



Delivering Sandwell Council's Community Offer in Great Barr, Yew Tree and Newton

First Year Evaluation (1/10/14 – 30/9/15)

Introduction

Following a competitive tender, Agewell was appointed to deliver Sandwell Council's Community Offer in Great Barr, Yew Tree and Newton for a 12-month period from 1st October 2014 to 30th September 2015.

We were commissioned to create and lead a partnership of voluntary and community organisations to improve the health and social care of people aged 65+ in these communities, preventing or delaying the need for more acute health and social care services

Our focus was to help older people in these communities to become steadier on their feet, thereby reducing the risk of falls. Two key service areas were identified as follows:

- **Home-based exercise programme:** providing a tailor-made programme of up to 12 weekly one-to-one exercise sessions delivered in the individual's home by a qualified postural stability instructor. Participants were also made aware of other things they could do to help themselves stay steady and safe at home and when out and about eg. a home safety assessment and a medication review.
- **Community-based exercise groups:** establishing new exercise groups at local community venues which individuals were encouraged to attend straight away or once they had completed their home-based exercise programme. One hour of exercise was followed by a presentation from a guest speaker on topics such as the importance of regular eye tests and medication reviews.

Our partners in this Community Offer were **BUDS**, **MyTime Active** and **CARES Sandwell** which enabled us to offer a Walk from Home service as a continuation of the home-based exercise programme and also to support those with a diagnosis of dementia and their carers.

Pauline Withey, Agewell's Capacity to Care Manager, managed the project and two qualified Postural Stability Instructors. Alison Pickering and Farzana Mahmood, carried out the day to day activity.

The targeted outcomes for the Community Offer included a contribution to the following Better Care Fund outcomes:

- A reduction in avoidable emergency admissions to hospital
- A reduction in permanent admissions of older people to residential and nursing care homes
- An increase in the proportion of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation stay
- A reduction in delayed transfers of care from hospital
- An increase in the estimated diagnosis rate for people with dementia
- A reduction in injuries due to falls in people aged 65 and over

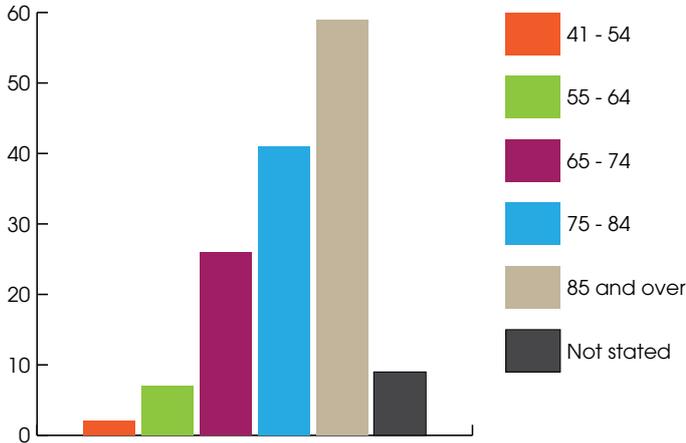
Results Summary

- 144 referrals were received in total, 46% of which were as a result of the outreach work undertaken by Agewell.
- All referrals received an initial telephone call from us to discuss the services on offer and establish if the individual wished to proceed. 82 interested individuals then received a home visit to talk things through in more detail.
- 66 signed up for our Home-based exercise programme and received one or more weekly sessions. 19 attended our first exercise groups set-up within the Braeburn House and Birchfield Gardens complexes in October 2014. 25 attended the two new community-based groups which ran for 20-weeks in Yew Tree (launched on 18th March 2015) and Great Barr (launched on 13th April 2015).
- 48 individuals completed an exercise programme (either home-based or community-based). Each of these was assessed at the beginning and the end of the programme to monitor improvements in mobility, health and wellbeing. Overall results showed a 3% increase in general health and wellbeing (SF12 Short Form Health Questionnaire), a 4% increase in mental health and wellbeing (WEMWBS Warwick-Edinburgh Mental Well-Being Scale), a 10% increase in mobility (Functional Assessment) and a 28% increase in confidence and balance (Confidence in Maintaining Balance Assessment).
- We referred 35 individuals to our Community Offer partners – 17 to MyTime Active's Walk from Home service, 13 to BUDS and 5 to CARES Sandwell.
- 27 individuals were signposted to other local services they would benefit from.

Breakdown of Referrals

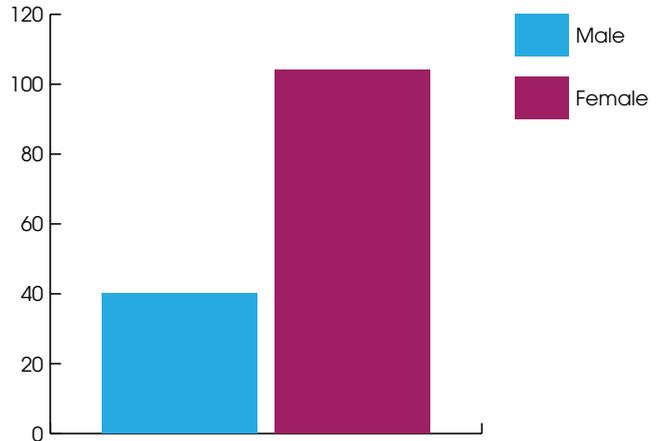
Age Group

The majority (42%) of individuals referred were aged 85 and over, and over two thirds (70%) were aged 75 and over.

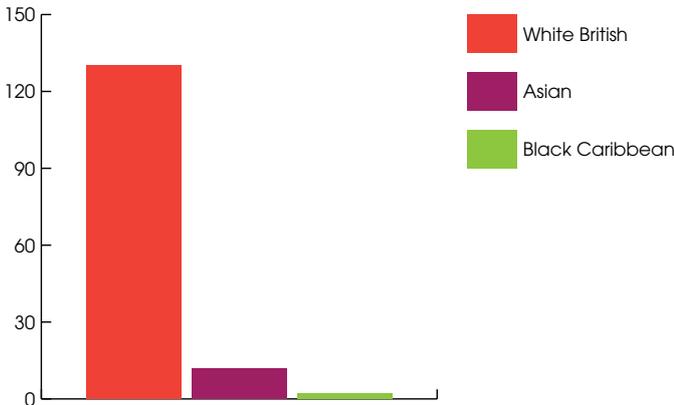


Gender

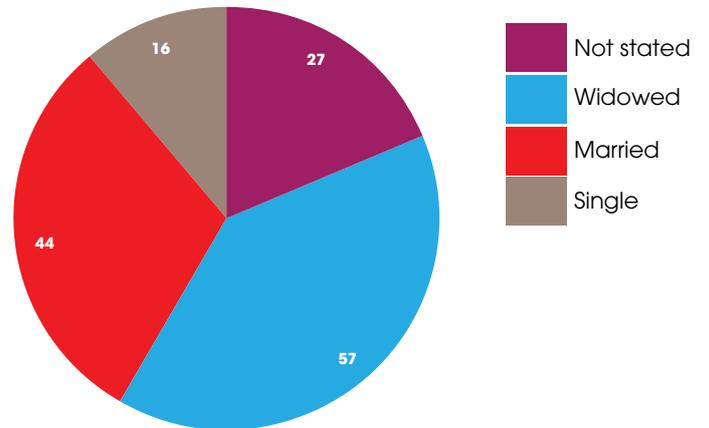
Almost three quarters (72%) of the individuals referred to us were female.



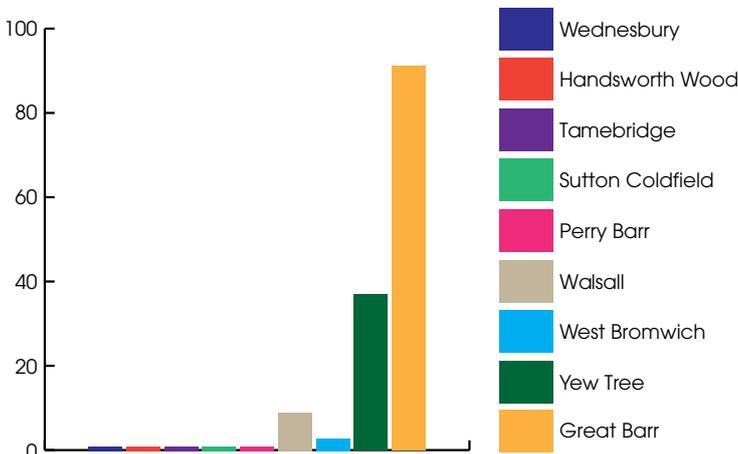
Ethnicity



Marital Status

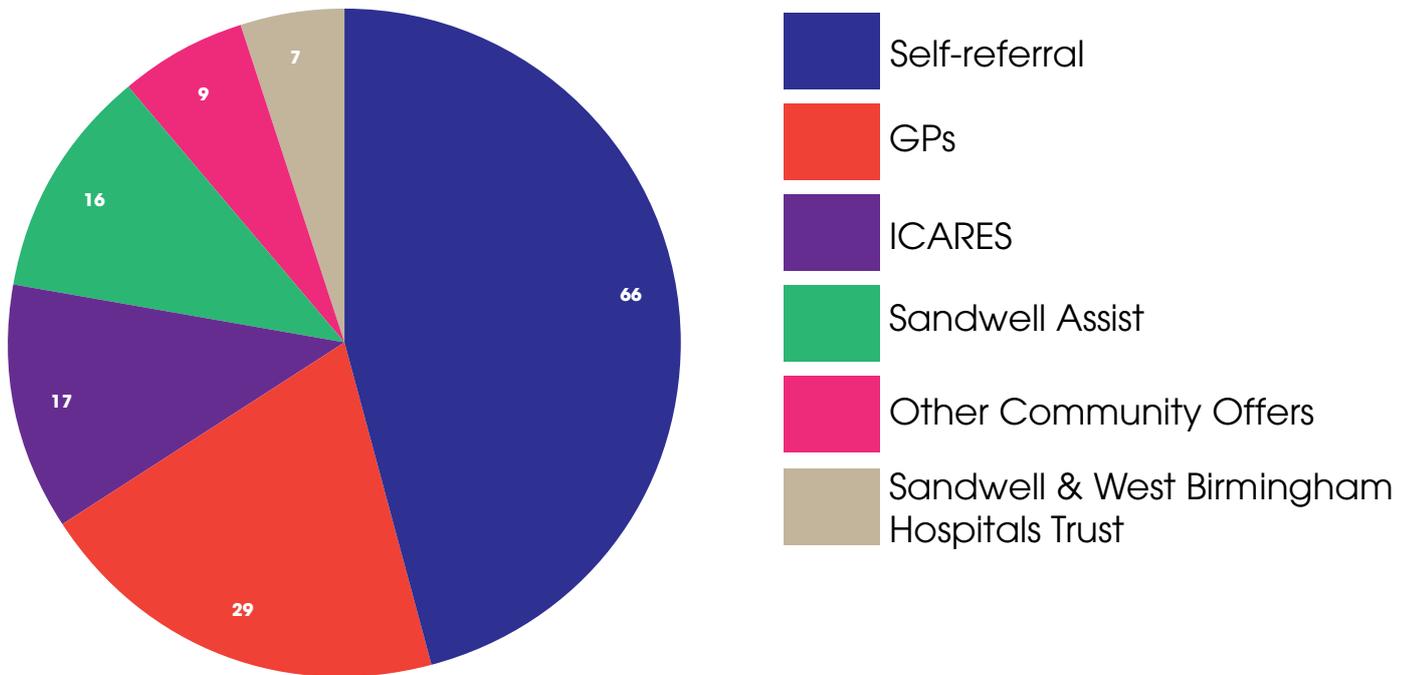


Geographical Area



Source of Referral

Nearly half of all referrals (46%) were self-referrals as a result of the outreach work undertaken by Agewell. A further 20% were received through local doctors' surgeries.



Overview of Activity

The work which Agewell's two qualified Postural Stability Instructors, Alison and Farzana, focused on was three-fold as follows:

1. COMMUNITY DEVELOPMENT/OUTREACH WORK

Alison and Farzana spent a great deal of time identifying individuals in the community who could benefit from the services provided through the Community Offer. This is reflected in the referral figures as half of those who accessed the service self-referred.



Work with doctors' surgeries

- Alison and Farzana built a relationship with **Yew Tree Healthy Living Centre** which has a list of patients aged over 65. Alison telephoned all of them to explain more about Agewell's services while determining whether they would benefit from the exercise programme. She also attended their Multi-Disciplinary Team meetings.
- A relationship was also built with **Pages Lane Surgery in Great Barr** where Alison attended Multi-Disciplinary Team meetings to meet the district nurses and discuss any potential referrals. Practice Manager, Jacki McFarlane, attended Agewell meetings to provide the GP point of view regarding services.

“ We are liaising with Agewell and referring to them which is very useful. Agewell is a very good contact and offers a helpful service. ”
Jacki Macfarlane, Practice Manager, Pages Lane Surgery

- Other doctors' surgeries in the area were also visited including **Park House Surgery** and **Tanhouse Clinic**. Alison and Farzana telephoned patients aged over 65 to tell them about the new Falls Groups they had set up and provided literature about Agewell's services.
- We exhibited at the Sandwell & West Birmingham Clinical Commissioning Group Protected Learning Time meetings. Local GPs and practice staff attend the meetings and Alison discussed Agewell's services to encourage referrals.

General outreach work

- At the start of the Community Offer, Alison visited residents in Birchfield Gardens in Yew Tree to ask if they would be interested in taking part in a weekly exercise group on-site. Based on the feedback, a group was set up for several months and 10 residents attended. Several of these then transferred to the Yew Tree Exercise Group.
- Alison and Farzana talked to community groups using Tanhouse Community Centre including the luncheon club, bowling club and stroke club, to explain more about the Falls Groups. Leaflets were distributed to the groups and to Hamstead Library.

- They also talked to groups using Yew Tree Community Centre including the Bowling Club, Stretch Mobility Class and Sunshine Social Club.
- A Community Offer launch event was organised at Yew Tree Community Centre. Alison ran a taster session of Zumba Gold and introduced Agewell's services. The event was attended by 40 people. Agewell partners also came along to explain more about their services.
- Alison has worked closely with the Manager at Braeburn House sheltered housing. 9 individuals took part in the initial weekly exercise sessions held here. The Yew Tree Exercise Group moved to this location and 15 individuals regularly attended the weekly class.
- Regular network meetings were held with the main partners in the Community Offer including the Police, local councillors, ICARES and BUDS. All partners gave updates on their services and potential referrals were discussed.
- A stall was manned at Sandwell Council's 'In Your Neighbourhood Pledge' events in Tanhouse and Yew Tree, and information was handed out about Agewell's services being provided through the Community Offer.
- More than 70 people came along to MyTime Active's community event at Yew Tree Community Centre. An information stall was manned to promote the Community Offer services and Alison chatted to those attending to see how Agewell could benefit them.
- Alison worked closely with ICARES integrated care service. She manned an information stall at their Market Place event and discussed the services provided through the Community Offer with members of the ICARES service including occupational therapists and physiotherapists to encourage them to start referring.
- A stall was manned at the Stroke Association's event in the grounds of Sandwell Hospital to mark Action on Stroke Month in May. Patients from the stroke ward chatted to Alison about the services available which they can access.

2. DELIVERING HOME-BASED EXERCISE PROGRAMMES

Alison and Farzana are both qualified postural stability instructors and between them they visited 82 interested individuals at home, 66 of whom then signed up for the 12 week programme,

Following an initial assessment, a bespoke programme of exercises is developed to suit each individual with the aim of improving mobility, strength and balance. All participants were encouraged to move onto a community-based group or the Walk from Home service to maintain the gains.

At the end of the programme, each participant was assessed again to measure improvements in mental health and general wellbeing as well as mobility, confidence and balance.

32 individuals completed the full 12 week programme at home.

3. COMMUNITY-BASED EXERCISE GROUPS

Two new community-based exercise groups were established. Both ran for 20 weeks and all participants were assessed at the beginning and the end of the programme.

Yew Tree Exercise Group:

- Started on 18th March 2015 and ran for six weeks at Yew Tree Community Centre before moving to Braeburn House. It took place every Wednesday.
- 15 individuals regularly attended and the class was at capacity.
- Participants did an hour of exercise before having a coffee and listening to a speaker.

Great Barr Exercise Group:

- Started on 13th April 2015 and took place every Monday at St Bernard's Church Hall.
- 10 individuals regularly attended.
- Participants did an hour of exercise before having a coffee and listening to a speaker.
- One participant was particularly proactive in raising awareness of the class and recruited several new members by encouraging the husbands of WI members to come along.

Agewell researched and booked a variety of speakers for the groups including representatives from:

- Sandwell Council's Home Accident Prevention Service
- ICares
- Mytime Active Walk From Home service
- Black Country Housing
- Foot Health
- Community Continence Services
- Great Barr Community Library Service

Lynne O'Connor and Preetpal Singh from Yew Tree Pharmacy also gave a talk.

“ We spoke about medication, how to increase calcium in the diet and how healthy eating can improve your general health. We were pleased to be asked to take part as we're always keen to work with local organisations to help improve the health of local people. **”**

Preetpal Singh, Yew Tree Pharmacy

16 individuals completed the full 20-week community-based exercise programmes.

Seed Funding

Agewell included a budget for seed funding in our Community Offer as we wanted to ensure we could support small groups already working with older people in the area.

Friends of Yew Tree and Tamebridge Community Centre were successful in their application to launch 'First Time Online' computer sessions. The aim is to get people aged 65+ online for the first time so they can look at information about local services such as doctors' surgeries, as well as becoming more connected socially by using email.

The sessions are held weekly in the Community Centre by Ann and Rita and there has been so much interest that there is now a waiting list. Six individuals are currently receiving intensive one-to-one support and others are building on their knowledge with help from volunteers and their peers.

“ It's really good for older people to come and meet others while learning new skills in an informal setting. Gaining computer skills for the first time will help them to keep in touch with friends and family. The funding from Agewell has enabled me and Rita to extend our hours so that we can offer the sessions. ”
Ann Poynton, friends of Yew Tree and Tamebridge Community Centre

Great Barr Community Library and **Hamstead Library in Tanhouse Community Centre** have also received funding to run 'First Time Online' computer sessions. They have also been supported to purchase games for their games club.

In Their Own Words

88-year-old Jean, who suffers with arthritis in both her knees, is determined to maintain her independence and was trying to keep active by doing all her own housework.

Her GP at Yew Tree Healthy Living Centre felt she would benefit from the home-based exercise programme on offer as part of the Community Offer in this area, and referred her to Agewell.

After completing a course of 12 sessions delivered once a week at home by Agewell, Jean is now able to complete the three sets of eight 'sit to stand' exercises which are recommended to help her stay active.

The assessments carried out by Agewell showed that by the end of the programme, her balance had improved by an incredible 40%. She also showed a 25% improvement in her mobility.

Jean says: "I have been taught a number of exercises which help keep me moving and I continue to do them every day on my own now. They are really helping me to stretch and make my legs feel stronger.

"I couldn't really get up steps before but I don't have a problem now. Although I live in a bungalow, it's a big help to be able to get up and down steps when I'm outside.

"The exercises have really helped my balance too and I feel more confident about getting out and about. I walk up to the hairdresser's now and she gives me a lift back, and I often have a nice walk around the block where I live. It's lovely to be able to get out and meet people under my own steam. It helps break up the day."

Outcomes

- A 5% increase in general health and wellbeing (SF12 Short Form Health Questionnaire)
- A 10% increase in mental health and wellbeing (WEMWBS Warwick-Edinburgh Well-Being Scale)
- A 25% increase in mobility (Functional Assessment)
- A 40% increase in confidence and balance
- Re-connected socially
- Maintained independent living
- Improved muscle strength, balance and mobility
- Reduced risk of injury due to falling
- Reduction in avoidable emergency admissions to hospital

In Their Own Words

When **90-year-old Jagjit** lost his wife two years ago, he also lost his confidence. He had fallen a couple of times and was worried about falling again. When his wife died, he said he could no longer go out alone.

His son, Atamjit Niber, says: "When mum was alive she made him put down his books and his newspaper and potter about in the shed or the garden. Without her, however, he found it difficult to motivate himself to get up out of his chair."

His son took him to the doctors after he had another fall at home. The GP said he was medically fit but needed to regain his confidence. He referred Jagjit to Agewell through the Community Offer.

Agewell's Postural Stability Instructor, Alison Pickering, visited him at home to carry out an initial assessment and then designed a bespoke home-based exercise programme, which she delivered over a period of 12 weeks, to encourage Jagjit to become more mobile again.

At the end of the programme Alison referred Jagjit to Mytime Active's Walk from Home service so he could continue to 'maintain the gains' and he is now accompanied on a short walk from his home each Tuesday.

Since his initial assessment, Jagjit's general health and wellbeing has improved by an impressive 26%. His balance has improved by 7% and his mobility has improved by 5%.

His son says: "I have seen a remarkable improvement in my dad since Agewell got involved. He's reluctant to join a class or group but was very happy to work with Alison at home.

"It's definitely built his confidence to walk unaided and it's giving us the confidence to be a bit stricter with him and say: 'Come on, you don't need to hold my arm, I am with you but you can walk by yourself'.

"He's picked up lots of little tips which are helping him to feel steadier on his feet and he practices the exercises when he's on his own too. His and Alison's hard work is really paying off."

Outcomes

- A 26% increase in general health and wellbeing (SF12 Short Form Health Questionnaire)
- A 3% increase in mental health and wellbeing (WEMWBS Warwick-Edinburgh Well-Being Scale)
- A 5% increase in mobility (Functional Assessment)
- A 7% increase in confidence and balance
- Re-connected socially
- Maintained independent living
- Improved muscle strength, balance and mobility
- Reduced risk of injury due to falling
- Reduction in avoidable emergency admissions to hospital
- Reduced number of visits to GP

In Their Own Words

A nasty fall severely dented **90-year-old Margery's** confidence and left her nervous of going out on her own.

Margery, who has arthritis in her hips and knees and is also partially sighted, had always been quite active. She suffered a bad fall, however, when a heavy door caught her and she hit her head on the wall and broke her wrist.

In October 2014 Agewell started an exercise group at Braeburn Sheltered Housing where she lives and Marjorie decided to give it a go. She took part in the weekly sessions and was so impressed with the difference it made that she signed up for a further weekly class. Agewell also referred her to Mytime Active's Walk from Home service.

Attending the exercise group and enjoying an accompanied short walk from her home each week has re-built her confidence and Marjorie is now able to walk to the shops unaided and even venture further afield.

The initial assessment carried out by Agewell, compared with a second assessment undertaken 12 weeks later, revealed significant improvements in Margery's general health and wellbeing (up 11%) and her confidence and balance (up 11%).

She says: "I have found the exercise classes enormously beneficial. They really get you moving and they show you how you should be doing things to reduce your risk of over-balancing and falling.

"I really do feel I am starting to regain my confidence now. It's a gradual process as I don't walk very well at all, but I've been to the shops three times on my own now and each time gets a little easier. Until recently, I had to rely on my daughter to take me out.

"I even used the Ring and Ride to go into Walsall the other day.

"Being able to get out and about on my own is very important to me and Agewell has helped to give me back some of the independence I had lost."

Outcomes

- An 11% increase in general health and wellbeing (SF12 Short Form Health Questionnaire)
- Mental health and wellbeing score remained the same (WEMWBS Warwick-Edinburgh Well-Being Scale)
- Maintained mobility level (Functional Assessment)
- An 11% increase in confidence and balance
- Re-connected socially
- Maintained independent living
- Improved muscle strength, balance and mobility
- Reduced risk of injury due to falling
- Reduction in re-admission to hospital
- Reduction in avoidable emergency admissions to hospital

In Their Own Words

69-year-old Stan, who has multiple sclerosis, self-referred to the Great Barr exercise group run by Agewell after his friend told him about it.

He lives locally and has struggled with his balance since undergoing heart surgery. Attending the class made a difference to his balance and confidence as well as helping to prevent him feeling lonely.

Stan says: "I am quite a confident sort of person in general and there is very little wrong with me physically, but what is really restricting me is a problem with my balance.

"When I come to move, I can sometimes find myself lurching forwards which is very disconcerting and has certainly affected my confidence.

"The exercises are not particularly difficult to do, but they are good for keeping your limbs mobile. As well as going along to the group each week, I do the exercises at home as a matter of course now.

"I live on my own so going to the group gives me an excuse to get out of the house and meet people socially.

"The group keeps me moving and it gives me people to talk to, so it's a winner all round."

Outcomes

- A 56% increase in general health and wellbeing (SF12 Short Form Health Questionnaire)
- A 6% increase in mental health and wellbeing (WEMWBS Warwick-Edinburgh Well-Being Scale)
- An 18% increase in mobility (Functional Assessment)
- A 26% increase in confidence and balance
- Re-connected socially
- Maintained independent living
- Improved muscle strength, balance and mobility
- Reduced risk of injury due to falling
- Reduction in avoidable emergency admissions to hospital

In Their Own Words

91-year-old Beryl finds getting out and about quite difficult. She is visually impaired and has suffered a number of falls which have severely knocked her confidence.

She was determined not to sit at home all day but needed some help to become steadier on her feet and to reduce her fear of falling again.

Beryl referred herself to Agewell's exercise group at Braeburn House Sheltered Housing Scheme on the Yew Tree Estate in Walsall, where she lives.

She says: "I have found definite benefits from going to the weekly exercise classes, especially with walking.

"It is quite hard for me as I have peripheral vision so I have to keep looking down all the time. The classes have taught me how to walk better and how to improve my balance, so I am less worried about falling over."

Since Beryl started going to the exercise group, her balance has improved by 6%.

She currently enjoys regular shopping trips with her son, and also gets out and about once a week accompanied by a walker from Mytime Active's Walk from Home service.

She says: "I have a lot more confidence when someone is with me, especially when I need to do things like cross the road.

"I am really determined to keep moving as I look at some people who live here who can't get out, and they put on weight which then affects their joints.

"I have learnt how to move around more safely and I can now get up off the floor to a standing position using just one hand. I also feel less nervous about walking outside because I know my balance is better. Agewell is definitely helping me to keep active."

Outcomes

- Maintained general health and wellbeing score (SF12 Short Form Health Questionnaire)
- Maintained mental health and wellbeing score (WEMWBS Warwick-Edinburgh Well-Being Scale)
- Maintained mobility level (Functional Assessment)
- A 6% increase in confidence and balance
- Re-connected socially
- Maintained independent living
- Improved muscle strength, balance and mobility
- Reduced risk of injury due to falling
- Reduction in avoidable emergency admissions to hospital

In Their Own Words

A nasty fall at home left **89-year-old Helena** badly shaken up.

Helena, who has problems with her balance as a result of a bout of shingles, wasn't badly hurt but the fall knocked her confidence severely.

She was referred to Agewell's home-based exercise service and was visited by qualified Postural Stability instructor, Alison Pickering, on a weekly basis, for a series of one-to-one sessions to help her improve her balance and re-build her confidence.

As a result, Helena, is now able to get out every week to do her own shopping and can walk home from the bus stop at the top of the road using a four-wheeled trolley.

Helena lives with her 49-year-old disabled daughter and they call the Ring and Ride service every Monday morning.

"The exercises Alison showed me were just what I needed to boost my confidence and keep me on my feet," says Helena. "I do them on my own every day now, even if I don't really feel like it. My daughter and I can now go to the shops each week and catch the bus back.

"It's really important to me to do my own shopping. I can also do all my own cleaning, washing and ironing and I want it to stay that way.

"I've always been quite a practical person. I've even painted my own garden fence!

"I still have problems with my balance and I feel unsteady sometimes as the shingles affected my left ear. But I don't feel as nervous as I did going out and the exercises have given me back some of the confidence I lost after my fall."

Outcomes

- A 14% increase in general health and wellbeing (SF12 Short Form Health Questionnaire)
- A 13% increase in mental health and wellbeing (WEMWBS Warwick-Edinburgh Well-Being Scale)
- A 14% increase in confidence and balance (Functional Assessment)
- A 17% increase in confidence and balance
- Re-connected socially
- Maintained independent living
- Improved muscle strength, balance and mobility
- Reduced risk of injury due to falling
- Reduction in avoidable emergency admissions to hospital

Social Return On Investment

A separate Social Value Report was commissioned by Agewell to show the impact of our services against the targeted outcomes for the Community Offer detailed on page 2.

The starting point was to identify outcomes delivered and the quantity of each outcome achieved. Each outcome was then given a financial valuation (where available). After adjustments (which reduce the values for each outcome for a variety of reasons) it is possible to see the social value created by the Community Offer and the SROI for each £1 spent.

Outcomes Delivered	Quantity Achieved	Financial Values	Impact/Social Value (after adjustments)	SROI	Potential saving to Public Sector
Reduction in falls/long term improvement in movement/no. of steps/reach function	48	£28,665	£233,906	£2.34	Reduces requirement to access reablement and other health services
Prevention of falls by increasing mobility and being more physically active	10	£12,100	£20,570	£0.21	Reduces the number of emergency admissions, the cost of hospital stays and access to follow up reablement services
Individuals signposted/referred to additional support	36	No value assigned	Not valued	Not valued	Reduces the likelihood of needing to visit a Doctor or other health care services
Improved social interaction and support within the community/individuals able to continue living at home	48	£39,000	£318,240	£3.18	Avoids the cost of providing a nursing or care home
TOTAL			£572,716	£5.73	£572,716

The social value delivered totals £572,716. Based on a cost of £100,000 to deliver the Community Offer, the Social Return on Investment (SROI) is £5.73 for every £1 spent. This confirms how worthwhile the services delivered by Agewell are in providing cost savings for statutory agencies.

This figure is based on the key outcomes achieved and the cost savings to the public sector primarily, and does not include additional outcomes that have been achieved through improved social interaction, feeling healthier in general and volunteering outcomes, which would increase the SROI further.

The full Social Value report is available on the Agewell website.



We are liaising with Agewell and referring to them which is very useful. Agewell is a very good contact and offers a helpful service.

Jacki Macfarlane, Practice Manager, Pages Lane Surgery



I have found the exercise classes enormously beneficial. They really get you moving and they show you how you should be doing things to reduce your risk of over-balancing and falling.

I really do feel I am starting to regain my confidence now. It's a gradual process as I don't walk very well at all, but I've been to the shops three times on my own now and each time gets a little easier. Until recently, I had to rely on my daughter to take me out.

I even used the Ring and Ride to go into Walsall the other day. Being able to get out and about on my own is very important to me and Agewell has helped to give me back some of the independence I had lost.

90-year-old Margery



Contact Details



For more information about Agewell and our services for older people, contact us as follows:-

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