



**The Living Well team**

## **Free Living Well Service launches with a new way of looking at health and social care**

We are excited to announce the launch of the Living Well approach, which is a new holistic way of supporting people to live well and maintain independence through early prevention and self-help, informing and empowering people to take positive steps to manage their own health and wellbeing.

The Living Well approach is designed to support anyone aged 18 and over who may have multiple low level needs requiring support or advice, but who do not meet eligibility criteria to receive adult social care services.

Funded by the Isle of Wight Council through the Improved Better Care Fund, the Living Well approach is delivered by four voluntary sector organisations working in partnership, Age UK Isle of Wight, Carers IW, People Matter IW and The Way Forward.

There are four different services that make up the Living Well Service, all of which are offered for free, with specialised support for older people, people living with learning disabilities, people living with mental health conditions and Carers:

- **Living Well Support Officers working with Age UK Isle of Wight**

Living Well Support Officers visit people in their own home for an initial holistic assessment. They will take the time to listen to what is important to them, build on their strengths and support them to explore options to improve quality of life.

Working with the person, they will support the person to come up with an action plan and will provide low level, practical advice, and enable access to services and activities to increase wellbeing and maintain independence. There is also a



specialised Living Well Mental Health Officer to support and offer further options to those with mental health conditions.

- **Brokerage Support Service working with People Matter IW**

The Brokerage Support Service offers help to those who need to put together a care and support package. They will work with people to identify the options that will meet their individual needs and to design a suitable package accordingly. The service is free to both people who have a direct payment from the IW Council, and for those who pay for their own care.

This service will work alongside people to create a fully-costed support plan and, if requested, help to negotiate with providers to put that care in place. They then review the plan to ensure it is working effectively, or discuss and help to implement changes if needed. People are at the centre of choosing their own care and support with the brokerage service, giving independent and impartial advice and guidance.

- **Learning Disability Support Officer Working with People Matter IW**

Offers help to people with learning disabilities with their housing choices. They can give up-to-date information about places to live and help to plan a housing and support package. Family members, and anyone else who supports the person can also choose to be part of the planning. The service can review the process to make sure it is working appropriately and effectively and can give free, independent, impartial advice and guidance. Always putting the people they work with at the centre of their housing choice for their future.

- **Learning Disability Support Officer working with The Way Forward**

Working closely with those who require their support, and/or their named representative, they will be able to visit people face to face in their own home, to identify what is important to them. Offering choice and support to maintain independence and improve wellbeing. Working with others involved to create an action plan to help support any challenges the person may be facing.

- **Carers Lounge at St Mary's Hospital working with Carers IW**

Recognising the pressures of caring, the Living Well Carers Support Team, based in the quiet Carers Lounge in St Mary's Hospital, offers confidential personalised one-to-one emotional and practical support for all carers for any issues they may be facing. This service is open to all adult carers of adults.

### **Reducing pressure on statutory services**

The Living Well approach is designed to work in partnership to reduce pressure on local statutory services at St Mary's Hospital in the community and Adult Social Care. By



providing early interventions to avoid crisis, helping to better manage the care between hospital and home, creating capacity to divert demand from Adult Social Care and reduce or delay the need for emergency admissions to both hospital and residential or nursing care.

Charlotte Price, Living Well Programme Manager, said:

*“I’m really excited about the Living Well Approach and the opportunity to improve the experience and quality of preventative support for local people. This integrated way of working between the voluntary and statutory sector has been proven to have positive outcomes. The Cornwall Living Well integrated care programme led to a 31% reduction in all hospital admissions, a 20% average improvement in well being and an 8% reduction in social care costs. We are hoping to replicate a measure of that success on the Island.*

*“The whole Living Well ethos is about supporting the person from an earlier stage, and building their confidence, to take positive steps towards managing and improving their own health and wellbeing. This dedicated early support and guidance function is a new approach to working on the Isle of Wight, which recognises the fantastic services being provided by local charities and the voluntary sector. By utilising these services we will support the statutory sector to improve health & wellbeing outcomes, reduce cost pressures and deliver transformational change to the wider health and social care system.”*

#### **Find out more or make a referral:**

The Living Well Service is now open for referrals, full details can be found online at: [www.bit.ly/IOWLivingWell](http://www.bit.ly/IOWLivingWell)

Or call (01983) 525282 and ask for the Living Well Team, they will put you in touch with the most appropriate service for your needs.

Or email: [living.well.team@ageukiw.org.uk](mailto:living.well.team@ageukiw.org.uk)

All support and services provided through the Living Well approach are free of charge.