

## Reducing Social Isolation for Older people and Carer's in Dacorum

Social Isolation relates to the lack of, or frequency of social contacts, interaction, social support structures, or lack of input into wider community activities.

The aim of this service therefore would be to improve older people and carer's social connectedness.

Social connectedness refers to the relationships people have with others and the benefits these relationships can bring to the individual and wider society. The service will look to build older people and carer's resilience to feelings of loneliness and the ability to integrate with the local community. This is influenced by the Five Ways to Wellbeing framework.

Using the Campaign to End Loneliness Outcomes framework, these are the suggested outcomes for commissioning 'Older people and their carers living well'. <http://campaigntoendloneliness.org/guidance/?size=big&contrast=dark>

The following 7 desired outcomes are therefore suggested to shape this service:

| Service Outcomes  | Suggested Indicators  |
|---|---|
| <b><i>Desired outcomes of the service</i></b>                               | <b><i>General indicators we would be looking for</i></b>  |
| Older people and carer's are as healthy as possible                         | Number and (%) of older people and carer's that experience a positive change in their mental health and wellbeing after accessing the service e.g. Confidence, Stress, Anxiety, Depression<br><br>Number and (%) of older people and their carer's that increase their levels of physical exercise<br><br>Number and (%) of older people and carer's that have a healthier diet<br><br>Number and (%) of carer's that feel more able to care for their dependent after accessing the service e.g. through respite<br><br>- Evidence of improved hygiene |
| Older people and carer's recognise and can cope with feelings of loneliness | Number and (%) of older people and carer's that feel less lonely<br><br>Number and (%) of older people and carer's that feel more able to recognise how loneliness can affect their health and wellbeing<br><br>Number and (%) of older people and carer's that have someone they can contact when they feel lonely e.g. be-friending buddy, support service  |
| Older people and carer's socialise with others                              | Number and (%) of older people or carer's that increase the average number they speak to daily<br><br>Number and (%) of older people unable to leave their homes that increase the average number of people they speak to daily   |
| Older people and their carer's use technology to maintain relationships     | Number and (%) of older people or carers that contact family or friends using technology e.g. skype after accessing the service<br><br>Number and (%) of older people or carers that use technology for entertainment e.g. to play games<br><br>Number and (%) of older people and carers that use technology to access services  |

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|---|--|
| <p>Older people and their carers feel safe and secure in their homes and communities</p>                          | <p>Number and (%) of older people or carers that feel more safe and secure in the homes</p> <p>Number and (%) of older people or carers that feel more safe and secure when out in the community</p>   |
| <p>Older people and their carers know about and can access other services that support their needs</p>            | <p>Evidence of promoting initiatives/ activities that would benefit older people and their carer's</p> <p>Number of referrals made to other services</p> <p>Number of other services that refer older people or carer's to your service</p>  |
| <p><b>Housing Specific Outcomes – these outcomes will be specific to tenants of Council owned proprieties</b></p> |  |
| <p>Older people and carers live in warm, weather tight, safe and secure Council owned properties</p>              | <p>Evidence of older people and carers being supported to make repairs to their Council owned properties</p> <p>Number and (%) of older people and carers that are supported to make their properties more efficient e.g. insulation advice, energy saving light bulbs, draft proofing.</p> <p>Number and (%) of older people and carers that feel safer / more secure in their properties</p> |
| <p>Older people and carers are supported to stay in their homes and remain independent</p>                        | <p>Evidence of identifying older peoples and carers property needs and offering advice on how their property could be adapted</p> <p>Number and (%) of older people and carers that have improved mobility within their homes as a result of adaptations e.g. grab rails</p> <p>Number and (%) of older people with a reduction in falls or fear of falling in their home</p>                  |

The previous Outcome Framework included 15 outcomes, this Framework sought to reduce this number and give a clear guidance on the outcomes this service should be working towards.