



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



City of Westminster

Older People Preventative Services

Neil Colquhoun, Strategic
Commissioner, Bi-Borough Integrated
Commissioning

Our (ASC/ Public Health commissioning) objectives for the preventative offer is to:

- Keep people healthy and independent
- Reduce loneliness and isolation
- Deliver what people want
- Ensure quality
- Move towards individualised packages of funding, where appropriate
- Meet increasingly complex needs

Hubs and Outreach and Befriending are our key preventative offer to try to:

- Reduce loneliness
- Improve physical & mental health
- Reduce future demand on Health and Care Services

They are primarily block contracts, a mix of building based and within community provision. There is a mixed referral route (e.g. GPs, Memory Assessment Service, self-referrals and local authority etc)

There is limited specialist service provision (one LGBTQ+ befriending service)

Questions we have been asking residents (Hubs and Day Centre attendees):

- Which services do you visit?
- What do you think of the services you attend?
- How often do you attend these services?
- How do you travel to these services?
- Are there any barriers that stop you from attending these services?
- Is there anything you used to do but do not/cannot anymore? Why?
- Are there any other day services you would like to see offered across your community?

Some feedback we have received so far from residents attending preventative services:

Hubs have professional facilitators, vital to mobility, creative classes.

Exercise supports people with physical disabilities. Hubs link people into the community.

Great choice of options for community and family members. Exercise makes a massive difference to wellbeing. Intellectually stimulating classes are vital.

Supports social interaction & physical wellbeing (muscle strength particularly).

Vital to mobility. Helps with rehab after operation. Gives greater confidence to interact with other people.

Would like to see weekend classes, more health promotion, better facilities particularly sound appropriate. More art and craft classes. More exercise or health promotion classes.

People love current affair discussions. IT and mobile phone support classes. Helping isolated people access services.

Recommissioning RBKC & WCC Older People Preventative services: formal public tender process for block contracts

- As these services support a range of residents including those below ASC eligibility thresholds the funding mechanism for these services is proposed to remain as a block contract.
- The focus will remain targeting those at risk of both physical and or mental ill health through lack of activity and isolation and loneliness.
- The tenders will seek to:
 - ensure provision of services across the boroughs
 - diverse schedule of activities, informed by resident preferences, with proven physical and mental wellbeing activities

Hub plus?

Is there an opportunity to pilot a “Hub Plus” model?

- Seek to support a more complex group i.e. those with dementia, through offering sessions where care and support is available to those engaging with those activities.

How could we do this?

- Block funded?
- Long term funding by direct payments
- Could providers develop their infrastructure to work with pooled direct payments/self funders?
- Thoughts? / Questions?