

INFORMATION PRESCRIPTIONS PILOT PROPOSAL	
PROPOSED PILOT SITE	<p>The project will be based in the St Edmundsbury area working across health, social services, the voluntary sector and the library service.</p> <p>It is proposed that this pilot will explore a distributed model of delivery, but will have access points for the information in public libraries, voluntary-sector run information points and on the world wide web.</p> <p>It will be project led from within ACS at the address below.</p>
Title and address Contact name, telephone, e-mail and fax number	<p>Adult and Community Services Suffolk County Council Endeavour House Russell Road Ipswich IP1 2BX</p> <p>Alison Wheeler Adult Services Manager alison.wheeler@libher.suffolkcc.gov.uk 01473 264611</p>
Please outline proposals for introducing information prescriptions and areas that you are proposing to cover (see section 9 of criteria document)	<p>Settings The project will focus on the Bury St Edmunds area of Suffolk, working with the Suffolk PCT, Suffolk Mental Health Partnership, Suffolk Family Carers, Adult and Community Services within Suffolk County Council (which includes Adult Care and Suffolk Libraries), Age Concern, the Alzheimers Society, and the Acute Hospital Trust.</p> <p>Suffolk County Council is committed to informing older people, empowering them to take control of decisions which affect them, involving them in the planning and redesign of services, and working across the voluntary and statutory sectors to do this. This will underpin our approach with this pilot and is why we have proposed a distributed model for delivery.</p> <p>Content Our target group is older people with long-term conditions, including people with physical needs, and mental health needs, and their carers. In Suffolk, the growth of older</p>

people is slightly above the national average. In the district of St Edmundsbury, 17% of the population are over 65 and over and this expected to rise by 22% in the 65-84 age range and 50% in the over 85s, by 2011.

We will test out and develop content by working with service users, family carers, health and care workers to develop virtual and physical information, and by building on an existing but expanding community information database for the public called Suffolk Infolink.

[<http://www.Suffolk.gov.uk/Infolink>]

There are already plans to develop this early in 2007 to support the Customer Journey within Adult and Community Services to assist the prevention agenda, redirect customers who have specific needs, and to be a tool for professionals developing care packages. It is also the channel for providing statutory information on children and young peoples services. This development work will go ahead regardless of the success of this pilot bid but it is a complementary parallel process and a clear synergy. Suffolk Libraries were early adopters of the Books On Prescription service, and would look to incorporate this and expand it as part of this pilot, working with care and health practitioners, family carers, service users, and patients to increase the range of books and information available.

There are also collections of books in the ten larger libraries in Suffolk, chosen by health professionals, for families and patients with cancer. [[Cancer Information in Libraries](#)]

These were developed in partnership with the Mid Anglia Cancer Network and Macmillan Cancer Relief. We would expand and develop these collections, and market them as part of this offer. Three mobile libraries in Suffolk have been refurbished and will soon have internet access, and a wider remit to offer information and advice from a range of agencies and we would look to include these in the pilot to help people who are isolated in rural spaces as an access point for physical information and for internet access.

The content will be structured using information management skills via the library service, using professional knowledge from health and care workers, using the day-to-day needs and experiences of service users and patients.

The information will be available in a range of media and formats to meet the needs of a diverse customer group. We will develop the information, and evaluate it with the direct

involvement of the customers, carers and workers through two panels - each will be involved in the planning and the delivery of this pilot project.

We have already had one meeting of family carers and their support workers to develop information and books for family carers in libraries and propose to use and build on this model. This group could form one of the user panels to help plan and direct the project.

At this stage we propose to identify and develop

- physical packs of information;
- book collections (chosen and evaluated by service users, patients and workers);
- book recommendations (as with Books on Prescription);
- quality assured web content; and,
- offer virtual signposting to all of these via the Suffolk Infolink directory

while identifying how to integrate these with the health-space facility on the internet for individuals

Process

Prescriptions for information would be developed in partnership with the proposed beneficiaries, their family carers, support workers, health and care practitioners and information management professionals.

The process for issuing the prescriptions will be at identified points (yet to be specified) in the care pathway journey. We will test out and identify a range of models for this.

It is anticipated that they will be issued by community care practitioners, GPs, district nurses, social workers, the intermediate care team and link workers, and support workers from the voluntary sector.

Consultation so far with family carers and their support workers indicates that a mix of physical information, books and virtual content will offer the best way to offer the information in an individualised and situational way.

Sometimes practical support including signposting and relevant information at the right time is all that is needed to maintain the person and their family members at home. National evidence confirms this.

Preventative services can reduce the impact on high end services and can maintain an older person within the community. Empowering older people can increase their well-being and enable them to feel in control and stay an active part of society.

The pilot will include training for workers, practitioners and family carers on using the internet, sourcing pre-selected and new content, and how to use the directory. We recognise that not every one is confident about how to use the resources on the web.

It will build on existing links, good working relationships and developing services, which include

- Homefirst is the new and developing Suffolk County Council enabling service, which allows person centred domiciliary flexible support.
- Suffolk Infolink- the county council community information directory
- The Dementia care pathway approach which is an integrated 'whole systems model' provided and supported by the joint working between health and social care, providing a range of services for older people with dementia and their carers
- Integrated intermediate care teams working with frail older people with mental health and physical needs.
- Health promotion and healthy lifestyles working alongside
- Community practitioners advising on for example, falls prevention and bone health, health promotion, healthy eating, smoking cessation, and sensible alcohol consumption, medication management and general self-management of their chronic condition, which could include complementary therapies.
- Age Concern information service based at West Suffolk Hospital

People without access to the internet at home will be encouraged to use the free internet access in every Suffolk public library.

Conditions

Vulnerable older people who present with chronic conditions predominantly arising from long term chronic illnesses regular visits to GP's and frequent hospital admissions.

Support to family carers will be essential to enable them to continue caring, the provision of emotional support and the maintenance of their health and well being. People thrive when they remain independent and included within their community and in control of their lives

Delivery

The pilot will be led by Adult and Community Services, but will have a project board to oversee the development and progress of the project, which will include strategic stakeholders. There will be a small project team to oversee the delivery of the project and up to three panels consisting of practitioners and beneficiaries.

The project structure will enable needs analysis, content development, customer involvement, enhancing the directory (Suffolk InfoLink) and establishing agreed process and mechanisms for the issuing of the prescriptions and their evaluation. All the organisations that are asked to take part in the project will be required to sign a partnering agreement.

Quality assurance will be by the user and practitioner panels, through evaluation of outcomes and impact with patients and service users, and through ongoing feedback. We will use the Inspiring Learning for All Framework (Generic Learning Outcomes) which measure confidence, increased knowledge and self esteem, as well as measurement of the areas of impact.

Impact

Earlier, targeted interventions will lead to a reduction in referrals to secondary health services, which in turn should reduce the impact on high end services, reduce and avoid hospital admission, reduce Detoc's (delay transfers of care).

- Better information for service users and carers will lead to improved service user and carer satisfaction with their care. To measure satisfaction with the information and the format that it has been provided in.
- Improved health outcomes will be through specific standardised assessments
- An increase in the numbers of people aged over 65 to be helped to live at home.
- A reduction in the number of older people over 75 in

	<p>acute hospital beds.</p> <ul style="list-style-type: none"> • Increase the confidence, capacity and knowledge base and skills set of family carers. • By improving the psychological well being of the family unit will lead to less dependence on medication which could lead to a reduction in GP prescribing. <p>Support</p> <p>The project manager will work with Suffolk PCT, Suffolk Mental Health Partnership, Suffolk Family Carers, Adult and Community Services within Suffolk County Council (which includes Adult Care and Suffolk Libraries), Age Concern, the Alzheimers Society, and the Acute Hospital Trust. These agencies are already working in an integrated way with this target audience.</p>
<p>Please provide a brief description of your proposals to:</p> <p>Work with stakeholders and partners</p> <p>Develop a system for delivering information prescriptions in your area</p>	<p>Our key stakeholders are Suffolk PCT, Suffolk Mental Health Partnership, Suffolk Family Carers, Adult and Community Services within Suffolk County Council (which includes Adult Care and Suffolk Libraries), Age Concern, the Alzheimers Society, the Acute Hospital Trust, service users and their carers.</p> <p>The project governance will include opportunities for all stakeholders to take part in planning, needs analysis, the design of delivery systems, content development and evaluation through panels.</p> <p>Our distributed model will test out models on how to deliver information prescriptions. We anticipate that they will be delivered by support workers, health and care professionals, who will offer signposting to support, or actually supply information such as telephone numbers and/or website addresses for relevant support organisations, using the Suffolk InfoLink directory; or suitable book titles that are available from the library service; or leaflets and packages of person centred information. It is proposed to have regularly updated booklists and to provide information in leaflet form, for support workers, health and care professionals to use in the field on occasions when they do not have online access.</p> <p>At this stage we propose to identify and develop</p>

<p>Identify the content for information prescriptions</p>	<ul style="list-style-type: none"> • physical packs of information, offering practical advice for older people and their families/carers to help to support them to maintain their independence, health and well being and where to get further help and support in times of need/crisis; • book collections, chosen and evaluated by service users, patients and workers, which include titles on specific medical conditions or ways to deal with people who are suffering from those conditions, such as dementia; • book recommendations, expanding the 'Books on Prescription' scheme, which ensures that there are collections of books, chosen by GPs in libraries which individuals can access on production of a prescription; • quality assured web content, recommended by service users, patients and workers, as well as information professionals; and, • offer virtual signposting to all of these via the Suffolk Infolink directory <p>while identifying how to integrate these with the health-space facility on the internet for individuals</p>
<p>When do you anticipate that work will start?</p>	<p>We will begin work on the project once funding is confirmed from January 2007.</p>
<p>Signatures: Graham Gatehouse, Director, Adult and Community Services</p> <p>On behalf of Mike More Chief Executive</p>	