

## **Hammersmith and Fulham Council**

### **Adult Social Care**

#### **Keep In -Touch**

##### **What is Social Care Keep In-Touch?**

Social Care In-Touch is a telephone support service for older and disabled adults as well as for unpaid carers. The service is for any adult with care and support needs, but they don't have to be eligible, or in receipt of Care Act provisions to access Social Care In-Touch Team.

A fundamental aim of the service is to support residents to maintain their independence and wellbeing.

As well as an information and advice service, In touch connects people to a range of independent, community and voluntary sector organisations, providing shopping, community meals, domestic cleaning, laundry, gardening services as well as leisure, social and recreational activities, connecting residents to their community, and keeping them active and healthy for longer.

In touch offers residents a personalised telephone service, which could be a daily call to check on a resident's welfare following a fall, or illness, to weekly, monthly or annual checks. In touch also provides telephone support and practice help for carers who may be feeling isolated or overwhelmed with their caring role.

A fundamental aim of the service is to support residents to remain independent and reduce or delay the need for long term statutory services.

The In-Touch Team is made up of five community link workers and a team manager.

Where it has been identified that a resident's health or wellbeing may be compromised, the community link worker will work with the resident to develop their person-centred plan, make sure they are safe, and ensure carers have the support they need. refusing care, needing extra support due to day centre closure, unable to shop for food, or a carer is under increased pressure, Social Care In-touch can

provide a life line and be the only means of contact with the outside world for lonely and isolated people.

## **Wellbeing Matters**

Every resident supported by the social care in-touch team will receive an initial telephone call for a wellbeing check.

An individual's wellbeing check is used to create a person-centred plan, as well as the frequency of future social care in-touch calls. The wellbeing checklist is based on the following prompt questions:

- Do you live on your own?
- Do you have contact with other people?
- Do you feel lonely and/or depressed?
- Have you eaten any food today?
- Can you prepare and cook food?
- Can you manage, or do you have support with shopping?
- Are you able to wash and dress yourself?
- Are you independent with using the toilet?
- If you take medication, can you manage without support?
- Do you have a pet?
- Have you had a trip or fall in the last six months?
- Can you manage with domestic tasks cleaning, laundry, gardening?
- Wellbeing Checklist
- Do you have full access getting into and around your home? With or without aids and adaptations
- Do you smoke cigarettes?
- Do you drink alcohol?
- Do you use other substances?
- Do you feel safe at home?
- Do you hoard anything at home?
- Do you feel safe in the community?
- Do you have a working smoke detector?
- Do you have a care line installed?
- Do you have a key safe?
- Are you in receipt of welfare benefits (AA/ DLA/PIP)?

The checklist will help the worker to identify what needs to happen to support the resident and prevent further deterioration in their health and / or increased risk of harm occurring. Social Care In-touch will work proactively with the community and voluntary sector organisations, health and independent sector, to provide preventative services such as shopping, laundry and meal services.

## **Criteria**

This is not an exhaustive list however, it is important to understand that the In-touch team is not suitable for people in crises, and, or with high level needs. It is not for people residing in residential or nursing care homes. It is suitable for the following:

- people receiving community packages of care, or direct payments and are over due a statutory review;
- people pending Reablement / or identified as on cusp meeting eligibility criteria;
- people who have cancelled/refused care due to COVID19 with no alternative arrangement;
- people no longer attending day care and have no, limited family/informal carer support;
- people receiving domestic only services, in particular shopping, cleaning – move to vol sector;
- people receiving equipment only provision, and where their needs are likely to increase in the next three – six months;
- older carers, carers at risk of carer breakdown;
- people receiving a community meal service with no other provision;
- older people discharged from hospital with no care and have no family /informal support;
- people known or suspected to have COVID19 and living at home;
- people living alone and at risk of social isolation;

## **What are the benefits of Social Care In-Touch?**

The social care in-touch service aims to:

- deliver a strength based / asset-based service;
- reduce pressure on key care services using voluntary and community organisations;
- connect people to their communities;
- promote independence and well-being of residents;
- reduce social isolation and loneliness;
- safeguard vulnerable adults;
- reduce risk of people getting in to crises;
- prevent, reduce the need for statutory services;

## Contact

You can contact us by calling the Community Response Service on **020 8753 4198**, the select option 3, and ask to be put through to Social Care In-Touch. You can also email us at [intouchservice@lbhf.gov.uk](mailto:intouchservice@lbhf.gov.uk)

Social Care In-Touch operates **Monday to Friday, 9am to 5pm**, and provides back up support at weekends.