

Devon County Council

LinkAge Plus

360 Degree Wellbeing Check

The '360 degree well being check' is a suite of improvements and products designed to help older people and people working with them access the information and services they need for wellbeing and social inclusion.

360 Degree Wellbeing Check

Objective

To encourage and support the widest application of an holistic approach to the assessment of the needs of older people.

Activity

- We created a framework for a '360 degree well being check' starting from the fields of information identified as important for the wellbeing of older people in the 'Sure Start to Later Life' report of the Social Exclusion Unit.
- The framework was incorporated in:
 - a tool for individuals, their families and front line staff, to assist in the holistic assessment of older people's needs;
 - the health and social care Single Assessment Process documentation;
 - the data used by the Care Direct service to answer queries; and in web and paper based versions for the public.
- We involved older people in designing the leaflet, logo and website
- We commissioned and maintained a 'Getting The Most Out of Life' website with the 360 degree well being checklist.
- We made the information used by Care Direct to answer telephone queries available to the public via the website (a sustainability measure).
- We trialled the leaflet and associated marketing tools plus the website at a series of public information fairs and events.

Achievements against objectives

- The tool is used by CARE DIRECT (part of the Devon County Council My Devon contact centre) in the holistic assessment of older people's needs.
- Across the South West peninsula the Single Assessment Process (SAP) is now in widespread use with an agreed set of documentation for all health and social care organisations within the SAP partnership. This is largely using a nationally recognised toolset with local amendments to incorporate most aspects of the 360 degree LinkAge Plus checklist.
- Within Devon Adult & Community Services the assessment tools have now been implemented across all social care teams as part of SAP.
- '*The Getting The Most Out Of Life*' leaflet has been widely praised by older people and their carers, who can use it together to raise awareness of and address the needs of the older person, without having to access a computer or the Internet.

Wider achievements

- Devon Primary Care Trust, RDE Foundation Trust and North Devon District Hospitals are now using the SAP 360 degree assessment checklist and holistic approach
- The 360 degree checklist is widely used by Age Concern Devon's ABC Line befriending and care line staff.
- Awareness has been raised of how broad 'holistic' can be for a wide range of staff and volunteers in Devon.

Resources

£22,000 to develop the framework and website and produce marketing tools. This does not include project staff time.

Key lessons learned

- Many front line professionals believed they were working holistically but on using the 360 degree check realised that the model they were working with was limited.
- The value of involving a broad range of older people in the development of the tools - different age bands raised different issues and topics.
- Supporting marketing products – we ordered insulated travel mugs for staff 'on the go'; these turned out to be hugely popular with older people, because they do not spill and can keep a drink hot for a long time.
- The framework, leaflet and marketing tools were very popular with a broad range of older people. The website was popular mainly with the younger age band.
- Lessons for further development:
 - highlighting key issues, such as falls prevention, services for keeping people's homes safe and warm may help people navigate a large field of information;
 - some key items of information (as distinct from issues) incorporated in the text may be useful;
 - simplifying non-essential material on the pages of the leaflet may help people perceive its purpose more easily – some people thought they had to submit the leaflet, filled in, to some authority for checking.

Further information

Contact: Greg Warner, LAP Programme Co-ordinator, Devon Pilot, The Annexe, County Hall, Exeter EX2 4QR

Email: gregory.warner@devon.gov.uk

Tel: 07794 072810

Ref to website: http://www.devon.gov.uk/index/socialcare/older_people/over50s.htm

Related documents

Getting the most out of life leaflet- See website above.