



Let's work together - Cannock Chase

Helping people to live healthy,
safe and independent lives



How to get started **Let's Work Together Toolkit**

2015

Introduction

In this section

- **What is Let's Work Together - Cannock Chase?**
- Outcome of the project
- Background

What is Let's Work Together - Cannock Chase?

'**Let's Work Together**' is a multi-agency initiative which ensures that people receive the support they need to live healthy, safe and independent lives.

It provides those people who visit individuals and families in their homes, with the tools training and skills to be the 'eyes and ears' for partner organisations, identifying risks and signposting or referring to services.

As a home visitor, **Let's Work Together** will provide the skills needed to spot risks in clients' homes, as well as offering the confidence and know-how to make referrals. It will also provide details in relation to how the referral system works so home visitors can be confident that referrals made will be dealt with by an appropriate professional.

As a service manager, **Let's Work Together** will help to ensure all staff get the training they need to spot risks in their clients' homes, and have the skills and confidence to make a referral.

Never miss a chance to make a difference...

Outcomes of the project

The following outcomes have been identified:

For individuals/families

- Reducing the risks for people at home so they can live healthy, safe and independent lives, supported by a team that is centred on them and well connected to each other.

For practitioners

- To know how to get the right services in place and easy routes and methods to building the team around the family or adult.

For organisations

- Improved value for money from home visits with better outcomes for their residents/clients.

Background

This initiative was developed by The Lichfield District Local Strategic Partnership (LSP) due to the success of the Olive Branch initiative.

Olive Simcock lived alone in South Staffordshire and her lifestyle put her at a high risk of fire safety issues.

Although she was known to care staff from Staffordshire County Council, she was not known to Staffordshire Fire and Rescue Service. Unfortunately, because of this, the fire risks in her home were not identified and addressed.

Olive sadly died in a fire at her Staffordshire home in 2006.

Following Olive's death, the Olive Branch initiative was launched. Its aim was to prevent unnecessary deaths, like Olive's, in the future.

The Lichfield District LSP were so impressed by the Olive Branch initiative, they wanted to build on its success. Since the Let's Work Together initiative was launched, it has successfully embedded the partnership working approach across other agencies to help tackle a wider spectrum of risks in the home and in people's lifestyles.

Let's Work Together - Cannock Chase will be developed and delivered across Cannock Chase District based on the same model.

Training opportunities

In this section

- Training modules
- Referral process

Training modules

Let's Work Together - Cannock Chase is providing a wide range of training programmes to service managers and home visitors across Cannock Chase District. The training will help to spot risks, and advise practitioners where to go next.

Dementia

Delivered by: [Staffordshire and Stoke-on-Trent Partnership NHS Trust](#)

The module will cover the following key areas: an overview of dementia, pop quiz on dementia facts, what is challenging behaviour and possible causes and communication skills in dementia.

Carers

Delivered by: [Carers Association Southern Staffordshire](#)

The module will offer an insight into carers and will cover the following areas: an overview of the Carers Association, who a carer is, what do carers actually do, number of carers, the impact of caring and what support is available to carers.

Falls

Delivered by: [Staffordshire and Stoke-on-Trent Partnership NHS Trust](#)

The module will provide an overview of what the service does and offers; how to make referrals including general criteria. It will also provide examples of what to look out for when visiting service users at home and will demonstrate exercises and falls specific equipment.

Medicine management

Delivered by: [South Staffordshire Local Pharmaceutical Company](#)

The module will provide an insight into medicines and what types of issues patients have with managing their medicines. It will also highlight the signs to watch out for when visiting people which might suggest that a person is struggling to take their medicines.

Smoking

Delivered by: [Staffordshire and Stoke-on-Trent Partnership NHS Trust](#)

The module will provide an overview of the following: risks of smoking, why it is hard for people to quit focusing on the addiction and habit, support available to quit, medication and details of local stop smoking service referrals.

Weight management

Delivered by: [Staffordshire and Stoke-on-Trent Partnership NHS Trust](#)

The module will provide an overview of Waistlines, the free NHS adult weight management service in Staffordshire. Discussions will be held around how weight is classified and how to approach the subject of weight management with individuals. The relationship between being overweight and the health risk factors together with the benefits of weight loss will also be considered.

Fuel poverty

Delivered by: [Beat the Cold](#)

The module will offer an overview of the following: health risks from the cold and cold homes, vulnerable groups, warning signs, what help is available, introduction to some of the more specialised sources of help, support from Beat the Cold and partner agencies and the definition and nature of fuel poverty.

Crime and anti-social behaviour

Delivered by: [Staffordshire Police](#)

The module will cover distraction burglaries. It will provide information which will help to reduce crime and the fear of crime; improve the quality of life for vulnerable people; build a local response to a local issue; increase the chances of capturing an offender; gather and share intelligence and expand the 'Police family'.

WRAP (Workshop Raising Awareness of Prevent)

Delivered by: [Staffordshire Police Prevent Team](#)

The module will offer an insight into the ethos behind Prevent. It explores the vulnerabilities and behaviours of potential victims to radicalisation. It will cover two case studies and also explain the referral and intervention processes.

Loan sharks

Delivered by: [England Illegal Money Lending Team](#)

The module will provide awareness of loan sharks, an explanation of information and intelligence, the effects of illegal money lenders on their victims, and will show how partner agencies can make a difference.

Olive Branch (Fire Safety)

Delivered by: [Staffordshire Fire and Rescue Service](#)

Olive Branch will show how to spot fire safety dangers in people's homes which partners go in and show how to refer to the Fire Service for a Home Fire Risk Check. This is based on a true story of how partners are aware about vulnerable people in the community but don't refer on. Sadly, on this occasion someone lost their life.

Isolation

Delivered by: [Age UK](#)

The module will highlight the Eat Well malnutrition support project including how to spot signs of under-nutrition in older people and presenting evidence about the impact on older people of loneliness and isolation.

There are estimated to be 1 million older people who are chronically lonely, which increases the risk of mental and physical illness. Age UK are leading a number of local projects to reduce loneliness, and are able to engage with local partners to reinforce this support and ensure sustainable impacts and outcomes.



Referral Process

A referral process has also been introduced that is assisting home visitors to help local people get the support they need from the full range of local agencies.

Helpful information

In this section

- Critical success factors
- Case studies

Critical success factors

A set of key points need to be considered to ensure the successful delivery of Let's Work Together - Cannock Chase. These are summarised below:

Critical success factors:

- A strong local partnership with a thirst for success
- High level sign up to a shared vision
- An effective Strategic Board with enough 'movers and shakers' with energy, enthusiasm and a passion to succeed
- Ongoing communication at all levels
- Project management and training administration support
- Start small and grow!
- Monitor, evaluate and adapt as you go along
- Share success stories, e.g. case studies to bring the project to life.



Case studies

Case studies will be produced throughout the delivery to capture the effectiveness and success of **Let's Work Together - Cannock Chase**.

Case studies highlight the real difference the referral process can make to an individual and home visitor. The service user will now be safer in their home and the home visitor will know that they have put services in place to ensure their client has the appropriate safety measures in place.

Resources

In this section

- Delivery of **Let's Work Together - Cannock Chase**
- E-learning
- Communications support



Delivery of Let's Work Together - Cannock Chase

The Chase Community Partnership is committed to delivering this initiative across Cannock Chase District.

Cannock Chase Council's Partnership Team will take on the day-to-day management and coordination.

For further information about how the Partnership Team can help, please contact **Karla Vowles** on **01543 464635** or email karlavowles@cannockchasedc.gov.uk

E-learning

The **Let's Work Together** e-learning module will enable learners to understand the concept of Let's Work Together and provides the training and skills for home visitors to be able to identify risks and signpost and refer to organisations for help.

The model has been developed by E-learning Studios and Support Staffordshire (Lichfield and District) and has been designed to be 'real', relevant and useful. The learner is able to identify risks through 'virtual home visits'. Information about referral pathways for each district is given as well as clear guidelines that explain how to make a referral.

For more information or to find out how to access the e-learning module please contact joybiddell@ldcvs.org.uk or telephone **01543 303030**



Communications support

Cannock Chase Council's Communications Team will lead on the main communications activity for this initiative. They will help raise awareness of the project both internally and externally. Communication channels will include:

- Corporately branded stationary/templates for practitioners to use
- Digital marketing - online
- Social media
- Website
- Local news stories/ press releases
- Printed promotional material
- Training events

For further information about how the Communications can help, please contact **01543 464270** or email communications@cannockchasedc.gov.uk

Appendices

In this section

- Contact details
- Warning bells
- **Let's Work Together** - practitioners leaflet
- Training feedback form
- Training certificate
- Referral form
- Communications protocol
- Notes

Contact details



For help with fuel poverty

Beat the Cold | tel: **01782 683813** (hotline is **0800 389 2258**)
fax: **01782 683814**
email: enquiries@beatcold.org.uk



For help with trips and falls

Falls Team | tel: **01543 492490**



For carers requiring support

Carers Association Southern Staffordshire (CASS)
CASS Advice Line: **01785 606675**
Monday to Friday: **10am - 4pm** | every Thursday late night: **10am - 8pm**
2nd Saturday in every month: **9.30am - 12.30pm**



For help with fire safety or a Home Fire Risk Check

Staffordshire Fire and Rescue Service | In an emergency contact **999**
tel: **0800 0241 999** | email: 0800Team@staffordshirefire.gov.uk



For help with crime and anti-social behaviour

Staffordshire Police | In an emergency contact **999**
In a non-emergency contact **101**
email: partnershipoffice@staffordshire.pnn.police.uk



For help with healthier lifestyles

Weight management
NHS | tel: **01543 509740** | email: Cannock.waistlines@nhs.net
web: www.staffordshireandstokeontrent.nhs.uk | twitter: [@waistlinesuk](https://twitter.com/waistlinesuk)



Smoking

Time to Quit | tel: **0800 0434 304** | email: timetoquit@nhs.net



For help with medicine management

Check label on dispensed medicine and contact pharmacy
If not possible log onto www.nhs.uk/servicedirectories



For help with isolation

Age UK South Staffordshire | tel: **01785 788499**
email: Helen.benge@ageuksouthstaffs.org.uk

Contact details (continued)



For help with loan sharks

For help with debt | tel: 0300 555 2222 (24 hours a day, seven days a week)
email: reportaloanshark@stoploansharks.gov.uk
or by text to: loan(space)shark(space) + your message to 60003



For help and advice about dementia

Contact Staffordshire and Stoke-on-Trent Partnership NHS Trust
tel: 01543 511078



For further information about WRAP (Workshop Raising Awareness of Prevent)

Contact Staffordshire Police Prevent Team
tel: 01785 232741 | mob: 07984488632

Warning bells



How to spot if a person might be cold or living in fuel poverty

- Only heating one room, even if central heating is present
- No sign they are using heating appliances in their home
- Cold to touch, breathing problems, wearing additional layers, winter clothing or blankets
- Damp patches, condensation or blocked vents in the house



How to spot if a person might be struggling with housing repairs

- Complaints from neighbours
- Unwilling to open doors or allow access into their home
- External signs, such as rubbish or untidy garden
- No sign they are using heating appliances in their home
- Slipped slates or tiles
- Leaking gutters
- Rotten, draughty windows and doors
- Uneven paths
- Signs of damp and mould
- Old/damaged electrical wiring or sockets
- Old/damaged gas appliances



How to spot if a person might be struggling with debt

- Little food in the house
- Few possessions or excess of costly possessions in poor quality housing
- Poor or untidy clothing
- Unwilling to open doors or allow access into their home
- Living in one room
- No sign they are using heating appliances in their home
- Stacks of unopened post



How to spot if a person might be at risk from falls

- Obvious bruises on body
- Using furniture to hold onto when moving around
- Feeling dizzy
- Generally unsteady on feet when walking or moving
- Lack of handrails or walking aids
- Cluttered living space
- Struggles to get out of a chair
- Does not pick feet up when walking
- Reports problems with their balance
- Most people are very open and honest about falls

Warning bells (continued)



How to spot if a person might be afraid of crime and anti-social behaviour

- Tells you they are frightened of crime or anti-social behaviour
- Tells you their life has changed due to crime or anti-social behaviour



How to spot if a person might be at high fire risk

- No working smoke alarms
- History of previous fires - burnt cooking utensils, clothes or carpets
- Blocked exits
- Open fires
- Smoking materials discarded carelessly
- Overloaded sockets
- Old electrical appliances
- Smoke alarm goes off whilst cooking
- Tea towel over cooker
- Using traditional chip pan
- Signs of alcohol or drug use
- Mobility or sensory impairment
- Had a life changing event
- Not had a Home Fire Risk Check



How to spot if a person might be at high risk from crime

- Door unlocked for anyone to walk in
- Doesn't check your identity
- Key is left in the door for anyone to find or use
- Signs back of premises is unsecure - broken fence panels etc
- Signs house is unsecure - broken window locks etc
- Tells you they keep cash in the house
- Has received cold callers or high pressure sales calls
- Has engaged with a tradesman who cold called
- Has given bank details to cold callers
- Has responded to unsolicited emails or competitions asking for money or bank details
- Feels under pressure to give cash or valuables to family or carers



How to spot if a person might want guidance on smoking

- Ashtrays in multiple rooms
- Overflowing ashtrays
- Cigarette packaging discarded carelessly
- Ash on floor
- Smell of smoke in house
- Smell of smoke on breath
- Burns on carpet

Warning bells (continued)



How to spot if a person might want guidance on alcohol dependency and substance misuse

- Bottles of alcohol around the home
- Large amounts of discarded bottles next to bins
- Smell of alcohol on breath
- Slurred speech
- Erratic behaviour
- Comments about drinking/drug habits
- Evidence of drugs or paraphernalia
- Unusual smells on breath, body or clothes
- Bloodshot eyes or pupils larger or smaller than usual
- This is difficult to identify as this can be a hidden issue.



How to spot if a person might want guidance on weight issues

- Struggles to walk and get around the house
- Sits a lot to recover after moving
- Breathing difficulties
- Problems sleeping
- Empty food packaging discarded carelessly
- Comments on lack of physical activity
- Doesn't cook regularly



How to spot if a carer might be struggling to cope

- Feeling helpless/hopeless/down/frustrated
- Admits to being short-tempered
- Talking about never having any time for themselves
- Looking tired or expressing feeling tired a lot/all of the time
- Looking neglected themselves (often with the person they care for looking immaculate)
- Feeling that they are losing the person they care for
- Talking about getting up a lot at night to care for the person
- Discusses the level of need/agitation of the person cared for
- Appearing unwell/chronic health problems
- May be struggling with everyday tasks such as shopping, housework and gardening due to caring role

Warning bells (continued)



How to spot if a person might be socially isolated and/or lonely

- Lives alone
- No support network of family, friends or neighbours
- Unable to leave house unassisted
- Feelings of helplessness or hopelessness
- May appear depressed/neglected appearance
- Little or excessive communication
- Recently bereaved
- Reduced sense of purpose
- Sadness
- Chronic health problems resulting in poor mobility



How to spot if a person may not be getting the most from their medicines

- Medicines spread through the home
- Medicines running out at different times of the month
- Medicines found in dustbins, ashtrays, behind cushions etc
- Empty medicine containers in the home
- More than two months supply of medicine in the home
- Taking medicines at irregular times during the day
- Lots of medicines in the 'medicine cabinet'
- Medicines coming from several pharmacies
- Medicines running out sooner than expected
- Medicines left in blister packs when they should have been taken
- Falling over
- Sickness and dizziness
- Extra sleepiness during the day



Let's work together - practitioners leaflet

Who supports Let's Work Together?

- Cannock Chase Council
- Staffordshire Fire and Rescue Service
- Staffordshire County Council
- Staffordshire Police
- Staffordshire and Stoke-on-Trent Partnership NHS Trust
- Cannock Chase District Community Voluntary Sector Support

Contact the team

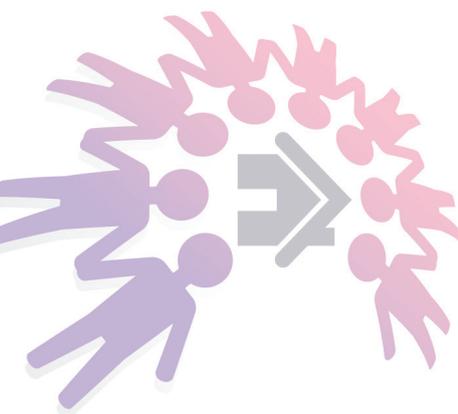
Karla Vowles from The Partnership Team is project managing the development and implementation of Let's Work Together - Cannock Chase

t: 01543 464635

e: karlavowles@cannockchasedc.gov.uk

To find out more visit

www.cannockchasedc.gov.uk/letsworktogether



Let's work together - Cannock Chase
Helping people to live healthy,
safe and independent lives

 Search for 'Cannock Chase Life'

 Twitter #ccdclwt



A quick guide



Let's work together - practitioners leaflet

What is 'Let's Work Together - Cannock Chase'?

'Let's Work Together' is a multi-agency initiative which ensures that people receive the support they need to live healthy, safe and independent lives.

It provides those people who visit individuals and families in their homes, with the tools, training and skills to be the 'eyes and ears' for partner organisations, identifying risks and signposting or referring to services.

As a **home visitor**, Let's Work Together will give you the skills you need to spot risks in your clients' homes, as well as the confidence and know-how to make referrals. You will also know how the referral system works and be confident that referrals you make will be dealt with by an appropriate professional.

As a **service manager**, Let's Work Together will help you to make sure your staff get the training they need to spot risks in their clients' homes, and have the skills and confidence they need to make a referral.

Never miss a chance to make a difference...

Inspiration of Let's Work Together

This initiative was developed by The Lichfield District Local Strategic Partnership (LSP) due to the success of the Olive Branch initiative.

Olive Simcock lived alone in South Staffordshire, and her lifestyle put her at a high risk from fire.

Although she was known to care staff from Staffordshire County Council, she was not known to Staffordshire Fire and Rescue Service. Unfortunately, because of this, the fire risks in her home were not identified and addressed.

Olive sadly died in a fire at her Staffordshire home in 2006.

Following Olive's death, the Olive Branch initiative was launched. Its aim was to prevent unnecessary deaths, like Olive's, in the future.

The Lichfield District LSP were so impressed by the Olive Branch initiative, they wanted to build on its success. Since the Let's Work Together initiative was launched, it has successfully embedded the partnership working approach across other agencies to help tackle a wider spectrum of risks in the home and in people's lifestyles.

Let's Work Together - Cannock Chase will be developed and delivered across Cannock Chase District based on the same model.



Let's work together - practitioners leaflet

Where next?

Let's Work Together - Cannock Chase is providing a wide range of training programmes to service managers and home visitors across Cannock Chase District. The training will help to spot risks, and advise them where to go next.

A referral process has also been introduced that is assisting home visitors to help local people get the support they need from the full range of local agencies.

Above all, Let's Work Together aims to provide home visitors with the support they need to never miss a chance to make a difference.



Training opportunities

Let's Work Together offers training on a variety of home risks and partner services including:

- Dementia
- Carers
- Falls
- Medicine management
- Smoking
- Weight management
- Fuel poverty
- Isolation
- Loan sharks
- Alcohol and substance misuse
- Crime and anti-social behaviour
- Fire safety
- Housing repairs
- And much more...





Training Event - Feedback Form

1. To what extent will the training positively contribute towards your role?

Please circle:

Not at all 1 2 3 4 5 Completely

Comments:

2. Which aspects of the training did you find most useful?

3. Which aspects of the training did you feel were least beneficial?

4. Was there anything else you would have liked the training to cover?



Referral form

(Please complete in black pen and capitals)

Title: _____ Date of Birth: _____ Male Female

First Name: _____ Surname: _____

Address: _____

_____ Postcode: _____

Tel. No: _____

If required provide alternative contact details:

Name: _____ Tel. No: _____

Relationship to person being referred: _____

Communication needs, ie, interpreter: _____

Reason for Referral	Risk Identified	Referral Agreed	Organisation for Referral	Referral Agreed

Additional comments relating to the referral:

Referral form (continued)

Information Sharing Agreement

Please ensure you have signed consent by the client or authorised person.

I agree to be contacted directly by the agencies I have agreed to, as listed above and for information collected on this form to be shared with them. Access to the information will be restricted when completed and will be treated as **PRIVATE - PERSONAL**

Print Name: _____ Signed: _____

Date: _____

Form completed by:

Print Name: _____ Signed: _____

Date: _____

Referring Organisation: _____

Data Protection - This information will be used for monitoring purposes, it will not be disclosed to any third party outside of the Let's Work Together Initiative unless specifically agreed by you. All personal information held is maintained in accordance with the Data Protection Act 1998.

Please send completed forms to:

Karla Vowles, Partnership Projects Officer, Cannock Chase Council,
PO Box 28, Beecroft Road, Cannock, Staffs, WS11 1BG
tel: **01543 464635** | email: **karlavowles@cannockchasedc.gov.uk**

**FOR ALL EMERGENCY/URGENT SITUATIONS PLEASE DEAL WITH APPROPRIATELY
E.G. 999**

Urgent Safeguarding Numbers:

Adult Social Services
Cannock Chase District
Council area
tel: 0300 111 8010

Staffordshire County Council's
First Response Service
tel: 0800 1313 126
mob: 07773 792016

Emergency Duty Service
(Out of Hours Service)
tel: 0845 6042886
mob: 07815 492613

Communications protocol

The purpose of the protocol is to outline clear guidelines on how the Partnership should manage its relationship with the media and the approval process of promotional literature. This includes in what circumstances someone should be quoted and who should be involved in the approval stages for proactive press releases/ responsive statements and promotional material in relation to this initiative.

These guidelines ensure that all materials produced should:

- have a consistent message
- look professional
- be relevant to the target audience
- be clear, concise and accessible
- be approved in advance by the lead agency

Information Sharing Agreement

The lead delivery agency will lead on media and their communications representative will liaise with the relevant Communications teams.

All news releases and statements must be produced by the lead agency and those Communications teams from other partner agencies involved prior to the release being issued. Responses to media queries should be given after consultation with the lead agency's communications representative and, on their advice, may include a comment from the relevant spokesperson.

The lead partner for the project will also lead on communications . The lead agency will be acknowledged along with supporting partner agencies in the main body of the release.

Press releases can be issued on the lead agency's own headed paper with the Let's Work Together brand appearing along the bottom left corner.

Where a delivery agency does not have media relation support, the Council's Communications team can supply a news release template, advise on press messages and if appropriate, issue the release.



Communications protocol (continued)

What should appear in the press releases?

- The web link should appear in the editor's notes on every news release - www.cannockchasedc.gov.uk/letsworktogether
- A quote from the lead agency and other partners involved should also be quoted

What information should appear on websites?

- A standard description of the initiative should appear on all partner websites who are associated with the project. Copy should include key messages and be agreed in advance by the lead agency. A link to the local Let's Work Together page should also be provided - www.cannockchasedc.gov.uk/letsworktogether



Let's work together - Cannock Chase

Helping people to live healthy,
safe and independent lives

Attendance Certificate

This is to certify that

.....

Has successfully completed a
Let's Work Together Training Event

Signed by the Chair of the Chase Community Partnership

Councillor George Adamson

The Let's Work Together training events aim to equip service managers and home visitors with the tools, training and skills they need to provide the 'eyes and ears' for partner organisations, and offer a wider range of support and signposting to local people to help them live healthy, safe and independent lives. To find out more about this project, visit www.cannockchasedc.gov.uk/letsworktogether



www.cannockchasedc.gov.uk/letsworktogether

 Search for 'Cannock Chase Life'

 Twitter #ccdclwt