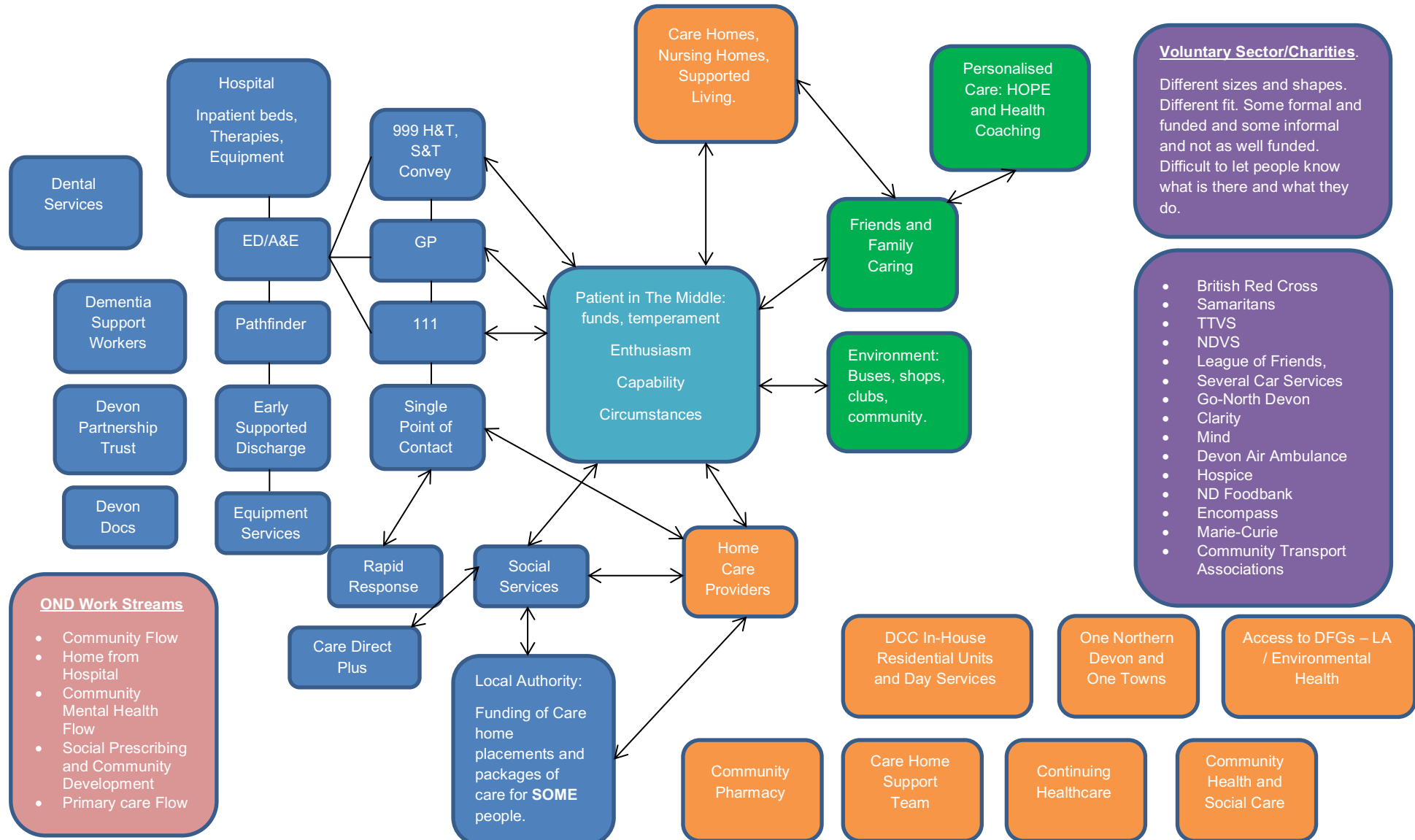


Northern Devon Visual Representation of Services for Older People Living with Frailty



<u>Organisation / Service</u>	<u>Service Offered</u>	<u>How to Access Service / Referral Criteria</u>	<u>Type of Service / Care*</u>
GP	General practitioner and referral services including prescriptions	Patient or Carer contacts GP directly	Anticipatory / Ongoing Management Urgent/Same-day
Devon Doctors	Out of hours general practitioner and referral services including prescriptions	Referral via 111/Clinical Assessment Service (CAS)	Urgent/Same-day
111	Medical advice and referral service	Patient or Carer contacts 111 service directly	Information/advice, anticipatory, ongoing management, urgent/same day
999	Emergency care service	Patient or Carer contacts 999 service directly can be referred via 111	Emergency
Emergency Department	Emergency care for a range of acute emergency health conditions	999 / Ambulance / 111 / GP / walk-in.	Emergency (available as last resort for information/advice, urgent/same-day)
Rapid Response	Service aims to care for patients closer to home as is safe and appropriate to do so and thereby reducing admissions to hospital, reducing inpatient lengths of stay, and reducing readmissions by maintaining independence and control in their lives.	Referral by any health or social care professional for a person with an urgent same-day need.	Anticipatory / Ongoing Management / Aftercare
Hospital Inpatients	Ongoing care, surgery and recovery from a range of different health conditions	GP receiving unit, hospital admission via ED, elective surgery.	Anticipatory / Ongoing Management / Emergency / Aftercare (see ED and GP above)
Early Supported Discharge	Stoke ESD – Specialist stroke team to visit person at home and provide enabling service for them and stroke rehab. Orthopaedic ESD – Specialist support	Provided to patients that need it after acute hospital stay. Therapy team would make the decision.	Ongoing Management / Aftercare

	<p>as above.</p> <p>Therapist would then see these people in their homes to conduct rehab.</p>		
Pathfinder	<p>Their role is to support admission avoidance to hospital and to facilitate timely and supported transfers of care for patients from the acute hospital to community settings.</p>	<p>Acute in-patient at Northern Devon Healthcare Trust.</p>	<p>Ongoing Management / Aftercare</p>
Devon Partnership Trust	<p>We provide a wide range of NHS services to people with mental health and learning disability needs - in Devon, the wider South West region and nationally.</p>	<p>Referral from primary or secondary care.</p> <p>Single Point of Contact for anybody (patient/relative/concerned friend)</p>	<p>Ongoing Management / Aftercare</p> <p>Crisis and assistance advice via SPOC</p>
Community Health and Social Care	<p>Occupational therapy, Physios, Fall Prevention Advice. Management of long term ongoing conditions, admission avoidance through aiming to help individuals take greater control of their health, have access to short term interventions to manage health needs in time of crisis, have an active role in planning their care and helping engagement with their local community.</p>	<p>Acute hospital, Pathfinder, GP, Single Point of Access and self-referral, Care Direct Plus</p>	<p>Ongoing Management / Aftercare</p>
Devon Partnership Trust (DPT)			
Older Peoples Mental Health (OPMH)	<p>OPMH services provide assessment and treatment of older adults who are experiencing mental health problems such as depression, anxiety disorders or schizophrenia.</p>	<p>Referral via care home, GP and / or Dementia Support Workers.</p>	<p>Proactive / Anticipatory / Crisis</p>
Psychology and Psychological	<p>For people who are already receiving care and treatment from our older</p>	<p>Referral via care home, GP and / or</p>	<p>Proactive / Anticipatory / Crisis</p>

Therapies	<p>people's mental health service.</p> <p>Provide assessment and treatment of older adults who are experiencing mental health problems such as depression, anxiety disorders or schizophrenia.</p>	Dementia Support Workers.	
Social Services			
Social Services	<p>Provides advice and signposting to meet social care needs through Care Direct</p> <p>Provides an assessment of social care need in partnership with NHS and primary care services</p> <p>Arranges social care services to meet needs from DCC and independent service providers</p> <p>Providing assistance with daily living to maintain independence.</p>	Referral from any source including self referrals, family member's primary or secondary care.	<p>Ongoing Management / Aftercare</p> <p>Assisting people with activities of daily living so as to maintain them in their own home. No healthcare is delivered via Social Care; Ongoing healthcare needs are the responsibility of the NHS. Sometimes the dividing line is unclear to citizens seeking help</p>
Reaching For Independence (DCC)	Reablement service to support people to maximise their self care and independent living skills	Referral through Social Services	Ongoing Management / Aftercare/
Personal Care Services (independent sector)	<p>Assistance with aspects of personal care & regulated by CQC</p> <p>Assistance with Washing, feeding, dressing , attending toilet, support with medication, mobilising around home etc.</p>	Referral through Social Services, self-referral, family members	Ongoing Management / Aftercare/
Other support services (independent & not for profit)	Assistance/support in the home or in community settings or within Day Centres (not regulated by CQC)	Referral through Social Services,	

	<p>Enabling services</p> <p>Day Services</p> <p>Personal assistants</p>		
Housing with Support Services	<p>Offer tenancies with care and support in supported living and extra care housing</p>	<p>Referral through Social Services,</p>	
Residential Care Homes / Nursing Homes	<p>Offer accommodation for:</p> <p>People struggling to live alone – even with help from friends, family or paid carers.</p> <p>People that have a needs assessment that suggested a care home is the best choice.</p> <p>People that have a complex medical condition – that needs specialist attention during the day and night.</p>	<p>Self-referral or referral from Social Services, primary or secondary care.</p>	<p>Ongoing Management / Aftercare</p>
Voluntary Organisations			
Devon Air Ambulance	<p>Delivery of expert critical care to patients wherever they may be and transfers to specialist units around the South West.</p>	<p>South West Ambulance Service will decide whether this service is required.</p>	<p>Emergency</p>
Red Cross	<p>Offer to help people who are recovering from an operation and / or acute episode, by doing shopping for a limited few weeks while somebody builds their independence.</p>	<p>Self-referral or referral via primary or secondary care.</p>	<p>Aftercare</p>
Age Concern	<p>Train and monitor volunteers to offer a range of services to elderly people,</p>	<p>Self or carer referral.</p>	<p>Anticipatory/Aftercare</p>

	wherever physically and financially possible, within the agreed geographical area. So that they may continue to live in their own homes, with dignity and independence, for as long as they wish to do so.		
Memory Cafes in Barnstaple, South Molton and Northam	Offer a few hours each week for tea, cake and chat to people living with Dementia and their Carers.	Self-referral	Proactive/ Ongoing management
Samaritans	Listening Line for anyone in distress/worry/emotional strain and/or considering Suicide– listening and support services 24/7. Freephone number 116 123	Self-referral	Emergency/ proactive/ ongoing management, urgent and same day
TTVS (Taw and Torridge Voluntary Service)	Provide support, governance and opportunities within the Voluntary, Community and Social Enterprise sector throughout Torridge. Offers include transport, befriending, support	Self or carer referral.	Proactive/ ongoing management
NDVS (North Devon Voluntary Service)	Various projects including Community Health & Social Care Teams (CH & SCT) that are focused on people with long-term conditions or complex needs, and their carers	Self or carer referral.	Ongoing Management
League of Friends	Raising funds for the purpose of purchasing specialised equipment as requested by the doctors and staff of the Barnstaple hospitals	NA	NA
Go North Devon	Shop mobility, ring & ride, cancer care car	Self-referral	Proactive / Ongoing Management
Clarity	A Mental Health Charity based in Barnstaple, Devon providing services	Self-referral	Proactive / Ongoing Management

	and support to people experiencing mental health and emotional issues.		
Mind	Provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.	Self-referral	Proactive / Ongoing Management / Emergency
North Devon Hospice	Offer care and support to local people who are affected by a life-limiting illness. Providing specialist care to patients at home and at the hospice, while supporting the whole family	Secondary care referral	Emergency/ urgent same-day but only in the last two/few weeks of life.
North Devon Food Bank	Provide 3 - 7 days' nutritionally balanced emergency food and support to local people who are referred to us in crisis.	Referral via local frontline support agency.	NA
Encompass	Provides a range of advice, information and support services in communities across the south west of England, with a strong focus on rural/rural remote settlements. Work on 3 main areas: Homelessness and Rough Sleeping for adults and young people Supported Housing Financial Inclusion (Money & Debt Advice)	Self-referral or referral from agency working with a client.	Proactive
Age UK	Range of services including: home help, foot care, handy person services, exercise classes, IT training, transport, dementia support, shopping and social	Self-referral	Proactive / Ongoing Management



	activities.		
Ifracombe and Distract Community Transport Association	Transportation services for the elderly / frail / disabled.	Self-referral	Ongoing Management / Aftercare
Holsworthy Rural Community Transport Association	Transportation services for the elderly / frail / disabled.	Self-referral	Ongoing Management / Aftercare

*** Options**

Proactive

Anticipatory

Ongoing Management

Emergency

Aftercare