

Supporting older residents during the pandemic and beyond

March 2021

Barking & Dagenham

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Older People in Barking and Dagenham

Over 65s make up 13% of the whole population and 49% of those known to Adults' Care and Support

Greater growth in 60 – 69 year cohort than other cohorts, from 13.5k in 2018 to 19.5K by 2030



Female life expectancy at age 65 is 20.5 yrs (national average 21.2 yrs)

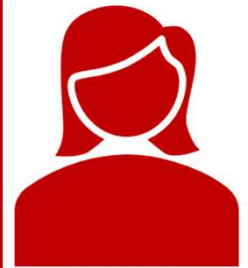
Male life expectancy at age 65 is 17.4 (national average 19.0)



24% increase in unplanned hospital admissions of Barking and Dagenham residents expected by 2030 due to population change and health demographics – getting hospital discharge and post discharge support pathway right is paramount



1 in 4 people between 64 -75 years and half of over 75's live alone in Barking and Dagenham. Additionally, 1 in 3 carers above 65 years reported social isolation.



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Hospital discharge during the pandemic

- No discharges into care homes from hospital without a COVID test result.
- BHR designated settings (nursing homes) and one commissioned homecare agency for positive cases – has reduced transmission and worked well
- Local authority brokered placements (rather than the CCG) has improved choice, control and cost
- Homecare agencies and PAs have continued to provide good quality care – high levels of satisfaction from spot phone calls
- British Red Cross provide a 'home, settle and support' service for discharged residents – shopping and medication in particular

Improving our hospital discharge pathway

- Big plans for 2021!
- Taking learning from our experience during the Pandemic and looking at the way that we use our staff in the hospital and the community
- Improving our resident's experience of hospital discharge and the information that's given out – British Red Cross are going to help us to think about what we can improve and ensure we are listening to the patient's voice
- Learning from pilots like Home First and Discharge to Assess to become 'business as usual'
- Care City to support us to look at innovative discharge models in the UK and further afield that we could replicate in B&D

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Support to providers during the pandemic

- 7 day per week support from Commissioning, Provider Quality and Public Health Teams
- In excess of £2.5million funding for infection control, workforce and testing support
- A 10% uplift from the local authority to further support providers between April and August 2020
- PPE distribution centres for PAs and Carers as well as central government portal for providers
- Support from the IPC team in NELFT
- Coordinated outbreak management support
- Regular testing
- Huge push around vaccine take up – top third in London for vaccinating Care and Support care home staff (from last place three months ago!)

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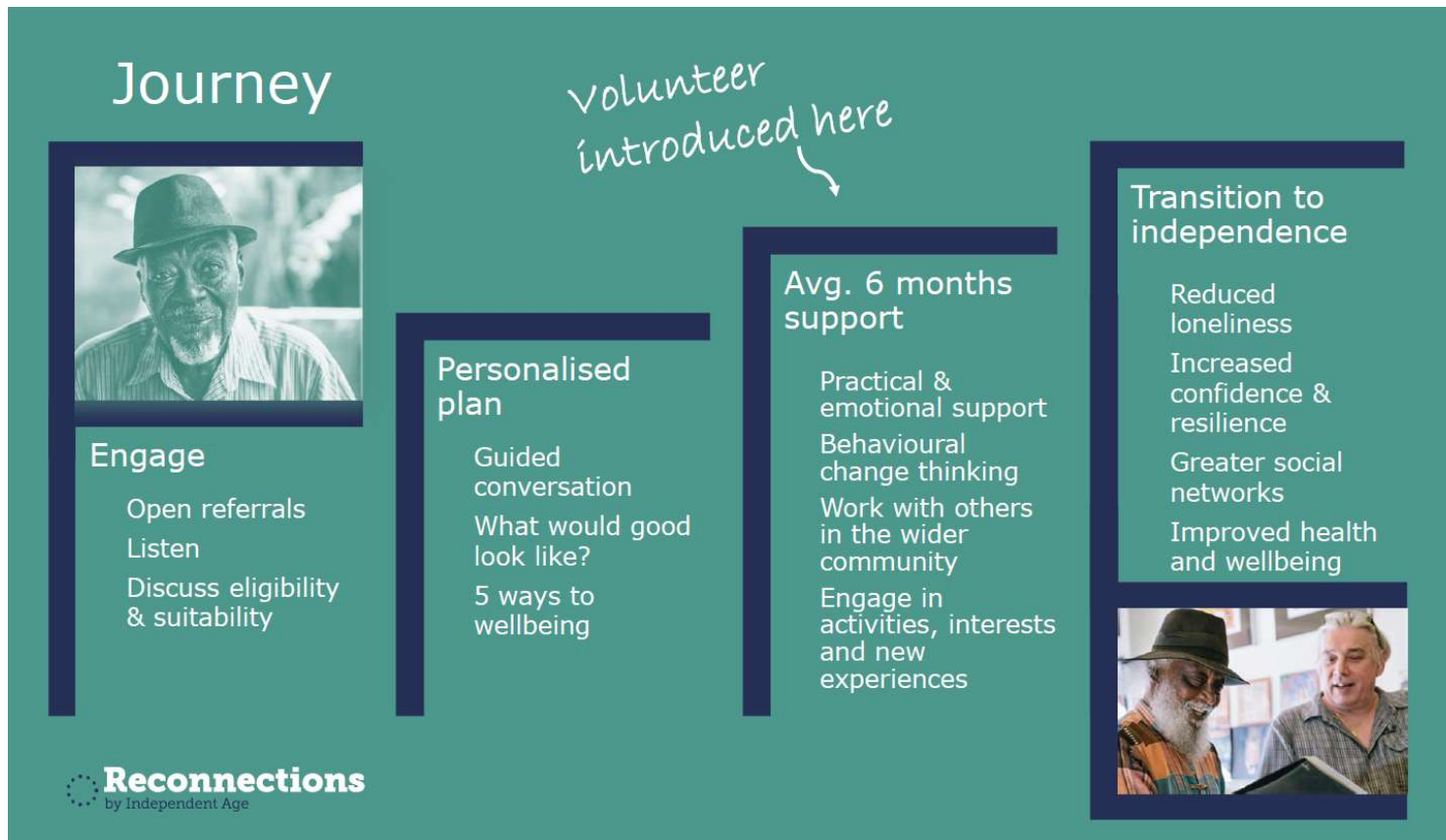
Reducing isolation

- Care homes implemented more tech, visiting pods and virtual events to reduce isolation. All of the homes are successfully implementing LFD testing to facilitate family visiting
- Breezie continuing to be used in the community – excellent feedback
- Exciting new care technology service to be tendered in the next few months

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Reconnections



90 residents supported and 48 volunteers

Support has included weekly phone calls, online shopping, use of Spotify and streaming platforms, wellbeing walks, step challenges, dog walks, virtual coffee mornings and online cook-alongs.

Funding until January 2023

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Community support

- Barking & Dagenham Citizens Alliance Network (BDCAN) – social support coordinated by an alliance of voluntary and faith organisations
- Specialist Support Hub – anyone who received adult social care services or who has been (or may in future be) identified as extremely vulnerable by the NHS and ‘shielding’
- Community Solutions – front door support on issues ranging from homelessness, debt advice, benefits support, job support and community food clubs
- Central Food Hub – operated through Community Solutions, from London East, centre of procurement and delivery of food to vulnerable residents through BDCAN, ILA, DABD and food clubs.
- 20,000 calls made by the Intake team to vulnerable/shielding residents
- Virtual community based exercise classes through the Young at Heart programme – 508 attendances and 4,068 check-in calls made
- Preparing to open our Leisure Centres back up again
- Ongoing work to reimagine social care and use our Community Hubs to support this cohort of residents

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