



Independent Advocacy Contract

The current Independent Advocacy contract is due to expire and following on from a full procurement process, the contract award decision has been finalised and a new service will commence in August.

The existing service will remain in place until the new service is ready to go live.

The new service will be delivered by a partnership of providers and referrals will continue to be made via HertsHelp. More information will follow on once mobilisation planning has been completed.

We are pleased to welcome a new provider to Hertfordshire (Voiceability) and look forward to welcoming back Pohwer and HILS to build on their previous successes. There will also be scope to spot purchase specialist advocacy if required (ie. sensory, complex communication needs).

If you have any questions or would like to speak through any specific cases (i.e. transitional impacts), please contact Shanie.Hutton@hertfordshire.gov.uk or make contact with the assigned advocate.

Fire Safety in the Home

Fire Safety in the Home

Hertfordshire Fire & Rescue Service want to prevent fires, deaths and injuries among the most vulnerable in communities. Below are some links to information around fire safety in the home as well as an easy read flyer that can be used by those supporting adults with learning disability, to encourage them to request a Safe & Well visit which incorporates fire safety advice for the individual in their home.

Fire Safety in the Home for people with Sight, Hearing and Mobility Issues

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/475183/Sight-Hearing-and-Mobility-Issues.pdf

Fire Safety in the Home, Easy Read Version

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/475169/Fire-Make-your-home-safe-Easy-read.pdf

Easy Read Flyer for use by professionals supporting adults with learning disability to encourage them to have a Safe & Well visit

For any further information please visit www.hertfordshire.gov.uk/fire



Easy Read HFSC
Flyer



Hertfordshire StopFalls Campaign



Hertfordshire StopFalls Campaign

Hertfordshire Care Providers Association (HCPA) has launched the StopFalls Campaign, fully funded by Hertfordshire County Council, for Health and Social Care staff in Care Homes and Home Care Providers across Hertfordshire.

The aim of the campaign is to improve adult social care staff knowledge of the prevention and intervention of falls to help reduce avoidable injuries and hospital admissions for vulnerable adults. The education programmes and resources available free of charge for Care Home, Homecare and Local Authority as part of the StopFalls Campaign are designed to teach care staff how to conduct falls risk assessments, the preventative actions they can take or suggest for their clients, and how to respond when a fall occurs. So far we have seen the tools be used throughout care homes, by the local authority Occupational therapists and homecare providers are passing to clients and families.

The campaign has been running since April 2018 and feedback about the educational programmes for staff, strength and balance exercise classes for service users, and the variety of resource materials available has been very positive, with providers stating that their staff are more confident and they have managed to reduce falls.

“The falls training you provided last month has had a positive impact on my home. Staff are more aware and knowledgeable and have been pre-emptive in managing falls. They have been sharing their knowledge with anyone who would listen. My data shows a reduction in falls for the last 2 weeks. My staff are excited and motivated about new training opportunities. Following the 1-day course, two of my staff have been selected and booked to be Champions. So thanks a million for the opportunity and we at Greenacres want you to know that your training saves lives and promotes quality care.”

Manager, Greenacres Care Home

How can you get involved as a care provider or member of the local authority?

- Talk to social care providers about the campaign, **why it's important**, and how they can get involved
- Encourage health and social care staff to attend **fully funded** educational sessions on falls prevention and intervention measures

Use StopFalls Materials in your own **training sessions for your staff** including the Stop falls App- stopfallapp.info

Let HCPA if you feel you or a service would benefit from a falls **support visit** to increase awareness and improve processes around risk assessing falls

To view our campaign materials please visit www.hcpa.info/stopfall or email stopfalls@hcpa.info to request some resource packs for your staff or services.

Learn more about the StopFalls campaign [here](#).



Herts Help Hospital and Community Navigation Service

Herts Help Hospital and Community Navigation Service – Engagement events

We recently held 2 successful stakeholder events to show case the county wide Herts Help Hospital and Community Navigation service, the first event was held for the west in the Holywell community centre in Watford which attracted over 70 people, the second event was held for the east in Welwyn Garden City and attracted 98 people. There was a real buzz at both events as people and organisations took the opportunity to exhibit their services, network and connect up with each other.

Speakers talked about their vision for the service and how everyone, especially stakeholders, the voluntary sector and health and social care staff play a critical role in shaping the future by connecting people with community based support services.

The service helps to support older and vulnerable people who are coming out of hospital, or who are in need of additional practical and/or emotional support (due to ill health) within their own home. It supports Hertfordshire residents to access local services and activities, and also supports hospital discharge teams by providing vital links to the community and voluntary sector. There is at least one navigator in each district and all are skilled at connecting people with their local community and finding solutions to a broad range of issues including feelings of loneliness and social isolation, health and wellbeing, behavioural risk factors, falls prevention, financial issues and access to support for Carers.

The overall aim of the service is to reduce inappropriate or avoidable use of hospitals, reduce inappropriate use of primary care (over a 5th of GP time is spent on non - medical issues), reduce inappropriate or avoidable use of home care services, reduce social isolation and improve personal wellbeing.

Community referrals to the service are triaged by Herts Help, whilst Hospital based referrals are picked up directly by the teams in each of the acute hospitals, namely Watford, Lister and the Princess Alexandra.



Call Herts Help on 0300 123 4044 or email hertshelp@nhs.net

For Hospital Based Referrals in East & North Hertfordshire:

Call - 01438 285300 or 01992 585955 or email HHSS@ageukherts.org.uk

For Hospital Based Referrals in Herts Valleys:

Call 01923 436649 or 01992 585972 or Email HertfordHDS@redcross.org.uk



Suicide Prevention: Boys and Men T&F Group Surveys

The boys and men suicide prevention action group have composed two short anonymous questionnaires to help us gain some further insight to drive our work forward:

Crisis behaviour survey – <https://www.surveymonkey.co.uk/r/FFVRSX2>

The aim of this survey is to help us to gain further insight into the behaviour of Hertfordshire boys (aged 11 and over) and men when they are struggling or in crisis. We'd be grateful if partners could share this survey widely.

Website feedback survey – <https://www.surveymonkey.co.uk/r/3LYBL5C>

This survey (available to be completed online or via the attached paper version) is open to any Hertfordshire based boys (aged 11 +) or men. It asks them to look at one of our 3 key local websites to provide us with anonymous feedback. Anyone could complete this survey, so feel free to ask family members, work colleagues, etc.

NB. Links to further support are provided at the end of both surveys.

Completed paper surveys can be sent to Jen.beer@hertfordshire.gov.uk

Hertfordshire Suicide Prevention Network Newsletter

Please see the first copy of the Hertfordshire Suicide Prevention Network newsletter online at: <http://www.hpft.nhs.uk/information-and-resources/hertfordshire-suicide-prevention-network/>.

If you or your colleagues would like to be added to the mailing list then please contact us at: PublicHealth@hertfordshire.gov.uk. The aim is for 3 issues to be published a year and for you to receive emails regarding any network events and training.



SPN Newsletter
June 2018