



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

3 March 2022

Report of the Head of Adult Services - Angela Thomas

Matter for Decision

Wards Affected Afan Cluster Network area

PROCUREMENT OF FALLS MOBILE RESPONSE SERVICE: 6 MONTH PILOT

Purpose of the Report

To seek cabinet endorsement for the allocation of West Glamorgan Regional Partnership Board (WGRP) Transformation Grant funding to pilot a falls mobile response service for users of NPT lifeline/telecare services within a defined geographical area (Afan Cluster).

For information that the proposal to enter into a pilot falls mobile response service for users of NPT lifeline/telecare services within a defined geographical area (Afan Cluster) is permitted under rule 7.1.11 of the Council's Contract Procedure Rules that provides for an exclusion for the requirements of competitive tendering for social care service contracts in respect of the provision of social care services for service users not exceeding the EU Thresholds

Executive Summary

'Falls affect people of all ages but are a particular concern for older people. Falls, and fear of falling, amongst older people can lead to declining activity levels and reduced social activity.' (PHW 2013).

Falls have been identified as a propriety area of concern for the considerable impact on individuals and the health and social care, and a whole system approach to prevention is advocated (PHE 2020). Part of this coordinated and whole systems approach includes appropriate and timely response to falls: to minimise any harms for the individual, and prevent further falls by facilitating access to other falls prevention interventions.

There is growing awareness that individuals who fall at home on occasion do not get the level of support that is required in a timely way. A large majority of falls are non-injurious and may relate to welfare rather than medical needs, and are therefore lower priority for emergency medical services. Consequently, response times are often unacceptably long, resulting in a 'long lie', which is highly distressing to the individual and their family/carers, and also associated with further health complications, hospitalisation and increased need for health and social care services.

Proposed 6 month pilot

It is widely acknowledged that this issue could be more prudently addressed with the provision of a Falls Mobile Response Service. A number of other local authorities have found that a service such as this will have a positive impact on the health and welfare of individuals who have suffered a fall by:

- providing a timely response to non-injurious falls
- ensuring pathways are in place for preventing further falls for those individuals to facilitate access to appropriate falls prevention interventions available in the community.

The proposed 6 month pilot aims to provide proof of concept/benefits realisation for extending existing lifeline service to include a mobile response service for NPT Lifeline customers resident within the Afan Cluster Network area.

The evidence gained will support business cases for further investment via other income flows such as partner organisations, Regional

Integrated Funding, and other relevant WG funding streams.

The pilot would also identify other key stakeholders, offering opportunities for partnership working to tackle the issue of falls as part of a wider falls strategy for the region.

Learning gained will inform a decision on whether and/or how best to commission a similar service in the longer term. Insights gained will support prudent planning and development of an effective mobile response service for NPT, allowing fallers to receive the right support at the right time to ensure that any falls are managed appropriately, ensuring best outcomes for them and their family/carers.

Commissioning of Delta Wellbeing

We propose to commission Delta Wellbeing to provide the mobile response service for the duration of the pilot for the quoted amount of £97k. The reasons for choosing this particular provider are as follows:

- The tight timescales imposed by the funding arrangements which do not allow for procurement via formal tender at this point.
- Developing an in-house service may or may not offer more cost effective solution; however is not an option for a pilot, and we do not currently have the infrastructure to support this safely.
- NPT already commission Delta Wellbeing to provide call-monitoring service for Lifeline customers and have experience in providing mobile response services – this ensures safe and streamlined pathways.
- Delta Wellbeing are currently delivering similar services to Swansea who are also undertaking a small pilot for falls mobile response so it makes sense to use them.

Depending on the pilot outcomes an option would be to undertake a full tender exercise for a permanent service.

Background

In NPT currently 36% of calls to Welsh Ambulance Service NHS Trust (WAST) from NPT Lifeline service relate to falls and this is the top reason for such calls to the WAST.

Peak fall times in NPT identified as 2-10 am, 5-8pm and the early hours indicating a 24-hour service is required.

While NPT has a well-established Lifeline service this does not currently include a mobile response, and typically responses to falls involve contacting an appropriate family/friend responder (where available/appropriate) or to call on the ambulance services.

This is problematic as:

- Calls relating to non-injurious falls are unlikely be high priority for WAST and response times can be very lengthy, with reports of and up to 11-15 hour waits being reported.
- This can result in a 'long lie' for the individual, which is widely documented as having substantial adverse outcomes for fallers, with associated likely (and avoidable) hospitalisation, cost implications for ongoing health and social care economy.
- Where there is no family/informal care, this disrupts domiciliary care or health services when a carer/nurse is unable to leave the individual while they await the ambulance service.
- Where there is family/informal care it may not be possible or appropriate for them to safely assist the fallen person.

With no other options, double manned ambulance crews continue to be sent to situations that do not require such a response. Typically, individuals who have experienced a fall may be on the floor for many hours before WAST are able to respond. Consequently, response times are often unacceptable, often resulting in a 'long lie', which is distressing to the individual and their family/carers, and also associated with further significant health complications, hospitalisation and increased need for health and social care services.

Provision of a falls response service can greatly improve outcomes for individuals by considerably reducing wait times for those who have suffered a fall, and the associated harms caused by 'longer lies'. This in turn reduces pressures on the broader health and social care economy. For example, Delta's Community Welfare Response has attended over 3400 call outs since January 2020 with only 6% of these calls needing to be escalated to Emergency Medical Services.

It is widely acknowledged that this issue could be more prudently addressed with the provision of a Falls Mobile Response Service, and other LA's have successfully adopted a similar service (e.g. Bridgend, Carmarthenshire).

The proposed pilot aims to provide proof of concept/benefits realisation for extending existing lifeline service to include a mobile response service for Lifeline customers who reside within the Afan Cluster Network area. The learning gained from this will inform ongoing planning and development of a permanent mobile response service in the borough.

Benefits of a permanent arrangement will include reduction of (sometimes-devastating) harm and distress to fallers and their families, reduction in hospital admissions, reduction on demand for ongoing health and social care services.

Provision of such a service allows the individual to receive the right support at the right time to ensure that any falls are managed appropriately.

Proposed Pilot

Within NPT the majority of calls for assistance are made in Neath area, closely followed by Port Talbot post codes. We have identified Afan Cluster for the pilot area as it:

- has a range of demographic areas including urban, semi-urban and valley areas.

- does not yet have a virtual ward which may make capture of outcomes clearer and easier, and reduces complexity for pathways for the pilot.

We propose to utilise available Transformation Grant funding to undertake the pilot scheme with Llesiant Delta Wellbeing (“Delta”) for their 24/7, 365 days a year ‘Community Welfare Response’ falls solution/ service. This would be in addition to existing contractual arrangements for our lifeline call monitoring service to provide a 24/7 triage and mobile response for non-injurious falls/non-medical emergencies for lifeline customers who reside within Afan Cluster geographical area at a cost of £96,968.00 for the 6 month pilot duration.

The service provided for would include:

- 24 hour, 7 days a week service, including Bank Holidays;
- Triage and dispatch of appropriately trained staff to the agreed protocols by Delta Wellbeing call monitoring centre following activation of lifeline or sensors;
- Response to clients in the ARMED (falls prediction pilot) as triaged by NPT Assistive technology team;
- Escalation of all appropriate calls to WAST using existing and well established communication links between Delta and WAST
- Single staffed call (unless client is flagged as a 2 to attend due to Manual Handling or highlighted risks);
- Provide a limited basic clinical response to patients who have fallen;
- Pro-active follow up call for fallers to provide onward signposting and escalation that may be required following a call out;
- If client requires hospital transfer, Community Response Officer will liaise with EMS to arrange;
- Delta Wellbeing to provide all required equipment and consumables;
- Response Officer Capabilities include:
 - Enhanced First Aider;
 - IOSH Managing Safely;

- iStumble;
- Basic Patient Observations to support triage by WAST (BM, BP, Tympanic temperature & NEWS).

Key Performance Indicators/Outcome measures

Feedback and lessons learnt from this pilot will help inform decision-making by the Directorate on whether it would be beneficial to commission a similar service in the long term. Any longer term service would be commissioned under the Council's procurement rules.

This will be supported by project management by Assistive Technology service, working closely with Delta Wellbeing. Initially fortnightly meetings will be held, moving to monthly and bi-monthly as the project is embedded.

Recording, measurement and feedback of data is key to evaluate the success of the project and will include (but is not limited to):

Performance

- Number of falls/welfare responses undertaken.
- Quality and accuracy of recorded information.
- Response time: Target to be within ONE HOUR, and no longer than 90 minutes.

Outcomes

- Feedback from integrated teams and partner organisations
- Customer and family feedback from client visits.
- Number of avoided WAST callouts/admissions
- Number of Environmental risk assessments.
- Number of Individual risk assessments
- Number of onward referrals made as a result of a wellbeing visit and to whom.
- Number of repeat falls after 6 months for individuals who have used the service compared to expected.

No additional options are offered at this time due to the tight timescales imposed by the funding arrangements, which do not allow for procurement via formal tender at this point.

Initially another provider had put forward a proposal to provide the falls response for the pilot but they have since withdrawn their interest due to changes in their company direction.

Developing in house service may or may not offer more cost effective solution. However is not possible to achieve in the times scale, and we not currently have the infrastructure to support this safely, but this will be considered as part of an options paper after final evaluation of the pilot.

Financial Impacts

Funding (c£97k) for the pilot has been secured via Transformation Fund grant monies allocated to WGRP. The aim of the fund is to improve health and social care services by scaling up models that are successful, and replacing less successful or outdated ones.

For WGRP there is a focus on older people to integrate services, try out new models of care closer to home, and reducing unscheduled admissions to hospital; therefore use of such grant monies is appropriate and aligned with regional priorities.

It is possible there may be more demand on other community and preventative services as a result of pilot interventions, for example, onward referrals and signposting to physio, falls clinic etc.; however we anticipate such increases in demand/additional costs to appropriate services will not be excessive and would be absorbed into those services during the pilot.

The pilot would provide evidence of value of a falls mobile response service in terms of personal outcomes and other benefits realisations for services, including efficiencies and cost reduction/avoidance.

Providing ongoing falls response services are a substantial investment; however these can in part be offset against costs to the health and social care economy of not having such a service (outlined below). The evidence gained will support business cases for further investment via other income flows such as partner organisations, Regional Integrated Funding, and other relevant WG funding streams.

Financial implications of NOT implementing the recommendations include:

- Escalation of care needs associated with the consequences of Individuals spending longer periods on the floor after a fall, thereby sustaining potentially more injury.
- Need for domiciliary care and other services relating to consequences of fall with 'long lie'.
- Increased likelihood of need for residential care.

Integrated Impact Assessment

A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in-depth assessment is not required. A summary is included below.

| | |
|---|---|
| A full impact assessment (second stage) is not required | ✓ |
| Reasons for this conclusion | |
| The initiative seeks to provide evidence of outcomes/ benefits realisations to support extension of lifeline services coordinated via the LA's Assistive Technology Service, and inform planning/design of such a service. There is no/minimal anticipated impact for concern, and therefore further scrutiny/assessment is not required at this stage. | |

This would then be revisited if a full/ongoing falls mobile response service were to be pursued as an outcome of the pilot.

Valleys Communities Impacts

No implications.

Workforce Impacts

Outsourcing the Mobile Response Service to Delta Wellbeing for the duration of the Pilot will minimise impact on workforce while enabling possible structures/models for ongoing delivery to be scoped.

Legal Impacts

The Proposal to enter into the Service with Delta is permitted under rule 7.1.11 of the Council's Contract Procedure Rules that provides for an exclusion for the requirements of competitive tendering for social care service contracts in respect of the provision of social care services for service users not exceeding the EU Thresholds.

Under the Public Contracts Regulations (2015) the new financial threshold for public service contracts for social and other specific services listed in PCR 2015, Sch 3 is £663,540.00 *including* VAT ("New Legal Threshold").

The proposed contract of £96,968.00 plus VAT will be below the NEW Threshold thresholds and so we can direct award to Delta (with the necessary Council authority). The Council Contract Procedure Rules prescribe that the award can be made so long as Value for Money is obtained and the following principles are abided by free movement of goods and services: non-discrimination; openness/transparency; equal treatment for all; and proportionality though it is not required that approval is made as to whether an award would achieve Value for Money and the meeting of the above principles.

Considering the value of the Service, if pilot outcomes supported outsource of ongoing provision for this type of service, there would

need to be a full tender exercise in order to comply with the Public Contracts Regulations (2015) on the basis that any contract for such Service would likely go above the New Legal Threshold.

Risk Management Impacts

Risks of implementing the proposed recommendation for fallers are unlikely, and would be far less than is currently the case.

Delta Response Officers are trained in enhanced First Aid, Manual Handling, Patient Observations (including manual blood pressure, blood glucose and temperature) IOSH Managing Safely, iStumble, Dementia Awareness and Safeguarding.

All operational staff wear a Delta Wellbeing uniform, have an enhanced DBS check and carry Delta Wellbeing ID cards.

Well established and robust communication pathways and already exist between Delta, NPT Assstive Technology service and WAST.

There is a risk for continuity and roll out of the service after the 6 month pilot comes to an end, however the outcomes of the pilot will be closely monitored to support business cases for ongoing service.

Risks of not implementing the proposed recommendations are considerable and include:

- Substantial and potentially avoidable adverse impact on outcomes for lifeline users who fall and subsequently have a long lie and /or inappropriate admission to hospital as a result.
- Financial cost relating to escalation of needs following a fall, including increased likelihood of need for residential care.
- Disruption to domiciliary care services where carers need to wait for WAST to attend a faller.

Crime and Disorder Impacts

Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the

likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”

There is no impact under the Section 17 of the Crime and Disorder Act 1998 through the information contained in this report.

Counter Terrorism Impacts

The information contained in this report is likely to have no impact on the duty to prevent people from being drawn into terrorism.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts

Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which:

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

The information contained in this report is likely to have no impact on the above duty.

Consultation

There is no requirement for external consultation on this item.

Recommendation

We recommend the Cabinet endorse the direct award of £96,968.00 (utilising available Transformation grant monies) to Delta WellBeing for provision of a 24/7 falls mobile response service for lifeline/telecare

users resident in the pilot area of Afan Cluster Network for period of 6 months.

Reasons for Proposed Decision

Decision on the recommendation is required to enable progression of the NPT agenda for an appropriate and timely response to falls as part of a wider falls prevention strategy.

The tight Timescales imposed by the funding arrangements do not allow for procurement via tender at this point.

Developing in house service may or may not offer more cost effective solution, however is not possible to achieve in the times scale, and we not currently have the infrastructure to support this safely.

Undertaking the pilot, along with further scoping and scrutiny would inform the way forward regarding in-house versus outsourcing if outcomes supported roll out and ongoing provision of a falls mobile response service.

Delta Wellbeing was formerly Carmarthenshire County Council's 'Careline' service, which had been in operation for over 30 years and was set up in 2018 and now operates as a Local Authority Trading Company, still owned by Carmarthenshire County Council.

Delta's now well established was formerly Carmarthenshire County Council's. Their *Community Welfare Response* service is now well established, and in April 2021 was awarded registration with the Care Inspectorate Wales.

Delta provides bilingual call monitoring and other support services which meets our obligations for supporting the welsh language, and is essential for many of our Lifeline service users.

NPT Assistive Technology Service currently contract with Delta for Call Monitoring and any such arrangements/Ts & Cs would remain

unaffected by the pilot, and would also facilitate the pilot process due to existing and well established working relationships.

Implementation of Decision

We ask that the decision is an urgent one for immediate implementation, subject to the consent of the relevant Scrutiny Chair (and is therefore not subject to the call-in procedure.)

This is due to the tight deadline related to utilising the transformation grant money before financial year end.

Appendices

Appendix 1: Delta Wellbeing: NPTC Community Welfare Response Afan Valley Cluster Proposal

Appendix 2: Impact Assessment - First Stage

List of Background Papers

First stage Impact assessment (enclosed appendix 2)

(Accessed Feb 2022) [Ageing Well: Falls Prevention \(ageingwellinwales.com\)](http://ageingwellinwales.com)

(2020) PUBLIC HEALTH ENGLAND, January, 2020-last update, Falls: applying All Our Health:

<https://www.gov.uk/government/publications/falls-applying-all-our-health/falls-applying-all-our-health>.

(2019) Healthcare Inspectorate Wales – Review of Integrated Care: Focus on Falls. [HIW Review of Integrated Care - Focus on Falls_Eng.pdf](#)

(2018) Bangor University - Living Well for Longer: The Economic argument for investing in the health and well-being of older people in Wales. [livingwell2018.pdf \(bangor.ac.uk\)](#)

(2018) A Healthier Wales: our plan for health and social care: [A Healthier Wales \(gov.wales\)](#)

(2013) National Institute for Health and Care Excellence. Falls in older people: assessing risk and prevention. London: National Institute for Health and Care Excellence; [Overview | Falls in older people: assessing risk and prevention | Guidance | NICE](#)

(2013) PHW - The Burden of injury in Wales : Falls Interim report 2013 :
[The-Burden-of-Injury-in-Wales---Interim-Report-2013---Falls.pdf \(ageingwellinwales.com\)](#)

Officer Contact

Donna Jones, Rheolwr Gwasanaethau Byw'n Dda| Living Well Services Manager, Tim Adnoddau Cymunedol Castell-Nedd Port Talbot| Neath Port Talbot Community Resource Team
Ffon | Tel 07977043016, Ebost |Email donna.jones2@wales.nhs.uk



Delta Wellbeing

NPT County Borough Council
Community Welfare Response
Afan Valley Cluster Proposal

10th February 2022

Delta Wellbeing Overview

At Delta Wellbeing, our aim is to support our most vulnerable in the community to live independently in their homes for longer using the latest Technology Enabled Care equipment. Formerly Carmarthenshire County Council's Careline service, which had been in operation for over 30 years, the company was set up in 2018 and now operates as a Local Authority Trading Company, still owned by the council.

We deliver bilingual call monitoring and other support services to a wide range of Local Authorities, Health Boards, Housing Associations, Welsh Government, Educational establishments, private companies and local residents. We provide professional yet personal support 24/7 365 days a year and offer a range of services such as; Out of hours Housing Repairs, Lone working, Carers cards, alarm monitoring etc. As an innovative TEC provider and monitoring centre our services constantly evolve and develop to suit our client's needs.

Operating on a 24/7 basis, 365 days, we work closely with all our partners across the health, housing and social care sectors and wider TEC industry, enabling us to offer a wide array of bespoke TEC solutions and services to suit.

Delta CONNECT

Recently Delta Wellbeing have been working with the West Wales Care Partnership Board, bringing Carmarthenshire, Ceredigion and Pembrokeshire County Council's, Hywel Dda University Health Board, Welsh Government and representatives of the third and independent sector, to work together to help shape the future of health and social care services across west Wales with the roll out of the Delta CONNECT service.

The Delta Wellbeing CONNECT project seeks to transform how social care is delivered, implementing a new model of self-help and proactive care offering flexible support packages, tailored towards an individual's specific needs, to improve wellbeing, help people stay independent for longer and reduce demands on long-term or acute health and social care.

CONNECT focuses on supporting prevention and wellbeing through a technological and digital approach providing a wrap-around service to our clients including Pro-active wellbeing calls, Digital Support and TEC packages, keyworker support & wellbeing plans and access to 24/7 Community Welfare Response.

Community Welfare Response

There has been a growing awareness, that for various reasons, elderly fallers on occasion do not get the level of support that is required. As falls are listed as non-emergency, the response times are often unacceptable and it is known that such a delay can lead to further health complications. With no other options, double manned ambulance crews continue to be sent to situations that don't require such a response.

A vital and core component of our CONNECT service includes access to a 24/7 Welfare Response Team. This is a mobile service that aims to respond to non-medical emergency calls, avoiding inappropriate hospital admission or use of emergency services. A large majority of calls are for non-injurious falls and welfare needs so the 24/7 support we can offer gives clients and their families complete peace of mind knowing that help is always available. To date Delta Community Response has attended over 5000 call outs since January 2020 with only 7% of these calls needing to be escalated to Emergency Medical Services.

As of April 2021, the Community Welfare Response service was awarded registration with the Care Inspectorate Wales, the first of its kind in Wales. This not only allows our fully trained staff to be able to provide the necessary care and support when attending to a client on their home should they need it but also allows us to work differently and innovatively with our partners.

A valuable element of the service we provide is the onward signposting and escalation that may be required following a call out. All fallers receive a pro-active call from our team following a fall, in order to check they are okay and don't require any further assistance. At this point we carry out a falls assessment so as to understand the nature of the fall, factors relating to the fall and other relevant information in order to offer advice or signposting to pathways that would be able to support the client. This allows the client to receive the right support at the right time to ensure that any falls are managed appropriately.

Staff

Priding ourselves on putting our customers at the heart of the company, we ensure our staff are some of the best trained in the industry. Our Response Officers are trained in enhanced First Aid, Manual Handling, Patient Observations (including manual blood pressure, blood glucose and temperature) IOSH Managing Safely, iStumble, Dementia Awareness and Safeguarding to name but a few. All operational staff wear a Delta Wellbeing uniform, have an enhanced DBS check and carry Delta Wellbeing ID cards.

Initial Cost Proposal

Delta Wellbeing will provide a Community Welfare Response service for NPT Assistive Technology Service across the Afan Valley Cluster area [at a cost of £96,968 excl VAT](#).

The costs are based on a 6-month period with the following provision:

- 24 hour, 7 days a week service, including Bank Holidays
- Triage and dispatch of staff to the agreed protocols by Delta Wellbeing call monitoring centre following activation of lifeline or sensors
- Single staffed call (unless client is flagged as a 2 to attend due to Manual Handling or highlighted risks)
- Home service only
- Vehicle – Marked Delta Wellbeing
- Provide a limited basic clinical response to patients who have fallen
- Pro-active follow up call for fallers
- No Conveyance of Patient
- Delta Wellbeing to provide all IT and communication equipment
- If client requires hospital transfer escalation of all appropriate calls to EMS using existing and well-established communication links
- Non-Emergency Welfare call outs to be provided to clients in the ARMED (falls prediction) pilot within Afan Valley Cluster as triaged by NPT Assistive technology team
- Delta Wellbeing to provide all required equipment and consumables
- Response Officer Capabilities
- Enhanced First Aider
- Manual Handling as per the All Wales Passport Scheme,
- Specialist Lifting Equipment – Raizer Chair and Manger Camel
- IOSH Managing Safely
- iStumble
- Basic Patient Observations to support triage by WAST (BM, BP, Tympanic temperature & NEWS)

Contract Management and Review

This proposal is with the view to arranging fortnightly meetings between NPTCBC officers and Delta Wellbeing during the early stage of the pilot. This is to ensure the service is meeting demand and expectations and provide relevant feedback and review of the pilot.



1. Details of the initiative

Initiative description and summary: Mobile Response Service for Afan Cluster area : 6 months Pilot

There is growing awareness that individuals who fall at home on occasion do not get the level of support that is required in a timely way. A large majority of falls are non-injurious and may relate to welfare rather than medical needs, and are therefore lower priority for emergency medical services. Consequently, response times are often unacceptable, perhaps resulting in a 'long lie' which is distressing to the individual and their family/carers, and also associated with further health complications, hospitalisation and increased need for health and social care services.

It is widely acknowledged that this issue could be more prudently addressed with the provision of a Falls Mobile Response Service. The proposed pilot aims to provide proof of concept/benefits realisation for extending existing lifeline service to include a mobile response service for Lifeline customers resident within the Afan Cluster Network area. The learning gained from this will inform ongoing planning and development of an effective mobile response service for NPT, allowing the individual to receive the right support at the right time to ensure that any falls are managed appropriately

The pilot provision will cover lifeline customers residing in Afan Cluster Network geographical area and includes:

- 24 hour, 7 days a week service, including Bank Holidays
- Triage and dispatch of appropriately trained staff to the agreed protocols by Delta Wellbeing call monitoring centre following activation of lifeline or sensors
- Single staffed call (unless client is flagged as a 2 to attend due to Manual Handling or highlighted risks)
- Provide a limited basic clinical response to patients who have fallen
- Pro-active follow up call for fallers to provide onward signposting and escalation that may be required following a call out
- If client requires hospital transfer, Community Response Officer will liaise with EMS to arrange
- Delta Wellbeing to provide all required equipment and consumables

- Response Officer Capabilities include:
 - Enhanced First Aider
 - IOSH Managing Safely
 - iStumble
 - Basic Patient Observations to support triage by WAST (BM,BP, Tympanic
 - temperature & NEWS)

Service Area: Social Services, Health & Housing

Directorate: Adult Services

2. Does the initiative affect:

| | Yes | No |
|--------------------------------------|-----|----|
| Service users | y | |
| Staff | y | |
| Wider community | | n |
| Internal administrative process only | | n |

3. Does the initiative impact on people because of their:

| | Yes | No | None/ Negligible | Don't Know | Impact H/M/L | Reasons for your decision (including evidence)/How might it impact? |
|----------------------------|-----|----|---------------------|---------------|-----------------|---|
| Age | ✓ | | ✓ | | | Impact relates to customers of lifeline service regardless of these characteristics, however the majority of lifeline customers are older people with/without disability. |
| Disability | ✓ | | ✓ | | | |
| Gender Reassignment | | ✓ | | | | |
| Marriage/Civil Partnership | | ✓ | | | | |

| | | | | | | |
|---------------------|---|---|---|--|--|--|
| Pregnancy/Maternity | | ✓ | | | | <p>It is acknowledged that falls and fall-related injuries affect older people more:</p> <ul style="list-style-type: none"> • People aged 65 and older have highest risk of falling, with 30% of people > 65yrs and 50% for those >80yrs falling at least once per year. • Falling also affects the family members and carers of people who fall. (Falls: NICE Clinical Guideline 2013) <p>There is also evidence for a higher incidence of falls in women. However while women fall more often, research finds men are slightly more likely to die as a result of fall-related injuries than women. (Falls (who.int))</p> <p>It is unlikely that the pilot would adversely affect individuals from this group, but will provide a positive impact for those within the pilot catchment area to provide more timely response to falls/ prevention escalating welfare need of lifeline service users</p> <p>The pilot will be provided at no additional cost to the eligible service users, and would be available to existing and new Lifeline customers for the duration of the pilot. Customers outside the pilot area will not be adversely affected, but they will not be included in the scheme and therefore not benefit from any positive impacts of the pilot. However, should the pilot be successful in facilitating roll out and ongoing provision of such a service.</p> |
| Race | | ✓ | | | | |
| Religion/Belief | | ✓ | | | | |
| Sex | ✓ | | ✓ | | | |
| Sexual orientation | | ✓ | | | | |

4. Does the initiative impact on:

| | Yes | No | None/ Negligible | Don't know | Impact H/M/L | Reasons for your decision (including evidence used) / How might it impact? |
|---|-----|----|---------------------|---------------|-----------------|---|
| People's opportunities to use the Welsh language | | ✓ | ✓ | | | The service Provider (Delta Well-being) provides bilingual call monitoring and other support services. A high proportion of Delta's Response team are Welsh speakers and they heavily promote the Welsh Active offer so their non-Welsh speaking staff are engaged in a Welsh language programme to provide them with basic language skills. All tel/lifeline calls received by the centre can be responded to in Welsh. Not all mobile response staff who might subsequently visit speak Welsh – however if a call for the mobile response service came through for a client who has requested communication via the medium of Welsh they would dispatch appropriately if available. |
| Treating the Welsh language no less favourably than English | | ✓ | ✓ | | | |

5. Does the initiative impact on biodiversity:

| | Yes | No | None/ Negligible | Don't know | Impact H/M/L | Reasons for your decision (including evidence) / How might it impact? |
|--|-----|----|---------------------|---------------|-----------------|--|
| To maintain and enhance biodiversity | | ✓ | ✓ | | | n/a |
| To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc. | | ✓ | ✓ | | | n/a |

6. Does the initiative embrace the sustainable development principle (5 ways of working):

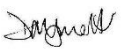
| | Yes | No | Details |
|--|-----|----|---|
| Long term - how the initiative supports the long term well-being of people | ✓ | | The Pilot will inform planning & development of service ongoing, supporting business cases for ongoing provision. |
| Integration - how the initiative impacts upon our wellbeing objectives | ✓ | | The pilot seeks to impact positively on the well-being of adults, especially older people or individuals with disability who utilise the LA's Lifeline/telecare service. It will inform the design of future ongoing services to meet the needs of such individuals to enable them to stay safe and independent, living within their own homes. |
| Involvement - how people have been involved in developing the initiative | ✓ | | As part of the pilot initiative, service users and their families will be engaged with to provide feedback/opinion on how the service which will inform planning/design of ongoing falls mobile response service. |
| Collaboration - how we have worked with other services/organisations to find shared sustainable solutions | ✓ | | The pilot will include scoping of appropriate partner organisations/stakeholders including potential pathways/sustainable solutions. For e.g., The falls response will include undertaking a falls assessment to understand the nature of the fall, factors relating to the fall, and other relevant information in order to offer advice or signposting to appropriate services/pathways which may include Health, Social or 3dr Sector organisations. |
| Prevention - how the initiative will prevent problems occurring or getting worse | ✓ | | The pilot seeks to provide a timely and appropriate falls response to: <ul style="list-style-type: none"> • minimise distress to individuals • prevent avoidable hospital admission and associated negative impact of this for the individual, especially if an older person • minimise or prevent complications associated with a long lie • Avoid/reduce escalation of care needs associated with falls |

| | | | |
|--|--|--|--|
| | | | <ul style="list-style-type: none"> • Appropriate follow up and signposting offers prevention of recurrence of falls |
|--|--|--|--|

7. Declaration - based on above assessment (tick as appropriate):

| | |
|---|---|
| A full impact assessment (second stage) is not required | ✓ |
| Reasons for this conclusion | |
| <p>The Falls Mobile Response Pilot seeks to provide evidence of outcomes/ benefits realisations to support extension of the lifeline services coordinated via the LA's Assistive Technology Service, and inform planning/design of such a service. There is no/minimal anticipated adverse impact for concern, and therefore further scrutiny/assessment is not required at this stage.</p> <p>This would then be revisited if a full/ongoing falls mobile response service were to be pursued as an outcome of the pilot. It is recognised that the need for a full assessment is likely should the pilot lead to the introduction of a new service.</p> | |

| | |
|--|--|
| A full impact assessment (second stage) is required | |
| Reasons for this conclusion | |
| | |

| | Name | Position | Signature | Date |
|----------------------|---------------|-----------------------------|---|------------|
| Completed by | Donna Jones | Living Well Service Manager |  | 21/02/2022 |
| Signed off by | Angela Thomas | Head of Service/Director | Angela Thomas | 21/02/2022 |