

# Progress as Year 2 gets underway

## July 2023

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### Introduction

This short report is based on the experiences of 12 staff from 8 Enhance projects who came together to share updates and discuss common issues.

We identified some training needs for staff which will be followed up.

### Referral rates

Most delivery partners are getting more referrals in Year 2. Things that have improved referral rates have included: persistent attendance at Neighbourhood Team (NT) meetings or offices; appointment of specific named staff at the NT level, and growing trust. Remaining pockets of slow referral are being addressed centrally. All continue to receive referrals from other sources including Adult Social Care and self-referral of members.

What works with Neighbourhood Teams is a paper-based approach. One delivery partner is using a hand drawn and photocopied map, another a quarterly newsletter, all put into hands or on to desks whenever staff visit offices. Delivery partners (DPs) are looking forward to the new posters from LOPF.

Referrals are coming through Health Hubs where they are being set up. It has been noted that referrals that come that way tend to be those with more chaotic lifestyles and greater need. These have so far been appropriate for Enhance

workers, but do take longer to deal with and might reduce capacity in terms of numbers they can support.

### **Complexity of need**

One of the delivery partners commented they had noted that although people were being referred by an NT for a simple single issue, when work started with the patients it was increasingly the case that they identified a range of complex needs. Other DPs confirmed they were also seeing similar cases.

They could be:

- supporting with benefit claims
- arranging deep cleans
- arranging regular cleaners
- supporting with exercise (including using an instructor)
- undertaking personal shopping
- supporting with social activities
- helping to organise personal care packages
- making referrals to Adult Social Care and for Telecare

These are all things they offer as part of the Enhance package but there seem to be more people needing more of these services. Other delivery partners confirmed they were also seeing increasing complex needs, with patients requiring help with benefits.

One partner had seen some referrals with such complex needs they were returned to the NT and would be worked on in partnership.

### **Financial issues**

The cost of living increases over the past six months seem to have moved a number of people from 'managing', to 'needing help'. Delivery partners are helping more people to apply for Attendance Allowance to cover things like cleaning, or the increased Telecare fees. Some staff have been working with members around Leeds City Council (LCC care assessments/eligibility and costs. LCC are now offering training to enable Enhance and other Neighbourhood Network staff in Leeds to support older people to understand the process.

## Trust issues

One delivery partner had spoken to NT members about lack of referrals, and the professionals had suggested that patients might not trust third sector organisations to support them. It seemed professionals had a concern that patients would feel they were being 'palmed off' onto a charity.

There was a general feeling third sector professionals just had to keep working with NT staff to build trust with them, and this could then be passed on to patients.

