

Welcome to Edition 3 of the Better Care in Hull newsletter. The Better Care in Hull programme is jointly led by Hull City Council and NHS Hull Clinical Commissioning Group (CCG). This newsletter will update you on some of the innovative work and schemes across health, social care and other services to improve care for our most vulnerable residents.

New rapid response to falls

A pioneering new pilot project involving Humberside Fire and Rescue Service officers and urgent care services working together to provide a rapid, 24/7 response for fall patients has been launched this Autumn.

Hull FIRST (Falls Intervention Response Safety Team) is part of Hull 2020 and Better Care in Hull transformation programmes which see public services working together for a healthier, safer city. NHS Hull CCG is funding the Hull FIRST six month pilot.



**FALLS
FOCUS**

Jo Brown and Gavin Molloy from Humberside Fire and Rescue with the response vehicle

Ten fire officers will be part of the multi-skilled rapid response service, picking people up safely who have fallen, quickly assessing their needs and resolving any instant problems that might have caused the fall.

If people need medical treatment as a result of the fall this is provided by emergency care practitioners (ECPs) 'on the spot' to help avoid an unnecessary transfer to hospital.

1,016 people (aged 65 and over) were admitted to hospital

in Hull with injuries due to their fall last year. While most falls do not result in a serious injury, a fear of falling can reduce confidence, independence and social contact which can potentially lead to isolation and depression.

A key aim of the Hull FIRST pilot is to keep people who have had a fall out of hospital, unless absolutely necessary, and to boost their confidence about remaining in their own homes.

Continued on page 2

Living well- Preventing falls



Under the Better Care in Hull programme Age UK Hull offers people in Hull who are at risk of falling a home-based assessment and advice service – referring into other services as appropriate. For further information or to make a referral into the service please telephone 01482 591537 or visit www.ageuk.org.uk/hull

There are many practical things you can do to prevent a fall. If you have had a fall or know someone who has, or would just like some practical advice on falls prevention visit www.nhs.uk or www.ageuk.org.uk/hull



Look after your eyes

Maintaining good eye health is important in preventing falls too. Here are some top tips:

- Get regular eye tests. Eye tests are free on the NHS to people over 60, or those with family history of glaucoma and people on certain benefits.
- Keep your glasses clean and in a good state of repair to ensure they fit properly and you achieve maximum vision from your eyes. Poorly fitting or broken glasses can cause trips and falls.
- Good lighting at home is important to ensure good vision and prevent falls.



New rapid response to falls (continued)

Chris Blacksell, Deputy Chief Fire Officer, Humberside Fire and Rescue Service, said:

“The firefighters that have volunteered to take part in the pilot bring with them a vast amount of experience in casualty care, accident prevention in the home and community engagement, particularly with older people. We have had a great response so far from the public and I am genuinely excited by what we can achieve as a Fire and Rescue Service when we work with partners to make our communities safer.”

Emma Latimer, CCG Chief Officer and Hull 2020 Programme Sponsor “The development of the new Hull FIRST Rapid Response Services is an opportunity to do things differently using the expert resources we already have in Hull. This project is unique in providing such a diverse range of health and wellbeing support and other areas are looking with interest to see how the Hull pilot performs.”

Hull FIRST has brought together a range of urgent care and community services across the healthcare system:

Yorkshire Ambulance Service will provide the initial clinical triage for calls

City Health Care Partnership CIC provides the clinical input of the ECPs and has trained the ten fire officers.

The Humber NHS Foundation Trust Falls Prevention Team works closely with Fire officers and ECPs and will continue to support patients once they are safe and stable’, providing occupational therapy and physiotherapy and assessment in the home.

Safety equipment in the home is provided through the **Better Care in Hull** programme.

The service has already been called out to help respond to people in care homes or their own homes. Stanley (88) from East Hull, who is in the care of Humber NHS FT’s Falls Prevention Team, was one of the first people to be visited by the Hull FIRST Team. Stanley had this to say:

“The Fire Service has been fantastic. I can’t thank them enough for what they’ve done. Getting me downstairs was the best thing that’s happened. I’ve kept my independence and got some confidence back”

“The Falls Team has also been round a few times to check that I’m doing my exercises. It’s just brilliant.”

Stanley Fieldhouse with Patricia Jesney from Humber NHS FT Falls Prevention Team

You can find out more at www.hullccg.nhs.uk and www.Hull2020.org also @HumbersideFire and @NHSHullCCG

Stay Well this Winter

Winter can be particularly serious for people aged 65 or older, and people with long-term health conditions, so here are a few tips to help you keep you and your family well throughout the winter. Visit www.nhs.uk/staywell for helpful tips and advice and www.hullccg.nhs.uk for local healthcare information.

- Don’t put off getting the flu vaccination. If you’re eligible get it now. It’s free because you need it
- It is important to keep warm in winter – both inside and outdoors. Heat your home to at least 18°C (65°F), if you can, you might prefer your living room to be slightly warmer
- If you start to feel unwell, even if it is just a cough or cold, don’t wait until it gets worse, seek immediate advice and help from your pharmacist.
- Make sure you speak to your pharmacists about medicines you should have in stock to help get you and your family through the winter season
- If you’ve been prescribed antibiotics or other medication, make sure you take them as directed and pick up any prescription medicines before Christmas Eve.
- Older neighbours, relatives and friends may need a bit of extra help this winter so make sure you keep in touch, check if they are feeling under the weather, help them stock up of food supplies and make sure they have the necessary medication before Christmas Eve or a spell of bad weather
- If you do need help over the holiday period when your GP surgery or pharmacy is closed, call NHS 111 or visit www.nhs.uk who can direct you to a local service that is open.

Have you still not had your flu jab?

If you’re 65 or over or you have a long-term health condition, flu can be serious.

That’s why you’re eligible for a free flu jab.

Don’t put it off. Get your flu jab straight away.

STAY WELL THIS WINTER



Expert patients in control

LONG TERM ILLNESS HAS ITS UPS AND DOWNS

GET SUPPORT TO HELP YOU TAKE CONTROL

City Health Care Partnership CIC
a co-owned business

The Expert Patients Programme is a free self-management course for people who have long term health conditions and run by volunteer tutors who are managing their own conditions. Anyone with a long term condition can take part if they feel that they could benefit from the topics discussed during the six, two and half hour sessions (1 session per week). These include:

- goal setting / action planning
- dealing with emotions and using your mind
- fatigue and pain management
- symptom management techniques

The programme is designed to give you, the patient, more power and control of your own health condition. Previous participants are highly positive about the effects the programme makes to their daily lives. They are supplied with ways to help themselves, giving them confidence and a real sense of optimism for the future. Here are a few quotes from past course participants:

'I have already benefitted from their [the tutors] advice, and gained knowledge which I did not know existed'

'Tutors were friendly, outward looking, easy going, caring, positive, empowering and quite jolly too!'

People with different conditions share many of the same problems. The social aspect of the course is a key to many of the participant's success. For more information contact 01482 222 220 or e-mail chcp.carersinfo@nhs.net

GP practices praised for dementia diagnosis rate rise

The Better Care in Hull programme has welcomed the rise in the number of people in Hull receiving a dementia diagnosis. An early diagnosis gives people the best chance to prepare and plan for the future, and receive any treatment.

Many GP practices use dementia screening tools that can distinguish between patients who have memory loss due to early signs of dementia, depression or normal age-related forgetfulness. One GP practice recently took the opportunity to offer screening at its Saturday morning flu clinic and was able to identify an additional 25 patients for its dementia register.

Dr Angharad 'Hari' Symes, the CCG primary care lead for dementia said: "The rise in diagnosis rates is absolutely fantastic and reflects the hard work practice teams have been doing over the year.

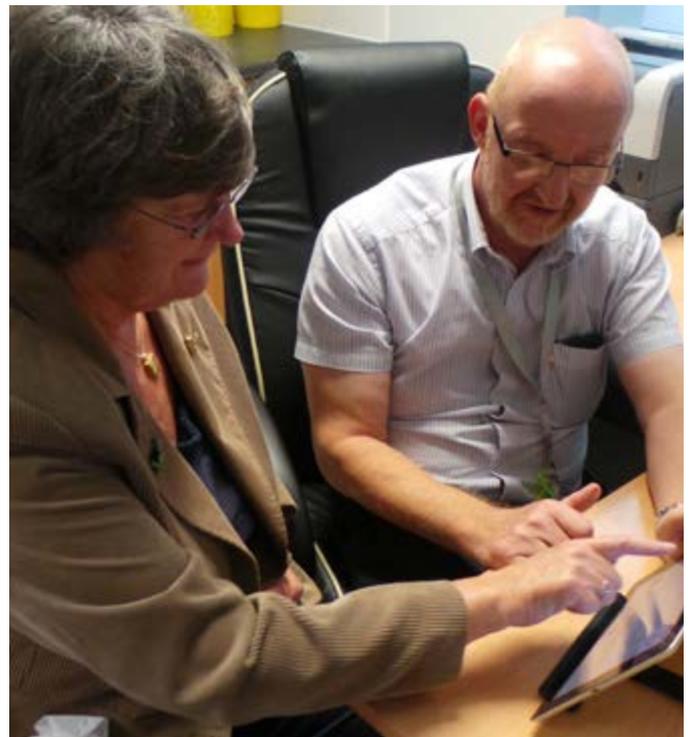
"We are now very much focusing on post diagnostic support to ensure that once patients receive a diagnosis they have the services they need."

If you are worried about your memory or think you may have dementia, it's a good idea to see your GP. Your GP will be able to run through some simple checks and either reassure you, give you a diagnosis, or refer you to a specialist for further tests. For more information on dementia visit:

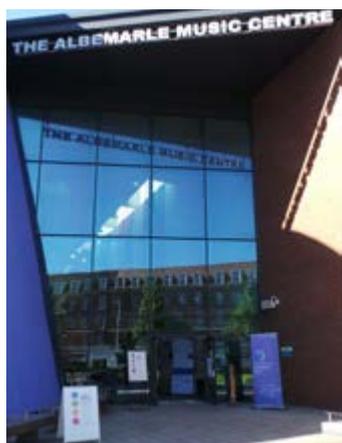
www.nhs.uk

www.humber.nhs.uk

www.dementiaastriding.org.uk



Better Care in Hull Conference



At the time of going to press the Better Care Team is hosting the first Annual Better Care in Hull Conference at the Albermarle Music Centre in Hull.

The event will welcome 140 health and social care professionals and people with an interest in improving care in Hull and showcase some of the work of the Better Care in Hull programme – including falls prevention, mental health and community hubs. We are delighted that the conference will be opened by Councillor Helena Spencer, Portfolio Holder for Public Health, Prevention and Safeguarding Adults and Dr Dan Roper, Chair of NHS Hull CCG.

Cllr Spencer said:

“The Better Care Fund has been established for over a year and this event is an opportunity to network, to listen and learn from each other’s ideas and experiences around this new way of working.”

Thank you to our speakers and everyone attending the conference. A full round up and a chance to watch the video of the event will be in the next edition of the Better Care in Hull newsletter.

Celebrating older people in Hull

International Older People’s Day on 1 October 2015 was celebrated in true Hull style - over a full week!

A two-day free event at the Royal Mercure Hotel engaged with more than 300 people with drama, singing, the AGE UK fashion show, intergenerational choir and Active Gold.

The Better Care Team’s own Erica Daley, (NHS Hull CCG) sat on the judging panel of Hulls Got Talent 55+, along with Councillor Helena Spencer, Dave ‘Burnsy’ Burns (Radio Humberside) and Jade Scott (Britain’s Got Talent). 14 acts competed, with Colin Havercroft declared the worthy winner on the night up against top competition from wheelchair dancers and AGE UK’s Zumba team.

Events all over Hull included fitness and exercise, coffee mornings and a Dementia Awareness event hosted by Hull & East Yorkshire Hospitals.

Participants said:

“The most enjoyable part of the event for me was seeing older people enjoying themselves”

“Well planned, fabulous atmosphere – everyone there for each other to make a special event. Well done!”



Jean Bishop, Hull's famous Bee Lady, visits the BCH stand



Dancing wheelchairs



Older People's Celebration Day in Hull



Lord Mayor pays a visit to BCH stand

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