

# Independent Living Service update

Harriet Bosnell

# What people are saying!



- ‘Wish Independent Living had started 20 years ago. It’s the best thing that ever happened to me. I feel I have a friend who calls frequently”
- “ It takes the weight off the family”
- “The things you did transformed the way we live – we are over the moon!”

# Choice for the customer



- Support for as long as you want the way that you want it.
- 24 hour alarm and response
- Daily well-being calls
- Up to 3 visits a week
- Medication reminders
- Home from hospital support
- Arranging minor repairs and adaptations
- Chance to join social activities
- Support for people with memory difficulties
- Entitlements advice and support

# How does the money work?



- Funding means 80% of people get the service free
- People with HB, pension credit guarantee or savings under £23,250 get the service free
- Bands start at £3.60 per week up to £19 per week for 3 visits plus

# How do you get on the service?



- Call us on 01225 366136 to make an appointment
- Email us at [independentlivingservice@somer.org.uk](mailto:independentlivingservice@somer.org.uk)

# Update and performance



- Awarded contract after competitive tender to start January 2011
- 240 plus customers
- 18% self-funding the support
- 59% have a disability that impacts in their independence
- 37% homeowners
- 8% private landlord and ' other'
- 7% of people with memory problems
- 21% rural – 11 people via village agents
- 6 volunteers

# In partnership with others



We have established links with;  
Community and Health Access teams  
OT's

The intermediate Care Team at St Martins  
SW Team – MSN  
Bath NHS Walk-in  
The Cares Centre  
Community Mental Health Team

# Outcomes to October



- 33 people helped to get more financial entitlements to live independently
- 20% of customers helped with aids and adaptations
- 39 people supported to maintain better mental health
- 17 people directly prevented from needing residential care
- 4 moves to sheltered, 2 to Extra Care
- 47 referrals to health, social care and other agencies
- 4 prevented from experiencing 'harm from others'.
- 13 people moved between bands

# Where to next?



- Another 250 people next year
- More service users in MSN
- New diamond band to meet more complex needs?
- More volunteers – come and join our volunteers to help with sports activities, shopping or social contact.
- More Planning Live events after huge popularity!

“It takes away the embarrassment of dealing with people and problems by having someone with some kind of authority do it on my behalf.”

# The face of ILS



# Any questions?

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