

Lightbulb Management Board – 12th August 2020 Highlight Report

Overview

This report will provide an update on ongoing activity and future work streams for the Lightbulb Service:

In light of the changes brought about by the Covid-19 pandemic, the usual highlight report has been replaced with a briefing and update on changes to business as usual.

- **Status Update**

Lightbulb

- **Country wide lockdown (March – June 20)**

- During March and April, all efforts were to mobilise staff to work from home and set up / align the 'new' way of working with Health, Social Care and other partners
- Throughout the past four months all staff have been working hard to plan and adjust the service as well as work towards recovery
- There is a Technical Officer vacancy being advertised and a HSC vacancy which has been filled, but will start in the post in August 2020.
 - i. HSCs have been supporting Health and Social Care with over 800 calls to patients following discharge (March – July 20)
 - ii. HSCs and O.Ts have contacted all customers on the waiting lists to advise of the restrictions during the Covid-19 outbreak, and support them with temporary interventions or referrals for extra support during this time.
 - iii. HSCs and OT.s have changed their physical assessments into phone assessments. Early feedback is that this is working well, it takes longer than a visit and some customers require support from family to interpret
 - iv. All customers with a referral are vulnerable, however approximately 40% of the waiting lists are customers who are officially shielding. For the Lightbulb customer base, visits are essential for assessment; the shift to technology solutions has worked in some cases but has raised issues around accessibility for others.
 - v. OTs and HSCs have seen a reduction in the length of time cases are waiting / assessed and closed when working remotely. However, the actual number that can be processed this way is less than with physical visits, where multiple actions can be completed, for example, completing forms and Housing MOT. Staff are constantly reevaluating and improving this process.
 - vi. Officers have been risk assessing and working safely to complete external access visits to minimise hospital admissions for falls.
 - vii. Some companies have been working throughout to deliver essential services, such as stair lifts. As workers are coming back from furlough more and more contractors are able start work, many operating with waiting lists
 - viii. Technical Officers are creating tailored responses to customers and their needs. Examples include
 - Supporting contractors with portable facilities to enable social distancing whilst on site
 - Telephone assessments to create schedules for builders
 - Working with contractors on site to gather intelligence to minimise the number of interactions / contacts and reduce risk

- Creating a safe environment for essential visits
 - Working with OT and HSC colleagues to gather early intelligence and avoid more than one visit to a property
 - Changing authority to act and consent to verbal consent in line with GDPR legislation to allow cases to progress
 - Implementing a final inspection process with contractors / engineers that will reduce customer contacts
- **Second local lockdown (July Leicester / Leicestershire)**
 - i. Teams continue to work from home
 - ii. 3 of the HSCs and 1 Technical Officer live within the lockdown areas, which affect multiple district staff base.
 - iii. This has resulted in having to realign workloads and patches quite quickly
 - iv. Managers are constantly adjusting resource and will plan in recovery for to provide extra resource to the areas affected.

Housing Enablement Team (HET)

- **Country wide lockdown (March – June 20)**
 - i. Teams are working from home
 - ii. Essential visits are made to hospital wards to support quick discharge
 - iii. The team have a strong link to Housing Options teams and have managed to make placements into temporary accommodation supporting flow out of hospital
 - iv. Both teams from acute and Mental Health have adjusted to support the Discharge Hub's and integrated Teams with the necessary changes
 - v. The Team based within the Mental Health setting have also been supporting patient in rehab units to help with flow through the hospitals
 - Early data from Rehab units shows 59% for County residents and 41% for City patients.
 - An average of 86% of all the rehab cases has Social care involvement.
 - As more incite is gained, Lightbulb community service will continue to support the hospital element by ensuring regular review of the regulatory reform order policy, i.e. the new hospital discharge grant.
- **Second lockdown (July 20)**
 - i. 5 out of 6 of the team live within the lockdown area
 - ii. The figures are showing that referrals have increased by a third when compared to the same period last year.
 - iii. Staff are offering more advice cases than in previous years to support flow through the hospitals during this time.
 - iv. The main reasons for referral in UHL include, home no longer suitable, Clearance needed and furniture move required. The Bradgate unit most frequent referral reasons include homelessness, family refusing return and tenancy support.
 - v. The intelligence gained form the Hospital team has supported the hoarding pilot 20/21 development, which is being financially supported via DFG allocation via the Better Care Fund

- **Recovery Planning**

- Lightbulb, Hospital and Community have had a dynamic recovery plan from April 2020
- There have been some temporary policies that have been introduced to support staff to change the way they work to meet customers needs
 - i. Changes to GDPR rules which allow authority to act to be taken by phone
 - ii. Dynamic Impact assessments for utilising phone / video assessments
 - iii. Extending the 12 months period for customers to get works completed at their properties
 - iv. Changing internal policies and procedures to support staff to carry out work remotely
 - v. Introducing a financially compliant system to speed final inspection process and allow payment to contractors to support the economy
 - vi. Introduction of a temporary Hospital discharge grant via the RRO
 - vii. Working with Health and Social care joining elements of recovery plans

- **Performance & Processes**

- Lightbulb continue to work with Health and Social Care to ensure maximum support for discharges
 - i. Lightbulb have updated the RRO Policy to include a non means tested discharge grant to help facilitate discharges
 - ii. HSC's are prioritising any urgent cases
 - iii. HSC's are means testing any OT cases to help keep the trays at a manageable level
 - iv. Lightbulb are working with Health in recovery and new systems
- The Hoarding pilot proposal has been agreed and in early stages of planning, led by Hinckley & Bosworth Borough Council
- The Delivery group have realigned priorities with recovery plans for 2020/21 which are outlined in the Task & Finish group paper

- **Next Period priorities**

Strategic

- To align recovery work and work plan for 2020/21
- To ensure that resources are available for Covid -19 recovery
- To ensure that the Lightbulb service is responsive to changes with Health and Social Care to support residents in conjunction with partners

Operational

- To support Health and Social Care colleagues with discharges and ensuring resident safety in the community
- To look at the future streams of work and expansion of the Hospital Housing Team
- To continue to trial new ways of working to allow referrals to be processed and customers get their adaptations