



Southern Health
and Social Care Trust

Quality Care - for you, with you

Access and Information Service



What is Access & Information?

- The Access & Information (A&I) service sits within the Promoting Wellbeing Team of the SHSCT and is a single point of contact for older people aged 65 and over. A Trust wide service where A&I staff take referrals based on agreed triggers via phone, face to face or email conversation, and forward to the appropriate team to connect and action creating a safe, seamless referral pathway where the individual is at the centre.
- This Connectivity and sharing of information between Community, Acute and non-Acute services and action evokes change enhancing individual wellbeing, quality of life and effectiveness of service delivery.



What does an Access and Information Officer do?

- Process referrals for Integrated Care Services (Social Work and Occupational Therapy), Reablement, Regional emergency social work team and Intermediate Care Step up and step down.
- Manage Reablement Escalation, Intermediate Care Escalation, Information Hub Alerts.
- These processes assist the streamlining and flow of patient information which is shared to enhance the service user experience and make better use of professionals skills, time involved, meet demand, and demonstrate efficient and effective use of resources.
- Manage and develop an online **Community and Voluntary Sector Directory**. This enables effective signposting & onward referral; connecting service users to their local community & enhancing quality of life e.g. information on local community organisations, services and events, combatting loneliness & isolation, and maximising independence. Supporting the development of a range of information tools such as: bespoke service providers e.g. grass cutting, dog sitting, the new Trust Directory of Services (of which Community & Voluntary Sector Directory is part of), Promoting Wellbeing Carers Directory all pave the way for accessible up to date information for older people available at point of need enabling them to live well, whilst support professional staff to jointly develop a recovery oriented person centred pathway. At present all directories are internally facing and available on SharePoint. As part of the developmental plan for the service Directories will be available externally for EVERYONE to access.



Access & Information aims to:

- Provide appropriate and timely information for service users, relatives and carers, within a confidential and supportive environment.
- Empower older people, their relatives and carers, supporting them to live well- enhancing resilience, confidence, and independence.
- Act as a resource for older people and their families/carers.
- Act as a resource for the provision of information to staff and callers.
- Answer queries/signpost/refer on to appropriate services.
- Conduct a proportional part of the contact assessment using **eNISAT**, determining whether a more detailed assessment is required.
- Maximise in-house professional advice and fast track options for emergency/crisis response.



Who can access the service?

- Anyone aged 65yrs+ and living in the Southern Trust Area who is struggling to complete daily living tasks independently and/or feels isolated or lonely and would like connected to local support services.
- A relative and/or carer seeking assistance for an older person who lives in the Southern Trust Area.
- A staff member, community and voluntary organisation's, member of the public - ANYONE wanting to find out information on services for older people in the southern trust area.



What happens then?

- Upon receiving your call an Access and Information Officer will ask a number of questions in order to gather all the relevant information, and then forward your details to the appropriate team / voluntary agency that will provide the necessary assistance



What is the Information Hub?

- The Information Hub was established in the autumn of 2013 and also sits within the Access & Information Centre. The aim of the Hub is to enhance communications between Acute, Non Acute and Community Staff within OPPC. By linking Acute / Non Acute with the Community the Hub aims to ensure all clients over 65years have a smooth and seamless experience across all relevant Trust services.



How does the Information Hub support Acute & Non-Acute Staff?

- Each morning the Information Hub receives a report which details all admissions in the Southern Trust to Acute and Non Acute hospitals in the previous 24hours for patients aged 65+.
- Information Hub staff collate and analyse this information to identify patients known to Trust community services. This information is patient specific and relayed to Acute and Non Acute Wards to inform their daily whiteboard meeting.



How does the Information Hub support Community Staff?

- An alert is sent to the appropriate Community Key Worker who completes the Hub proforma outlining the patients current care situation. The Hub gathers the relevant information and returns to Acute and Non Acute sites within 24hrs.
- This alert will notify community keyworkers that their service user has been admitted to hospital therefore they can suspend the care package if relevant.
- The information gathered from community staff will aid hospital staff with discharge planning. The Hub is at the centre of these communications and will track the patient ensuring the information is sent to the appropriate ward.
- Continuous development in this area of reporting is a priority and these processes are now embedded within the Access & Information Service.



What improvements do the Access & Information Service bring?

- Standardising processes with one central point for receipt and management of referral processes Trust wide to OPIC improves accessibility, responsiveness, efficiency and effectiveness for all involved.
- The continuous development in processes informs timely discharge from acute.
- Assessments uploaded onto CIS (Paris) frees up professionals time.
- Signposting, redirecting and referral on to services within the Community and Voluntary Sector demonstrates partnership working / approaches.
- Development of a various Directory of Services across the SHSCT area for service users, carers, staff and service providers enhances up to date, accessibility of information held in the one place .



Access & Information Directory of Organisations & Services

The Challenges

- > Provision of accessible, relevant, up to date information within a database resource for older people.
- > Right information, right place, first time.
- > Developing Service Phase 1 & 2 - Capacity vs Demand.
- > Incremental approach Internally facing in first instance- A&I staff provide timely, appropriate information/signposting to services/organisations and refer on as appropriate.
- > Plans to share directory information externally for EVERYONE to access eg service user, carer, staff, community and voluntary partners alike.



CONVERSATION, CONNECT & CHANGE

- Access and Information Directory (standard proforma community and voluntary organisations)
- Access & Information (bespoke services/ k drive)
- Carers Directory (standard proforma)
- SHSCT Directory of Services (A&I manage OPPC i.e. primary care, older people, Enhanced Care, PWB Division)
- SHSCT Sharepoint Development (calendar of events)

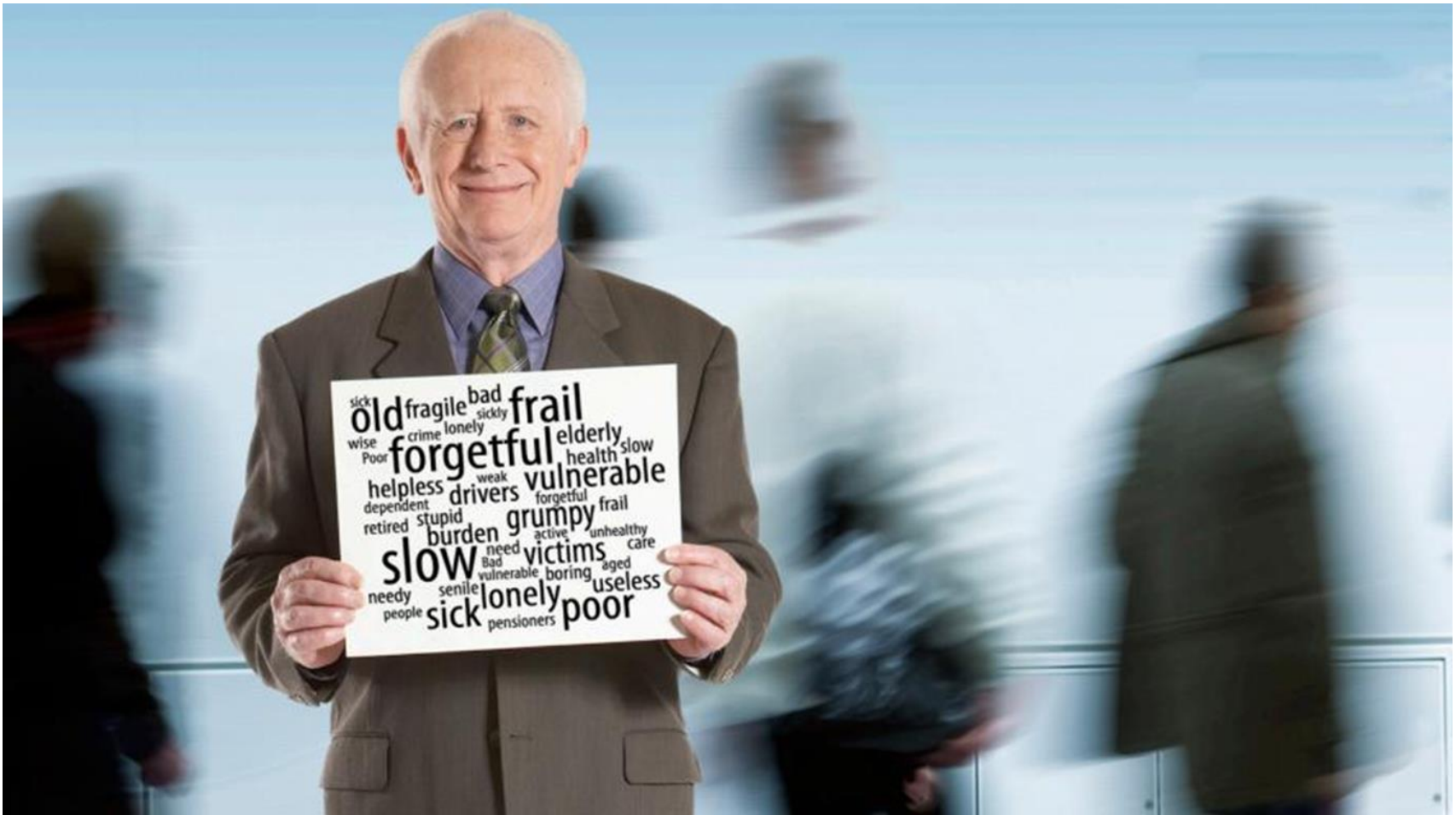


Sunfrail



- Synergies - (11 partners from 6 EU member states).
- Sunfrail - two of the most problematic expressions of population ageing are the conditions of frailty & multimorbidity.
- Frailty - a state of late life decline & extreme vulnerability characterised by weakness & decreased physiologic reserve. Frailty contributes to increased risk for falls, institutionalisation, disability, and death.
- Multimorbidity, the contemporary presence of two or more chronic medical conditions in the same person, is more frequently found in the ageing population.
- The lack of distinction between frailty & multi-morbidity & disability can lead to inappropriate management practices.

Ageing Ageism



sick
old
wise
poor
helpless
dependent
retired
slow
need
senile
people
sick
pensioners
bad
sickly
lonely
crime
forgetful
elderly
health
slow
weak
drivers
forgetful
frail
burden
stupid
grumpy
active
unhealthy
care
vulnerable
frail
victims
aged
useless
poor

- Ageist stereotypes could affect health care delivery if preventive interventions are considered ineffective or treatable conditions are dismissed as being a normal part of ageing (WHO, 2012; European Patient Forum (EPF), 2013; Levy, 2001).
- The lack of distinction between frailty & multi-morbidity & disability can lead to inappropriate management practices.
- The SUNFRAIL tool is not a diagnostic tool, it is a starting point to avoid the progression from frailty to disability in persons over 65.

The Sunfrail Tool



- The SUNFRAIL tool (questionnaire) includes these domains:
- bio-physical
- Psychological-cognitive
- Socio-economic

It allows the early identification of frailty within primary care and community settings and to generate an alert for:

- 1.referral and further investigations,
- 2.activation of social pathways

Date:

Professional role:

1. Do you regularly take 5 or more medications per day?

2. Have you unintentionally lost weight during the past year such that your clothing has become looser?

3. Your physical state made you walk less during the past year?

4. Have you been seen by your GP during the past year ?

5. Have you fallen 1 or more times during the past year?

6. Have you experienced any memory decline during the past year?

7. Do you experience loneliness most of the time?

8. In case of need, can you count on someone close to you?

9. Have you had any economic difficulty in facing dental care and health care costs during the past year?

Build on **Patients/Citizens'** existing beliefs that living with frailty is not an **inevitable** or **irreversible** part of **getting older**.

It is possible to **maintain independency** by engaging with strategies and services.

Raise **awareness** on the **risk factors** of frailty

Encourage older people to talk to **professionals** and to enquire about services

Professionals to think critically & creatively

Experiment the Sunfrail tool

Living well, enhancing resilience, supporting strength, confidence and independence as you get older

Add health to life

For further information visit the website: <http://www.sunfrail.eu/>

To view the Sunfrail Brochure - Click on the following link:

<http://www.sunfrail.eu/wp-content/uploads/2016/05/Brochure-Web.pdf>

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How do I contact the service?

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Letter:

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