



To: Adrian Quinn, Jayne Marshall, Julie Walker, Sarah Boyd-Short, Sarah Quinn,
From: Chris Ambery
CC: Kelly Griffith, Ursula Bell
Date: 05th May 2015
Pages: 14
RE: Mobile Night Service from 14th October 2013 to 12th October 2014

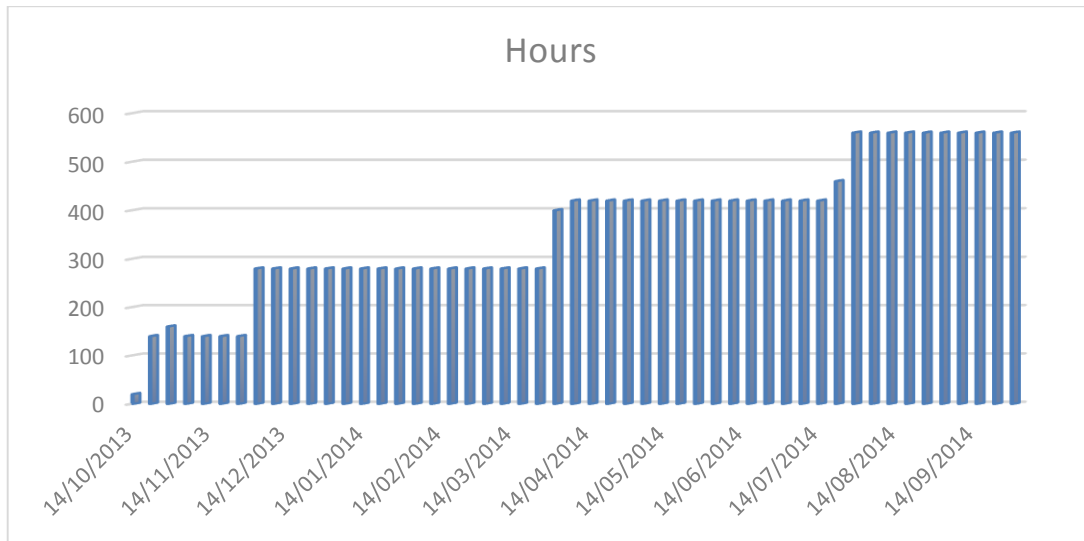
Contents

Section 1 : Mobile Night Weekly Hours.....	2
Section 2 : Monthly Referrals for New Clients	2
Section 3 : Number of Clients in receipt of service each month	4
Section 4 : Length of service.....	4
Section 5 : Referral Source	5
Section 6 : Gender Profile of Clients.....	6
Section 7 : Age Profile of Clients.....	7
Section 8 : Location of Services	7
Section 9 : Client Groups	9
Section 10 : Tasks Performed	10
Section 11 : Outcome of Service achieved	10
Section 12 : Feedback from Clients or their Representatives:	11

Mobile Night Service Analysis from 14th October 2013 to 12th October 2014

Section 1 : Mobile Night Weekly Hours

Graph details Weekly Hours Delivered for the Mobile Nights Service from October 2013 to October 2014:



- w/c 14th October 13 opened 1 block for the Borough-wide service – 140 hours – 1 team of pair
- w/c 2nd December 13 increased to open a new block – 280 hours – 2 teams of pairs
- w/c 31st March 14 increased to open a new block – 420 staff – 3 teams of pairs
- w/c 21st July 14 increased to open a new block – 560 staff – 4 teams of pairs (10 hour blocks 10pm – 8am)
- w/c 03rd November 14 increased to open a new block – 630 hours – 5 teams of 2 staff (increase took place on Sunday 09th November) (9 hour blocks 10pm – 7am)

Section 2 : Monthly Referrals for New Clients

Graph and table below detail the quantity of new clients referred from 14th October 2013 to 12th October 2014

- Delivered services to 20 people throughout the night time from 10pm to 8am
- 16 new clients on average will be referred to access the Mobile night service each month

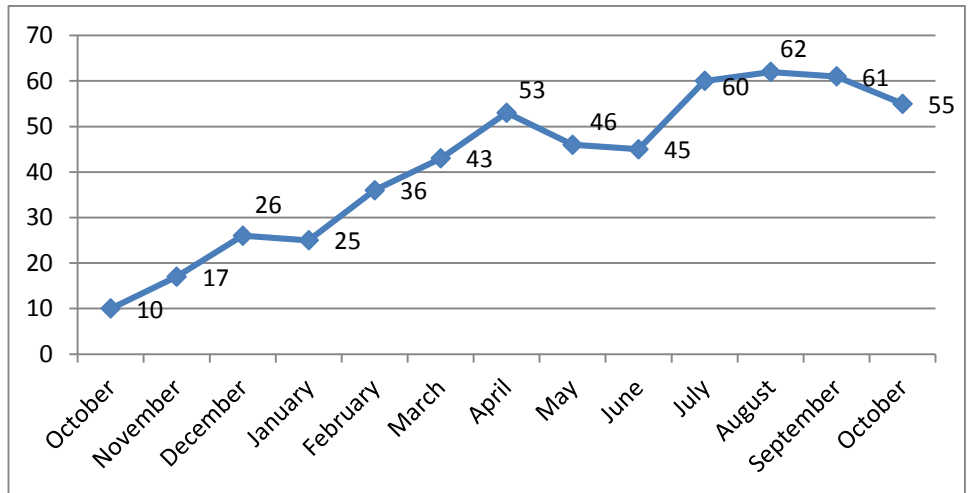
Month	Referrals of new clients
October	10
November	9
December	13
January	9
February	15
March	15
April	24
May	10
June	12
July	21
August	13
September	15
October	4
	170



Section 3 : Number of Clients in receipt of service each month

Graph and table detail number of Clients in receipt of service each month from October 2013 to October 2014:

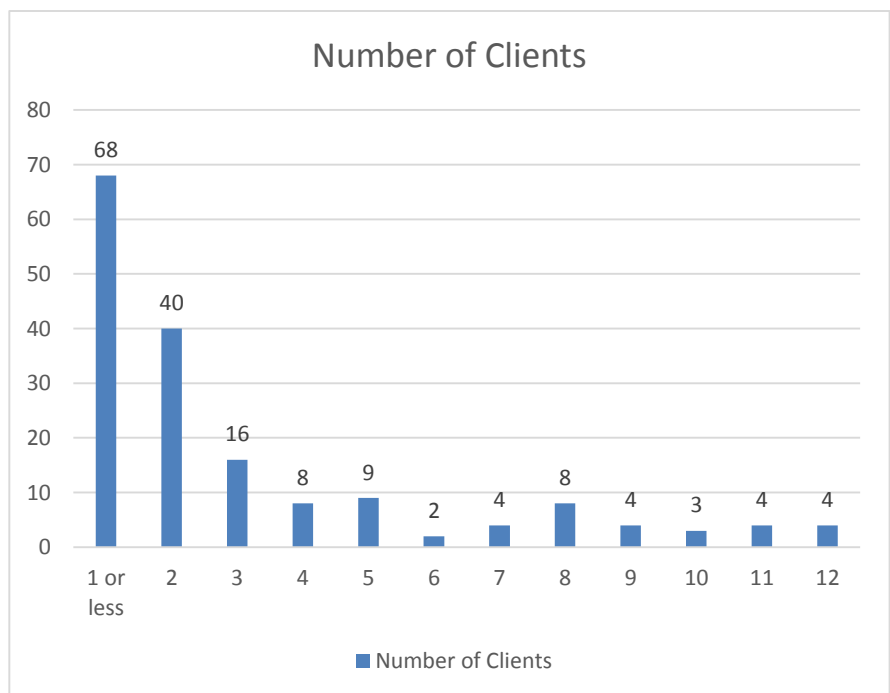
Month	People in Receipt of Service
October	10
November	17
December	26
January	25
February	36
March	43
April	53
May	46
June	45
July	60
August	62
September	61
October	55



Section 4 : Length of service

- In October 2013, when the service first started we delivered mobile nights services to 10 individuals
- The service has continued to grow in demand over the course of the year reaching a peak of 62 service users

No. of Months Service	Number of Clients
1 or less	68
2	40
3	16
4	8
5	9
6	2
7	4
8	8
9	4
10	3
11	4
12	4
170	

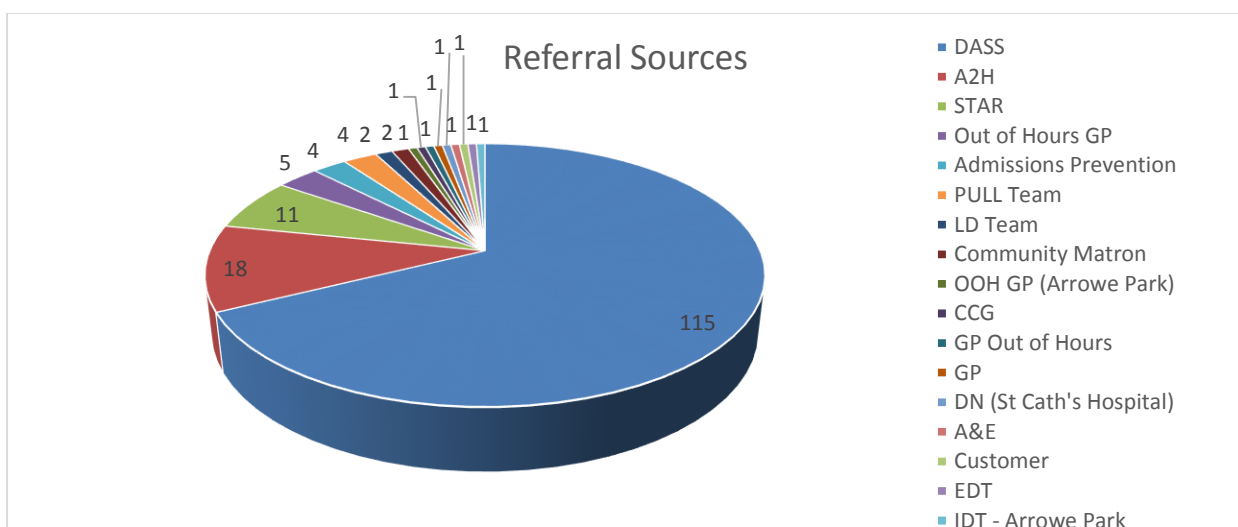


- The service length has varied from people receiving a service from less than one month to receiving a service for the full 12 months
- 68 individuals accessed the service for one month or less
- 40 individuals received a service over a two month period
- 4 clients have accessed the service since it commenced in October 2014 receiving 12 months care

Section 5 : Referral Source

Graph, table and chart below detail the source for 170 referrals from October 2013 to October 2014:

Source	Number of referrals
DASS	115
A2H	18
STAR	11
Out of Hours GP	5
Admissions Prevention	4
PULL Team	4
LD Team	2
Community Matron	2
OOH GP (Arrowe Park)	1
CCG	1
GP Out of Hours	1
GP	1
DN (St Cath's Hospital)	1
A&E	1
Customer	1
EDT	1
IDT - Arrowe Park	1

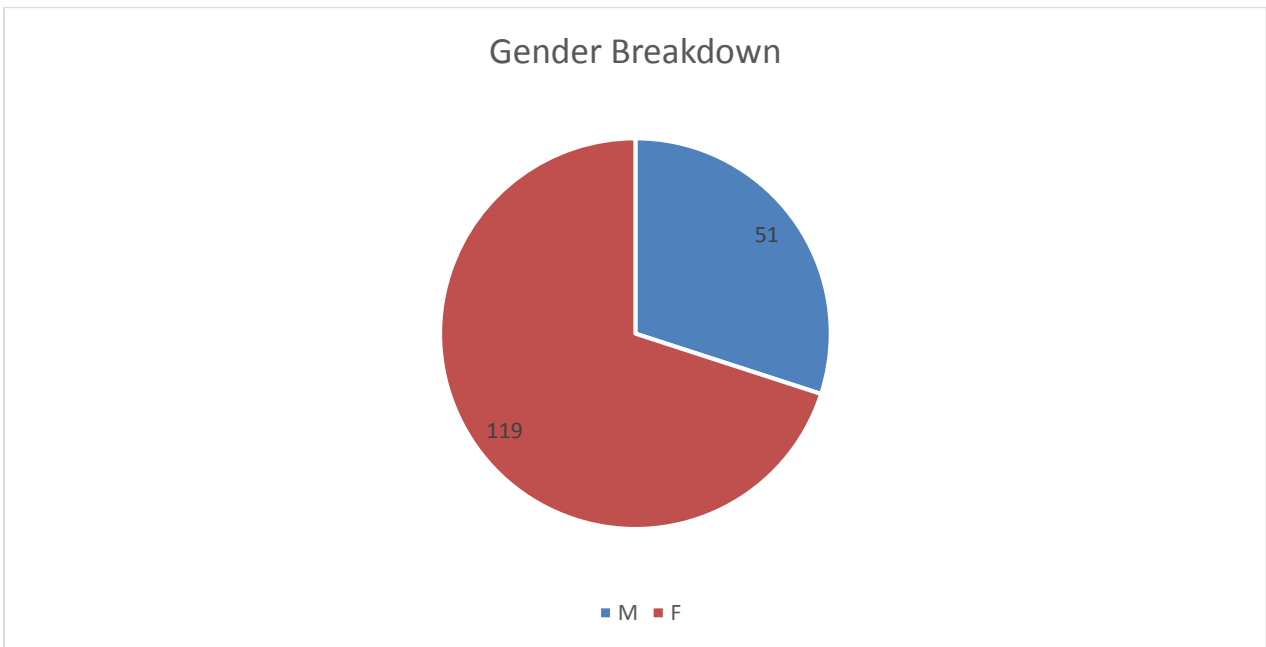


- Local Solutions has received referrals from 18 different health and social care sources
- 68% of referrals are from Department of Adult Social Services

Section 6 : Gender Profile of Clients

Graph and table below detail the gender profile of clients:

Gender	Number of clients	Percentage
Male	51	30%
Female	119	70%
	170	100%



Section 7 : Age Profile of Clients

The graph and table below detail the age profile of individuals who accessed the night sitting service:

Age	Number of clients	Percentage
20-29	1	1%
30-39	4	2%
40-49	3	2%
50-59	6	4%
60-69	8	5%
70-79	33	19%
80-89	69	41%
90-99	44	26%
>100	2	1%
Total	170	100%

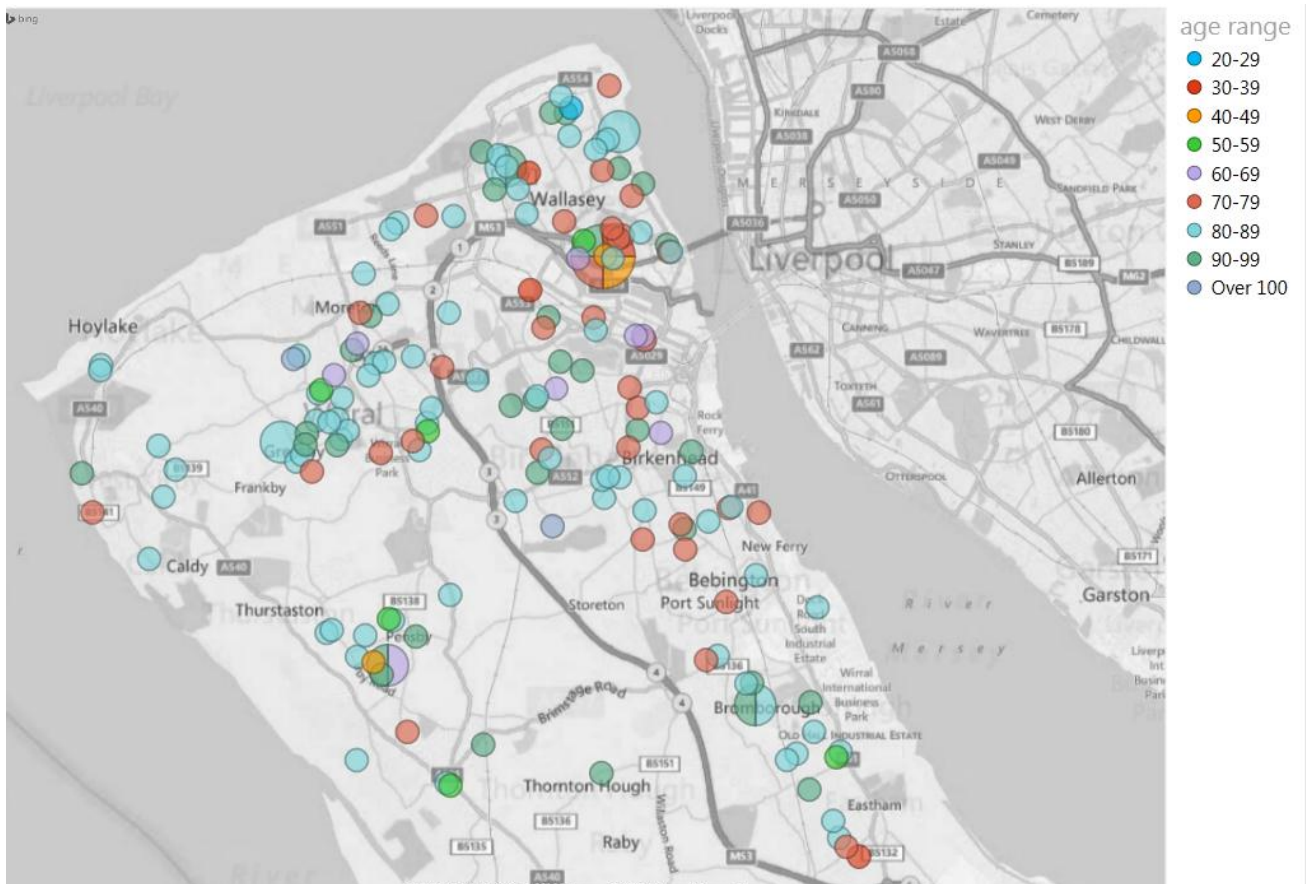
- Youngest client is 23 who has a learning disabilities and eldest client is 100 years old who is frail due to old age
- The service is typically accessed by people over 65 years

Section 8 : Location of Services

The table and graph below detail location of the mobile night services per locality

Location	Post Codes	Number of Clients	Percentage
Birkenhead	CH41, 42, 43	40	24%
Wallasey	CH44, 45, 46	53	31%
Wirral South	CH60, 62, 63	30	18%
Wirral West	CH47, 48, 49, 61	47	28%
		170	100%

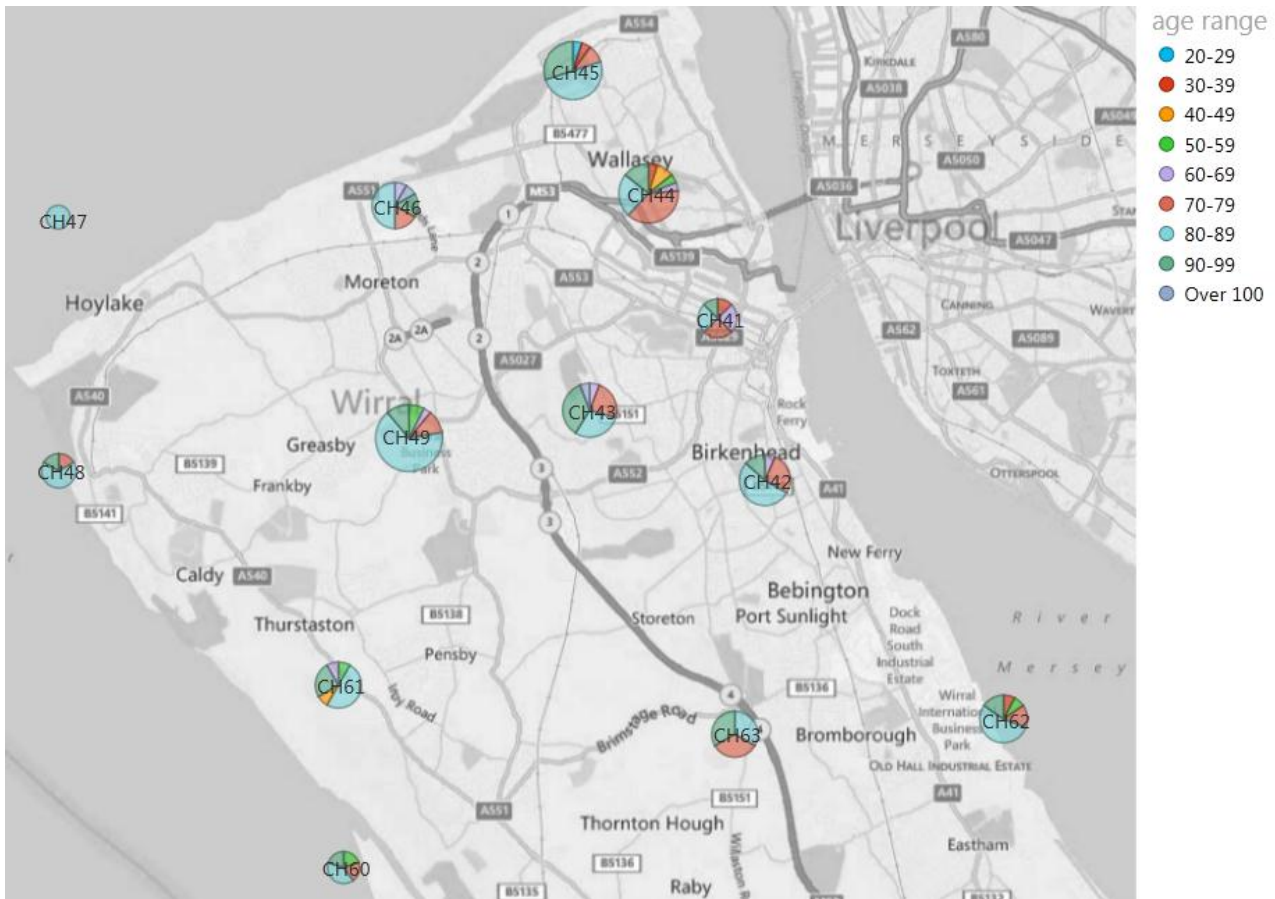
The image below details the age profile of clients per location of service delivery:



The table below details the age profile of individuals by post codes throughout Wirral:

Age	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Over 100	Grand Total
CH41	0	1	0	0	2	2	2	1	0	8
CH42	0	0	0	0	1	4	8	2	0	15
CH43	0	0	0	0	1	4	5	6	1	17
CH44	0	1	2	1	1	8	5	3	0	21
CH45	1	1	0	0	0	2	10	6	0	20
CH46	0	0	0	0	1	2	6	2	1	12
CH47	0	0	0	0	0	0	2	0	0	2
CH48	0	0	0	0	0	1	4	1	0	6
CH49	0	0	0	2	1	3	18	3	0	27
CH60	0	0	0	1	0	1	2	1	0	5
CH61	0	0	1	1	1	0	6	3	0	12
CH62	0	1	0	1	0	2	7	2	0	13
CH63	0	0	0	0	0	4	4	4	0	12
Grand Total	1	4	3	6	8	33	79	34	2	170

The image below details the age percentages of clients per location of service delivery:



Section 9 : Client Groups

The table and chart below details the client groups for 55 individuals who received care in October 2014:

Client Group	Number of Individuals	Percentage
Older People	37	67%
Learning Disability	1	2%
Physical Disability	17	31%
	55	100%

- The majority of people who accessed the service are frail due to old age, in which most customers were aged over 65 years.

Section 10 : Tasks Performed

The table and graph details tasks performed for 55 individuals who received care in the month of October:

Reason for the Referral	Number of Individuals
Assist with toileting needs or commode/ continence care	21
Assist to bed / out of bed	7
Assist with getting dressed/ undressed	1
Safety, welfare and well-being check	16
Personal Care, Bathing, washing	6
Snacks, Drinks or Breakfast and Nutritional care	2
Pressure Care / Repositioning	9
	60

Several service users have multiple tasks performed hence more than 55

Section 11 : Outcome of Service achieved

The table graph and chart below details the outcome achieved by Local Solutions mobile night service:

(The below is based on the last referral – some service users have been referred multiple times over the period and thus reasons can change from referral to referral)

Reason for the Referral	Number of Individuals	Percentage
Prevent unnecessary hospital admission	25	15%
Facilitate a timely and safe hospital discharge home	55	32%
Remain at home living independent	90	53%
	170	100%

- 170 people accessed the service; 32% of clients accessed the service to facilitate a timely and safe hospital discharge home, 53% accessed service to enable them to remain at home living independent and 15% accessed the service to avoid unnecessary hospital admission.

Section 12 : Feedback from Clients or their Representatives:

Qualitative feedback from 11 service users and 9 representatives of clients:

1. Mrs Nunn, daughter of Mary Conejo: "Knowing that my mum can remain in her own home safely is absolutely fantastic. We as a family are so grateful for the service. We initially requested a visit at 00.15am however staff were finding my mum in bed on arrival, I spoke with Sue Davies and the service was amended immediately and now the staff arrive at 11pm which is much better for mum and again peace of mind for the family knowing she isn't at risk of falling trying to struggle to bed herself. I can't stress enough how grateful we are for this service."
2. Christopher Cole – Service User: "A helping hand with everyday tasks which is much needed. Provide a great service and I am very comfortable with the current care workers. I feel that I can now have a better relationship with my children and am not restricted by the fact I have to go to bed before they do. The difference this has made is fantastic. When letter arrived to from Social Services to say my provider was being changed I was not happy and do not wish to change provider."
3. John, Son of Valarie Mallion: "Peace of mind more than anything, knowing that somebody is calling in to check that she is ok takes huge pressure of us as a family."
4. Audrey Nelson – Service User: "Fantastic that I can have this type of support."
5. William, Husband of Muriel O'Neil: "My wife came home from a nursing home last week, I'm so grateful for the service we receive, it can be difficult getting my wife to bed if the staff call early. If I didn't have the girls coming in at night I wouldn't cope as I can't get my wife to bed myself and then it would mean she wouldn't be able to stay here with me."
6. Margaret Gillham – Service User: "I am very pleased with the service and it provides great peace of mind knowing I have support if needed."
7. Doreen Brown – Service User: "Great service to have, really pleased that if my needs should increase there are options available to support me."
8. Mike-brother in law for Sylvia Stanley: "Big benefit not having to struggle to go the toilet. Sister may be out at work and service is important for times like this. Real benefit and peace of mind."

9. John, husband of Theresa Forman: *"I would not be able to cope without service, I know she is well looked after, and getting right level of care."*
10. Dorothy Representative for Catherine Robertson: *"Big benefit, I do not think she could manage without it. Great help to use commode during night"*
11. Daughter of Myra Keogh: *"The service has been a benefit to Mum but has also benefited the whole family."*
12. Granddaughter (Kerry) of Anne Hankin: *"Mrs. Hankin feels that she is fine and possible doesn't need support but Kerry explained that she is vulnerable to falls during the night and the service gives the family peace of mind."*
13. William Walker– Service User: *"the service has definitely improved my quality of life and I wouldn't have survived without it. It reassures me to know that the staff are coming during the night."*
14. Catherine Robertson– Service User: *"the service has definitely been of benefit to me."*
15. Valerie Mallion– Service User: *"I have benefitted from the service as I am quite nervous at night times and the service reassures me that if I get stuck or have any problems I know that someone will be coming."*
16. Ailsa Curran– Service User: *"I have most certainly benefitted from the service as I feel more secure and know that I can rely on the carers to come if I need them. The service gives me peace of mind and reassurance during the night."*
17. Peter, Son of Peter Latters: *"Peter does not feel that the service has improved his Dad's quality of life but said that "it has provided the family with peace of mind that he is safe during the night."*
18. Mary Bell – Service User: *"The service is very good and I am well satisfied with the service I receive it is a lot better than I expected. The service has improved my life as when they bathe me they make*

me feel so discreet and not embarrassed about it at all. I am very pleased the girls are very nice and polite and that I get on with them all brilliantly.”

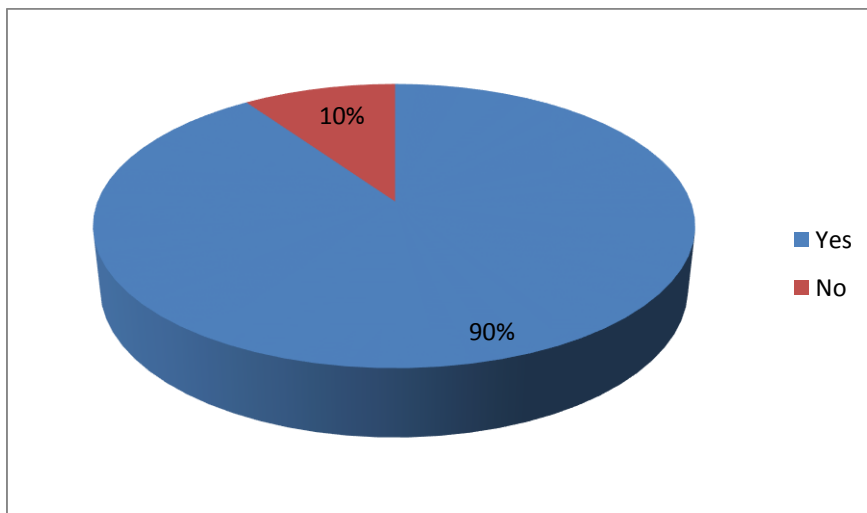
19. Elizabeth Sheehan – Service User: *“I’m very happy with the service at present, It gives me peace of mind knowing I have support coming in to help me as my sister used to do a lot for me but she needs carers herself at the minute as she’s not too well. I am very happy with it thank you”*

20. Fortuna Stewart – Service User: *“I’m happy with the service they are a big help. It has improved my quality of life a lot as before I could get from the bed to the commode but I couldn’t get back from the commode to the bed without this assistance. I am happy with the service they are a great help.”*

Outcomes achieved:

62 people received a service in August - We made contact with 50% of clients in receipt of service in August and the results are detailed below:

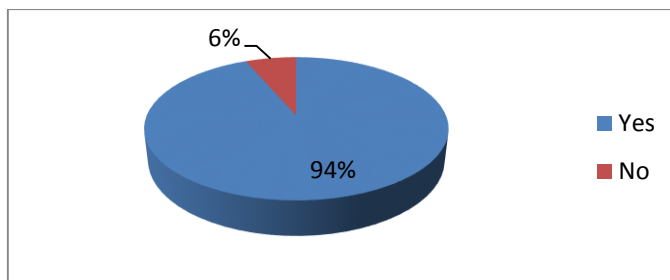
Question	Yes	No	Clients Surveyed	Total clients receiving service
Social isolation: Do you feel less isolated?	28	3	31	62



- 50% of clients who received a service in August were surveyed - 90% of clients said that the mobile night service made them feel less isolated

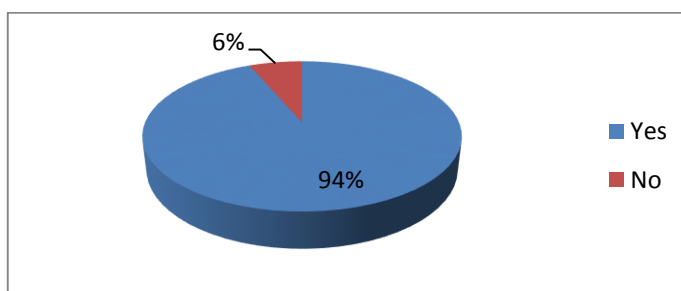
62 people received a service in August - We made contact with 50% of clients in receipt of service in August to ask them whether they feel safer knowing the night service is available to them and the results are summarised below in the table and chart:

Question	Yes	No	Clients Surveyed	Total clients receiving service
Older People's perception of community safety: Do you feel safer knowing the night service is available to you?	29	2	31	62



- 50% of clients who received a service in August were surveyed - 94% of clients said that they feel safer knowing the night service is available to them.

Question	Yes	No	Clients Surveyed	Total clients receiving service
Self-Reported Wellbeing: Do you feel better in yourself having support from the night service?	29	2	31	62



- 94% of clients surveyed in August 2014 said that they feel better in themselves having support from the mobile night service.

Satisfaction Levels: We have liaised with all clients throughout the service to survey whether they are satisfied with the mobile night support service and the feedback is summarised in the below table: 95% of clients have been satisfied with the service outcomes.

Service Users	Satisfied with Service	Not Satisfied
151	144	7
100%	95%	5%