



# SUFFOLK INFORMATION PARTNERSHIP

**July 2018**

Welcome to the latest edition of the Suffolk Information Partnership Warm Handover quarterly newsletter. Here you will find updates from the Warm Handover partner organisations, details of new organisations that have joined the referral form and changes to the form that you need to be aware of.

Please pass on to your teams and colleagues and anyone who may find it interesting.

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## **GDPR and Warm Handovers**

The General Data Protection Regulation (GDPR) has been law since 25 May and is now part of everyday life. To comply with the Regulation we now have a Privacy Statement for

warm handovers, which is available on the Suffolk Information Partnership (SIP) website. Have a look at it [here](#) so that you understand what your organisation needs to do and can answer any questions from clients and patients.

Please remember you must have consent from the person you are making a referral for otherwise you cannot make the referral.

A new Information Sharing Agreement is also being written and will be ready soon.

### **The SIP Newsletter**

We hope you enjoy reading this newsletter and find it helpful to keep up to date. If, however, you no longer wish to receive it please use the [unsubscribe from this list](#) link at the bottom of the newsletter.

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## **Update on the online referral form**

### **Suffolk Community Services**

In the last newsletter we told you that Suffolk Community Services (SCS) (formerly Suffolk Community Healthcare (SCH)) had joined the referral form. Their teams are now starting to send referrals.

Now, since early June SCS is accepting warm handover referrals for people who require a falls assessment or treatment and live in a community setting.

Falls prevention is everyone's business. NICE clinical guidance (2013) describes the problem of falls as "a common and serious problem for older people". 30% of people older than 65 and 50% of people older than 80 have a fall at least once a year. The human cost of falling includes distress, pain, injury, loss of confidence, loss of independence and mortality.

SCS's community health teams (CHTs) are made up of nurses, physiotherapists, occupational therapists and healthcare assistants who deliver holistic nursing and therapy services to our patients, as both planned and unplanned care. Community

Matrons work alongside the CHTs, providing nursing care to people who have multiple, serious and complex conditions.

After receiving a referral the community healthcare therapists will triage the patient and complete a holistic assessment, providing treatment and referral to other healthcare professionals as needed.

You should make a referral for the person you are supporting if they have:

- a history of falls
- balance or strength concerns
- mechanical falls
- falls due to environmental reasons
- falls out of bed
- unknown reasons for falls

There are 14 CHTs working across Suffolk (excluding Waveney) in:

Newmarket

Sudbury

Haverhill

Mildenhall and Brandon

Bury St Edmunds Town and Rural

North East Suffolk

Hadleigh

Felixstowe

Stowmarket

Ipswich (2)

Eye

Woodbridge

SCS are looking forward to receiving referrals from you over the next few months.

As a reminder of all the partners and the services they offer, and how they can support your customers, do have a look at the [Gliffy](#) (What partners do and don't do).

Remember, if you are a member of ACS or County Council staff you can find links to the referral form, [Gliffy](#) and the Hints and Tips on mySCC under [Warm Handover Online Referrals](#).

Here are the figures for the number of referrals sent and received in June 2018. You can see that new partners are receiving referrals, but they would love to get more!

<b>Jun-18</b>			
<b>Sent from</b>		<b>Sent to</b>	
Age UK Suffolk	6	Age UK Suffolk	14
Community Therapy service (Adults)	2	Customer First	62
Customer First	2	Suffolk Family Carers	14
East Dementia (ACS)	1	Orbit East Care and Repair	3
East Felixstowe (ACS)	1	Fire Prevention (SFRS)	7
Fire Prevention (SFRS)	1	Lofty Heights	1
Home First Occupational Therapy	1	Ipswich CAB	1
Local Area Co-ordinator	1	Total Voice Suffolk	1
NESCAB	4	DAS, East Suffolk	2
North Transitions and LD (ACS)	1	Suffolk Community Service Falls	3
South IP1 (ACS)	1	<b>Total</b>	<b>108</b>
South IP2 (ACS)	1		
South Rural (ACS)	1		
Sue Ryder	29		
Suffolk Family Carers	34		
Total Voice Suffolk	1		
Warm Homes Healthy People	1		
West Bury Town ACS)	1		
West Mildenhall / Lakenheath (ACS)	1		
West Sudbury (ACS)	1		
<b>Total</b>	<b>91</b>		

### **New website for the Suffolk Information Partnership**

The Suffolk Information Partnership now has a [website](#). Here you will find information about the Partnership and partner organisations.

The [Warm Handover pages](#) have links to tools and documents, including the Gliffy, previous newsletters and FAQs. There is also information for organisations wishing to join the referral scheme.

Do take a look and bookmark the [Help for staff](#) page for future reference.

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## Partner Feature



### Changes to Local Area Coordination

Local Area Coordination was first introduced two years ago as part of the Connect health and social care integration programme. However, at the end of June 2018, funding for the original Local Area Coordination pilots ended. This means that the four Local Area Coordinators who covered Sudbury, the villages around Sudbury, and the IP2 and IP3 areas of Ipswich are no longer operating.

Partners funding the projects have recognised the positive outcomes delivered by the Local Area Coordinators individually but felt that the role they currently fulfil can be met differently in the future. The connections made between individuals, community groups and local services will be a lasting legacy of the Local Area Coordinators and the learning from the evaluation undertaken by the University of Essex will be used to inform the future of this approach to personalised support.

The two remaining Local Area Coordinators, Joseph Young (who covers Beccles and Worlingham) and Holly Granville (covering Saxmundham and

surrounding villages) will continue until their contracts run out at the end of the year.

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## **Partner news and updates**



### **Macmillan cancer support groups and Suffolk Libraries**

Happy Summer to all the partners! I just wanted to say hello and introduce myself as this is my fourth month in post as the new 'Information for Living Librarian' for Suffolk Libraries.

Suffolk Libraries already provide lots of free Macmillan cancer information in every library including books, leaflets, CDs and DVDs. Suffolk Libraries are also now planning to run some cancer support groups in our libraries.

Macmillan are keen to offer libraries the chance to start up a 'cancer support group' like a Macmillan coffee morning or afternoon tea (without the need to fundraise) where those affected by cancer or carers who may need support can get together for a relaxed chat in a safe environment.

These informal groups would also be an ideal place to provide related information, signposting to other services, self-help support and guided access to digital resources.

If you are keen to launch a group in association with Macmillan for your organisation, please contact Sarah Macleay on 07454 497006 or email her at [smacleay@macmillan.org.uk](mailto:smacleay@macmillan.org.uk). Sarah is the Macmillan Engagement Lead for Norfolk, Suffolk and Cambridgeshire. She can give you further help and advice about how to

set up a group and the benefits of running these partnership cancer support sessions. You may find it useful to [read about](#) how this is working in Southampton.

We're here to help you find your best way through and live life as fully as you can.

Call us free on 0808 808 00 00 or visit [macmillan.org.uk](http://macmillan.org.uk)

**MACMILLAN**  
**CANCER SUPPORT**

Kellie Dimmock, Information for Living Librarian, Suffolk

Libraries [kellie.dimmock@suffolklibraries.co.uk](mailto:kellie.dimmock@suffolklibraries.co.uk) 07783 162808

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### **Age UK Suffolk Information and Advice Service update**

Following funding reductions Age UK Suffolk's Information and Advice Service has undergone a further restructure. Sadly we have lost some staff through redundancy, but have retained a wealth of knowledge, experience and enthusiasm within our team.

Our local Information and Advice (I&A) line is now integrated with the Age UK's national line after 1pm each day, and at weekends. This means that if someone rings the local I&A Line (01473 351234) after 1pm weekdays or at the weekend, rather than getting an answerphone, they have the option to speak to an advisor from the Age UK national I&A line based in Devon.

Our Ipswich Help Centre within our Charity Shop at 41a Upper Brook Street (where customers can drop in for information and advice) has also reduced opening hours to 9am to 1pm, Monday to Friday.

We continue to offer:

- information and signposting on local services for older people and a whole range of issues including housing, consumer and help at home.
- comprehensive benefits advice to people over State Retirement Age
- comprehensive advice on community care
- regular advice surgeries in Ipswich, Lowestoft and Claydon
- home visits where appropriate

For information and advice please contact us by phoning 01473 351234 or emailing [enquiries@ageuksuffolk.org](mailto:enquiries@ageuksuffolk.org)

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### **Lofty Heights's newest team member!**

Lofty Heights unveiled their new van, Percy, on 6th June at a Thank You Tea Party. It took 7 months of dedicated fundraising to achieve, with the organisation specifically targeting county councillors and local council community funds with a goal of £13k.

Olive, Chief Executive of Lofty Heights, said "In the first two weeks Percy saved two customers having to pay for van hire, with an average charge of £60. The larger capacity also enabled us to reduce the number of trips to the tip for another customer, saving them nearly £50 in reduced costs for time."

Lofty Heights is a Community Interest Company based in Ipswich and working throughout Suffolk.



## Introducing Homeward Bound

Lofty Heights has teamed up with Ipswich and East Suffolk CCG for a one year project to reduce delayed discharges from hospital.

Lofty Heights has been working for 5 years helping to move client's beds downstairs or making space for hospital beds to be delivered, on an 'able to pay' basis. This month they have launched a service for Ipswich and East Suffolk patients as part of their planned discharge from hospital.

Homeward Bound will carry out up to 4 hours of work to prepare a home. This could include moving furniture downstairs, infection control of small areas, enabling access and checking that smoke alarms and heating systems are functional.

Lofty Heights say: 'Hospital discharges fail for all sorts of reasons but it's frustrating for the person, their family and friends when they are stuck in hospital because they don't have anyone to move furniture for them. We are so pleased that Ipswich and East Suffolk CCG is backing us to prove that our services really do get more people home, swiftly and safely.'

To find out more call: 01473 345301 or email: [info@lofty-heights.org](mailto:info@lofty-heights.org)



### Warm Homes Healthy People

It might be hot outside at the moment but now is a good time to think about being warm all year round.

**Up to 100% funding** is available to install first time central heating systems in Suffolk residents' homes. This funding from National Grid's Warm Homes Fund has been secured by Suffolk County Council and the district and borough councils to help more than 500 fuel poor households in Suffolk over the next three years.

In Suffolk there are still a large number of houses that do not have a central heating system with a boiler and radiators. Cold homes are not just uncomfortable to live in, they can also have a negative effect on health.

Residents must own their property or be privately renting (i.e. not a council house or housing association property) and **must not** have an existing central heating system (a boiler and radiators). Eligibility criteria apply and may be linked to income. For more information see [www.greensuffolk.org/whf](http://www.greensuffolk.org/whf)

Anyone who would like to know more about the scheme can contact us by:

- Completing the online enquiry form at [www.greensuffolk.org/seaenquiry](http://www.greensuffolk.org/seaenquiry) or
  - Calling the Suffolk *Warm Homes Healthy People* service on **03456 037 686** (local rate)
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### **Ipswich Citizens Advice – Outreach Services**

Citizens Advice is reaching out to the people of Ipswich to provide our free, impartial, independent and confidential service to those who need it, in the area in which they live.

Many Clients find it difficult to travel into the town office for a variety of reasons, and those that can often find our main office very busy which can involve a long wait to be seen. We provide an experienced adviser at the locations listed below, who can give advice on a range of issues including debt and money, benefits, housing, work, consumer, relationships and family, law and courts, immigration and health. This provides exactly the same service as clients would receive if they visited the town office.

Our services now cover:

Location	Day of the Week	Opening times
Murrayside Centre, Nacton Road	Tuesday	0930 – 1200
Castle Hill Community Centre, North West Ipswich	Tuesday	0930 – 1200
Gainsborough Library	Wednesday	0930 – 1230
Hawthorn Drive Surgery	Thursday	0930 - 1200

The Murrayside Centre is going to be a 2 month trial to provide advice and support to residents following the tragic stabbing of a local boy.

The Castle Hill Community Centre is also going to be operated on a trial basis from 10<sup>th</sup> July 2018 for 3 months and reviewed to measure the effectiveness within the community.



### **Mental health services – have your say**

People living in east and west Suffolk are being urged to have their say about local mental health services as part of a unique engagement opportunity. The NHS Ipswich & East Suffolk and NHS West Suffolk clinical commissioning groups (CCGs) want to transform the way mental health provision is delivered across the county.

In order to do that, they first need to find out how effective the people who

deliver and receive the current services think they are. Commissioners want to hear from people who currently use or have previously used mental health services, those who care for them and the staff who deliver those services.

The surveys are part of a much larger engagement exercise that aims to help create a new model for east and west Suffolk that will bring mental and physical health services much closer together.

In a break from usual practice, the CCGs have commissioned four local voluntary sector organisations to engage with local people under the banner “The future of mental health – a very different conversation”. Suffolk Family Carers, Suffolk User Forum and Suffolk Parent Carer Network will co-ordinate a whole host of mental health workshops and events to gather feedback on the current services. Healthwatch Suffolk will then gather and analyse the feedback before preparing a report, making a case for change, for the CCGs’ governing body meetings in November.

Read more and access the surveys [HERE](#)

**MY DIABETES**  
MY LIFE **LEARN TO LIVE WELL  
WITH DIABETES.**

**NHS**



**Why not attend a free NHS course?**  
**Enquire now! [www.mydiabetes.org.uk](http://www.mydiabetes.org.uk)**

**My Diabetes – My Life**

Do you know anyone who wants to feel more confident and in control of their Type 1 or 2 diabetes? If so, they can sign up for a free, local NHS course to help them live well with the condition.

Type 1 diabetes – The Dose Adjustment for Normal Eating (DAFNE) course will increase your understanding and improve your ability to control and manage your blood glucose.

Type 2 diabetes – The Diabetes Education for Self-Management (DESMOND) course is designed to improve your understanding and help you feel more confident in managing your condition.

Read more and find a course near you [HERE](#)

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### **Look out for older people during hot weather**

Dehydration in older people can cause dizziness and light headedness and is a major cause of falls. Older people often experience a reduced sensation of thirst, meaning they don't realise they need a drink. This particularly affects those with Alzheimer's disease or those who have suffered a stroke. Some medicines such as diuretics and laxatives may increase the likelihood of dehydration and those who are incontinent might limit their fluid intake.

Family members and carers should be aware of the symptoms of dehydration which includes sluggishness, confusion, dizziness and dark urine. Don't rely on an older person telling you they are thirsty, instead ensure they are having a drink at specific times of day whether they are thirsty or not.

The recommendation is six to eight cups of fluid each day, which includes tea, coffee, fruit juice and water.

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## **Other news**



### **Norfolk and Suffolk Victim Care Service**

The offices of Norfolk and Suffolk Police and Crime Commissioners have launched the new joint Norfolk and Suffolk Victim Care service (NSVC) in partnership with victim support.

Covering the whole of Norfolk and Suffolk, we offer a free and confidential service specifically designed to help victims and witnesses of crime. Whatever has happened and whenever it took place, our support staff can work with victims to make sure they receive the help and support needed to cope and recover. It doesn't matter if the crime has been reported or not and support will be offered as long as it is required.

The service will support victims of crime to cope and recover by:

- providing a single point of contact throughout the duration of their case;
- offering a range of services and interventions such as emotional support, advice, practical help, advocacy and onward referral to specialist services
- enabling them to get the help they need, whether this is via face-to-face support, over the phone or via email
- supporting them to navigate their way through the Criminal Justice System

For more information or to receive help call us on 0300 303 3706 Monday - Friday 8am - 5pm or visit [www.nsvictimcare.org](http://www.nsvictimcare.org)

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### **Do you have some news from your organisation?**

Have you started a new service? Do you have a good story to share where you have used the online referral form to support a customer?

Send it to [Kate](#) by the end of September for inclusion in the next newsletter, which will be published in October 2018.

### **Who do you contact if you have a query about using the referral form?**

The Suffolk Information Partnership Working Group / Warm Handover Reps are:

Access Community Trust – [Richard Gallard](#)

Adult and Community Services – [Kate Turner](#)

Age UK Suffolk – [Sue Kennedy](#)

Customer First – [Jamie Swinyard](#)

Disability Advice Service, East Suffolk - [Jen Morcom](#)

Ipswich Citizens Advice - [Nicky Willshere](#)  
Local Area Coordinators – [Claire Prosser](#)  
Lofty Heights – [Olive Quinton](#)  
North East Suffolk Citizen Advice – [Ann](#)  
Orbit East Care and Repair – [Sue Robertshaw](#)  
Papworth Trust - [Tom Bourne](#)  
Sue Ryder – [Alana Page](#)  
Suffolk Community Services - [Julie Harper](#)  
Suffolk Family Carers – [David Grimmer](#) / [Philip Steward](#)  
Suffolk Fire and Rescue Service Prevention Team – [Julie Richer](#)  
Suffolk Libraries – [Kellie Dimmock](#) / [Sarah Lungley](#)  
Suffolk Mind – [Carole Thain](#)  
Survivors in Transition - [Fiona Ellis](#)  
Total Voice Suffolk - [Carl Ward](#)  
Trading Standards - [Lesley Crompton](#)  
Warm Homes Healthy People - [Gary Crockett](#)

### **Your feedback on the Newsletter**

We hope you enjoyed reading the newsletter and have found it useful. We would love to know what you think. Would you like anything else included? Please email your comments to [Kate Turner](#).