

**REPORT TO:** Health Policy & Performance Board

**DATE:** 26<sup>th</sup> November 2019

**REPORTING OFFICER:** Strategic Director, People

**PORTFOLIO:** Children, Education and Social Care

**SUBJECT:** British Red Cross - Halton Support at Home Service

**WARD(S)** Borough-wide

**1.0 PURPOSE OF THE REPORT**

1.1 To receive a presentation from Helen Featherstone, North of England Service Manager for Independent Living Services, British Red Cross (BRC), regarding the Halton Support at Home Service which is provided in the Borough by the BRC.

**2.0 RECOMMENDATION: That the Board:**

i) Note the contents of the report and associated presentation.

**3.0 SUPPORTING INFORMATION**

3.1 The BRC service supports people for a short period of time (for up to 6 weeks) during the difficult transition from hospital to home. The service is an important part of the discharge management process, helping to alleviate the pressure on beds as well as offering practical support to people when they are at their most vulnerable.

The Service is also available to people in the community to help avoid hospital admission and operates borough wide, between the hours of 9.00am and 5.00pm Monday to Friday.

3.2 Below is a list of services, activities or interventions, subject to a needs assessment, which may be provided to individuals whilst on the service:-

- Shopping/Escorted Shopping
- Emotional Wellbeing
- Preparing Home for Discharge and ongoing Support
- Supported appointments
- Providing Companionship/Confidence Building
- Assistance with Paperwork
- Safe and Well checks

- Signposting and Guidance
- Telephone Support /Check and Chat
- Assistance with Meals/Drinks
- Case Liaison
- Assisting with Mobility

3.3 As part of the current contract management arrangements, BRC provide information on a number of indicators, including, but not exclusive to:-

- Total number of referrals to service
- Number of service users supported by the service to facilitate discharge
- Number of service users supported by the service in the community to avoid admission

BRC, via completion of Service User satisfaction questionnaires, also provide outcome information including how many service users reported that they felt they had an:-

- Ability to cope in caring role;
- Improved ability to manage day-to-day activities;
- Improved awareness of and access to further services; and
- Improved quality of life.

Following provision of the service.

#### 4.0 **POLICY IMPLICATIONS**

4.1 None identified.

#### 5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 BRC have a 2 year contract to provide the Service. This is due to expire on 31st March 2020.

#### 6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

##### 6.1 **Children & Young People in Halton**

None identified.

##### 6.2 **Employment, Learning & Skills in Halton**

None identified.

##### 6.3 **A Healthy Halton**

This report is associated with this priority.

##### 6.4 **A Safer Halton**

None identified.

6.5 **Halton's Urban Renewal**

None identified.

7.0 **RISK ANALYSIS**

7.1 None associated with this report.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None identified.

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF  
THE LOCAL GOVERNMENT ACT 1972**

9.1 None identified.