specific area of Leeds. ABA Leeds, Age UK Leeds and Care & Repair Leeds will work with older people, as relevant, across the whole of the city.

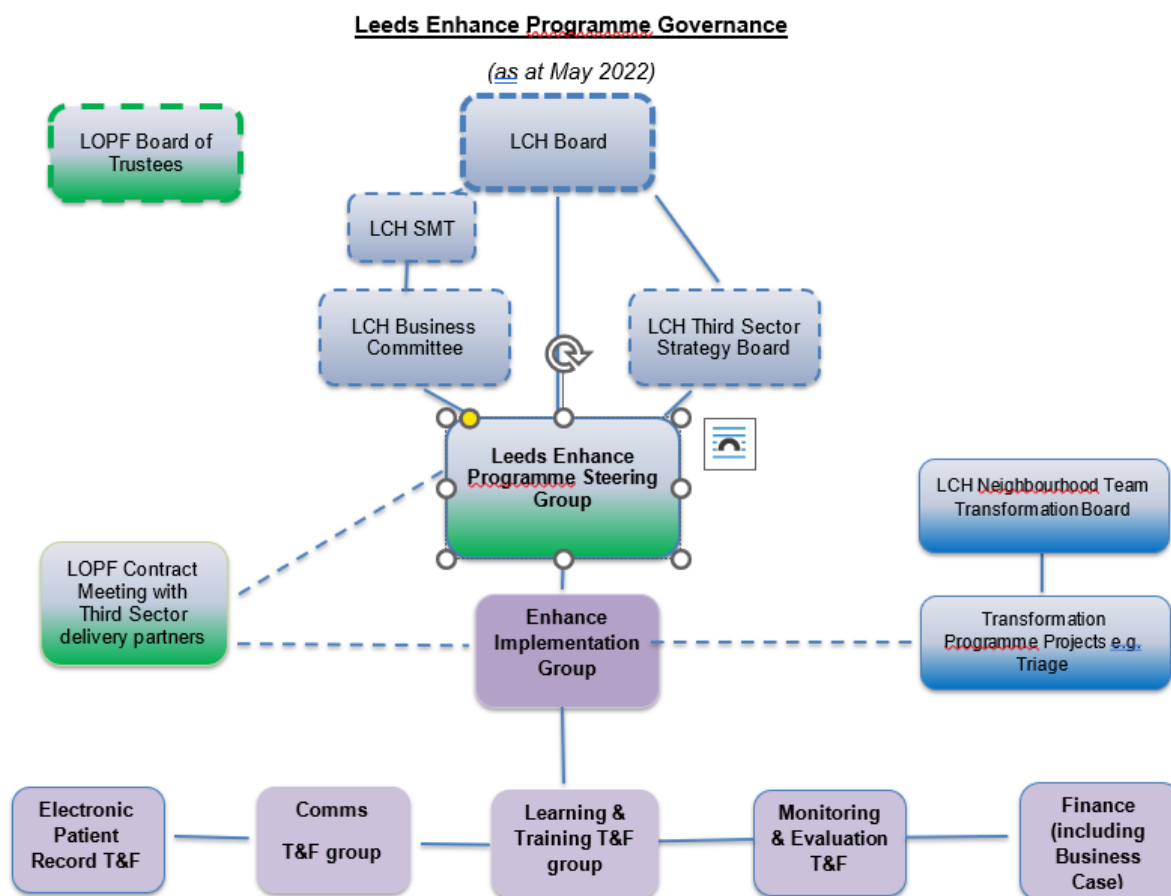
## **When will Enhance start?...and finish?**

The programme will go live from 21 June 2022 with all 14 partners taking referrals by the end of July, running initially until April 2023.

## **How will people be referred to the Enhance programme?**

We expect the majority of referrals to Enhance to come initially via their local NCH Neighbourhood Team, but people can also be referred from GPs and by self-referral, or friends and family. Referrals will be available Monday-Friday, 9.00-4.30.

## How will the Enhance programme be governed?



The Enhance Implementation Group has an overview of Enhance to ensure the programme is delivered as intended and planned. The role of the group will include to:

- agree performance monitoring of the programme
- have financial oversight of the Enhance budget
- ensure that actions are taken forward
- provide relevant reports to the Enhance Steering Group
- manage any associated risks
- ensure regular engagement from colleagues across health and social care

The group will be made up of key relevant staff from LCH and LOPF. Initially it will meet weekly.

LOPF is establishing an Enhance Steering Group which will guide, advise, and contribute to the development of Enhance, including to:

- ensure regular engagement with multi-disciplinary colleagues across the programme
- manage and mitigate risks associated with the programme
- unblock any issues that may arise that might impact on successful outcomes for the programme
- support third sector delivery partners and wider stakeholders to ensure the programme best meets their needs and those of the people it aims to provide for

- work across all partners to support the development of a business case that provides evidence for sustainability and growth

The group will be made up of key LOPF and LCH staff as well as stakeholders including Leeds City Council and older people with lived experience of hospital discharge.

### **How will we know whether Enhance is successful?**

- There will be a quarterly survey to allow third sector providers and INTs to reflect on what is working well and what could be even better.
- There will also be quarterly learning sessions to allow INTs and third sector providers to learn from one another's experiences.

June 2022