

# Where health starts at home

**A report by South Yorkshire Housing Association (SYHA) to explore the impact of the LiveWell at Home service in supporting Sheffield's Adult Health and Social Care Strategy, 'Living the life you want to live'.**

LiveWell at Home is commissioned by Sheffield City Council and delivered by SYHA.



**“LiveWell at Home  
has been a lifeline.  
The service is  
outstanding, I can’t  
say more than that.”**

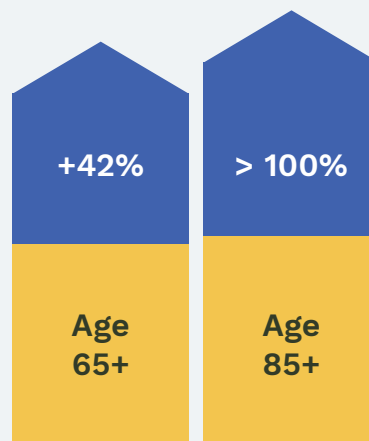
Customer feedback, 2022



**“Working in a hospital setting under extreme pressure to relieve hospital beds, I really appreciate the prompt response from LiveWell at Home when I make a referral.**

**The keyworker will come to the hospital to meet with the patient prior to discharge... [it] relieves stress and worry at a time when the patient has experienced a serious health episode in their life and feels at their most vulnerable.”**

Social Worker, Northern General Discharge Team, 2022



The number of people aged over 65 will grow by 42% in the next 25 years, while the number of those aged 85 and over will more than double.

Source: Population and census, Sheffield City Council 2021



Sheffield is predicted to have a 13,000 increase in older people by 2030.

Source: Living the life you want to live, Sheffield City Council, 2021

**“For older people, having a home that sustains safe, independent living can help prevent ill-health, reduce the amount of care and support they need, and delay or avoid altogether the need for residential care”**

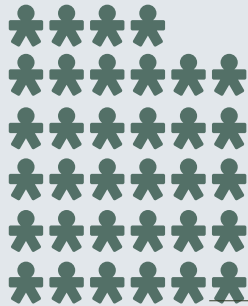
Source: People at the Heart of Care, Department of Health & Social Care, December 2021.

**We believe that healthy homes provide the foundation for healthy lives. Since 2017, SYHA has provided a lifeline to thousands of customers in Sheffield through their innovative LiveWell at Home service.**

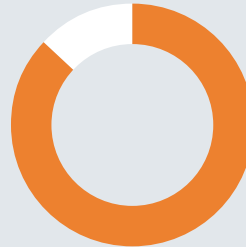
The service offers short term, high-impact support to people aged 55 and over; we work with people to remain living independently in their much-loved home, to return home safely following a hospital stay, to connect with their community, to prevent health decline, and to tackle health inequalities.

Support often starts following a life-changing event such as retirement, redundancy, ill health, or bereavement; times when people may be unsure who to turn to. Changes like this can quickly lead to loneliness and isolation, low mood, reliance on drugs and alcohol, financial instability, or experiencing abuse.

People's homes can become unmanageable with outstanding repairs, unsafe levels of clutter, and lacking the adaptations needed to live well. LiveWell at Home offers support to prevent and overcome such challenges.



**2,983**  
older people  
supported  
since 2017



**87%**  
of LiveWell  
at Home customers  
live alone



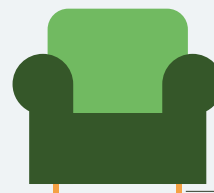
**789**  
home visits  
carried out  
March–July 2020



**43**  
people assisted  
with early discharge  
from hospital to  
home in 2021



**£516,574**  
secured in  
backdated benefit  
claims since 2017



**230**  
people helped  
to secure settled  
accommodation  
over the last 2 years

## Our city and the need for LiveWell at Home

We share the aspirations outlined in Sheffield City Council's 'Living the life you want to live' 10-year vision for adult social care:

**“In Sheffield in 2030, everyone in the city will be able to live their lives well, in a safe and comfortable home, or in a homely setting, in their local community. They are connected to communities that care, looking after one another, so that they can focus on what matters to them.**

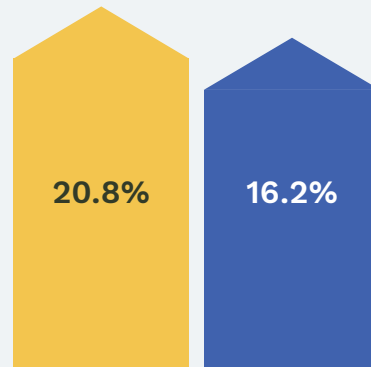
**When people do need help, that help builds on these connections and focusses on helping people to achieve their outcomes through personalised, person-led, accessible, and excellent quality support. People take an active role in designing their support and listen to each other. When crisis happens, people are supported quickly and intensively to regain stability and control in their lives.”**

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To fulfil these ambitions, services need to understand and effectively solve the challenges faced by local older people, including digital exclusion, the relationship between loneliness and poor health, and the importance of safe, well-designed homes. Supporting an ageing population to live well in Sheffield requires experienced, connected and efficient services.







20.8% of people over 60 were estimated to be in poverty in Sheffield, compared with 16.2% nationally.

Source: Sheffield CCG (2015)



Census (2011) shows almost 29,000 people in Sheffield over the age of 65 living alone, and an estimated 12,000 older people in Sheffield are 'chronically lonely'.

Source: Sheffield City Council (2018)



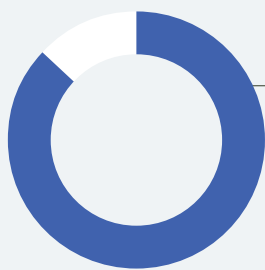
Sheffield has a higher than average proportion of people aged 65+ who are not in good health, and of those whose daily activities are limited by ill health or disability.

Source: Sheffield CCG (2016)

## Our model and our impact

LiveWell at Home provides person-centred, strengths-based, flexible support. We work with our customers to understand what matters most to them, and supporting customers to continue living independently is at the heart of our model.

- We support our customers to achieve their goals, improve their health and wellbeing, and increase their independence.
- We also support customers as they are discharged from hospital. We're there to ensure a smooth transition home, and to help prevent readmission.
- Our customers include owner-occupiers, and those who rent their homes from private and social landlords. If a person's current home no longer meets their needs, we also offer support with rehousing.



**87%** of LiveWell at Home customers live alone and many lack support from family and friends.

Our experienced and talented team support our customers to navigate the complexities of the health, care and housing systems. We act as an advocate, offer personalised guidance, and co-design the best solutions with our customers.



**“The fact that you can speak to LiveWell at Home about so many different issues means you don’t have to keep repeating yourself to different services. This is so important for people with mental health conditions like mine - you don’t need to go over your background again and again.**

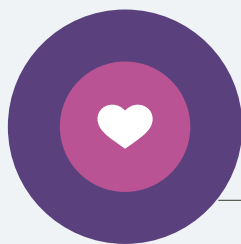
**They know you and what you need help with. Once you’ve built the rapport, it’s comfortable – and your anxiety goes from roof to ground level. It’s a very calming approach.”**

Customer feedback, 2022

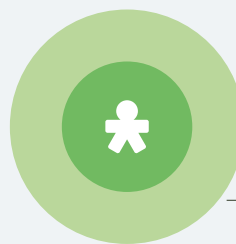
# 1. Safe and well

LiveWell at Home encourages customers to take an active role in managing their own physical and mental health. We also support people to access specialist healthcare services, to register with a GP and dentist, and to get the aids and adaptations they need to stay living independently.

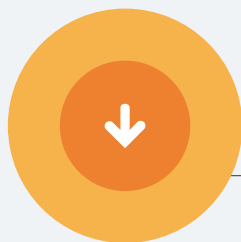
**In the last year, LiveWell at Home has supported:**



**390**  
people to better  
manage their  
physical health



**385**  
people to better  
manage their  
mental health



**45**  
people to reduce  
unnecessary visits  
to crisis services



**96**  
people to live  
more independently  
with aids and  
adaptations

In addition to this, we support people to make healthy lifestyle changes including diet and exercise, reducing and stopping smoking, and to better manage dementia and memory loss.

LiveWell at Home puts people's safety first. We work with our customers to ensure they stay safe, including support to reduce self-harming behaviours, and preventing and reducing ASB and harassment from others.

The adult social care reform white paper highlights that there is a need to expand the choice of housing options available to older people. Being in a house that's too big or small can be stressful, expensive, and unmanageable. SYHA has specialist knowledge of the local housing sector, and we are well placed to support people to find a home they love. We can support our customers to join the housing register and to access specialist legal advice if necessary.

We help to ensure the physical home is safe and in good repair. We collaborate with partners across the city - for example, we work with the fire service to check that fire alarms are functioning, and that homes are hazard-free. We even support people to get everything they need to make their house a home, including redecorating and getting furniture. We've also worked with customers to better manage their home environment, to have home repairs completed, to liaise with their landlord or housing provider, and to declutter and address hoarding.

**“D was in hospital after a stroke left him paralysed and in a wheelchair. The severe housing disrepair and safeguarding concerns meant that he couldn't return home [...] We registered J and D on the housing register and obtained priority. We arranged adaptations for their new bungalow, which means D is as independent as possible in his new home. J is getting support with caring for D, and they both report improved physical and mental health.”**

LiveWell at Home keyworker feedback, 2022



**“Installing minor home adaptations and making improvements to housing could lead to savings of at least £500 million each year to the NHS and social care services in the UK through a 26% reduction in falls, which account for over four million hospital bed days each year in England”**

Source: Centre for Ageing Better, Good Homes for All, September 2021

**In the last year, LiveWell at Home has supported:**



**99**  
people to better  
manage their home  
environment



**116**  
people to  
secure settled  
accommodation



**26**  
people to  
avoid eviction



**108**  
people to  
improve the safety  
of their home

**“LiveWell at Home found me a new home during the pandemic. Before I got this council property, I was put in a hotel in town and was there for many weeks. My keyworker helped me settle in my new home. I would have struggled without them, as I didn’t have anyone else.”**

Customer feedback, 2022

## 2. Active and independent

We assist our customers to increase their income and financial independence with support to apply for welfare benefits and grants, and access employment. We offer support to create and stick to weekly budgets, set up bank accounts and direct debits, and find a route out of bad debt or tenancy arrears. We also refer customers to organisations such as StepChange, for additional financial support.

Our knowledgeable team offers personalised guidance, advocacy and support that empowers our customers to make the right choices and to access opportunities that are best for them. We support our customers to stay active by attending walking groups and dance classes, joining the gym, and signing up for local clubs and volunteering opportunities.

**In the last year, LiveWell at Home has supported:**





**Since 2017 we have supported our customers to claim a total of:**



**£516,574**

in backdated benefit payments (£91,231 in 2021)

**£45,214**

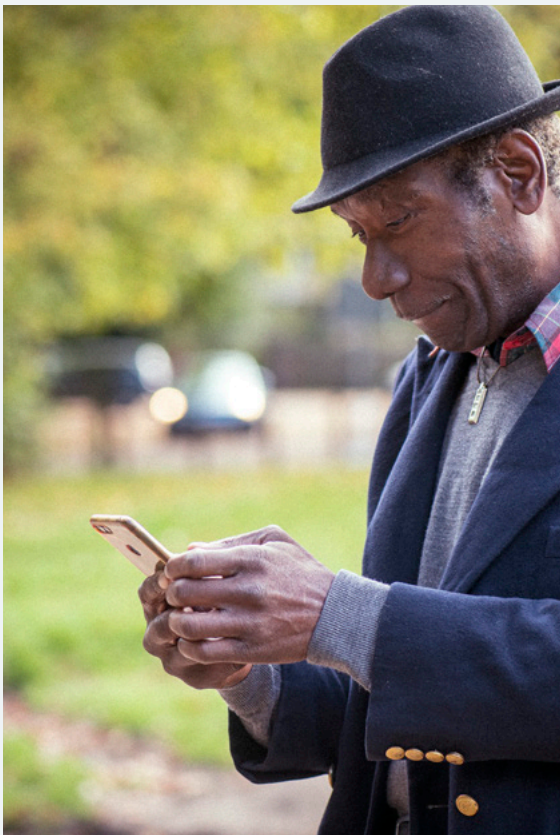
per week in regular benefits payments (£8,433 in 2021)

**£159,525**

in charitable grants (£21,805 in 2021).

**“They've helped me fill out the form for PIP. My daughter has learning disabilities too, so LiveWell at Home helped advocate for me, and get us both the help we need.”**

Customer feedback, 2022



**“I got in touch with LiveWell at Home as I started getting eviction letters. They helped me get the right benefits in place. I had no idea what I was entitled to - it was all getting on top of me.”**

Customer feedback, 2021

### 3. Connected and engaged

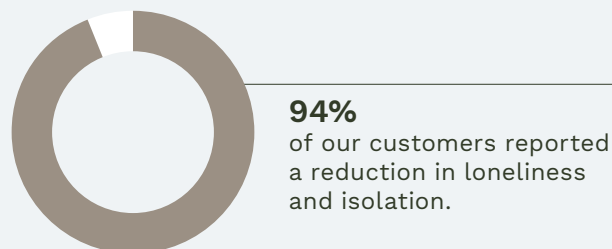
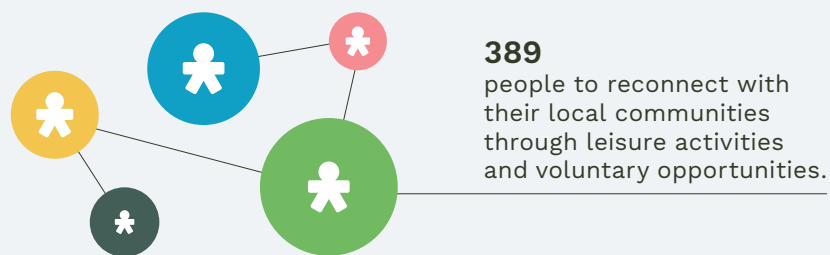
SYHA is nationally recognised for our work on co-production through our Age Better in Sheffield programme. We support people to develop their confidence, have greater choice, control and independence, and help shape local services.

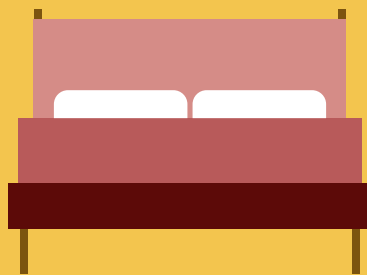
We work to ensure people stay safe, happy and healthy when their time with LiveWell at Home draws to a close. We support customers who may have become isolated to get out and about, build connections in their local communities, and play an active role in civic life. As we transitioned out of the third lockdown, all customers received a coffee voucher to encourage them back out into the community.

We support people to access art clubs and exercise groups, as well as age-friendly dentists, opticians and hairdressers.

We build people's confidence to manage letters, phone calls and internet access, so they're able to pay their rent and bills and stay connected to other people - reducing reliance on statutory services.

**In the last year, LiveWell at Home has supported:**





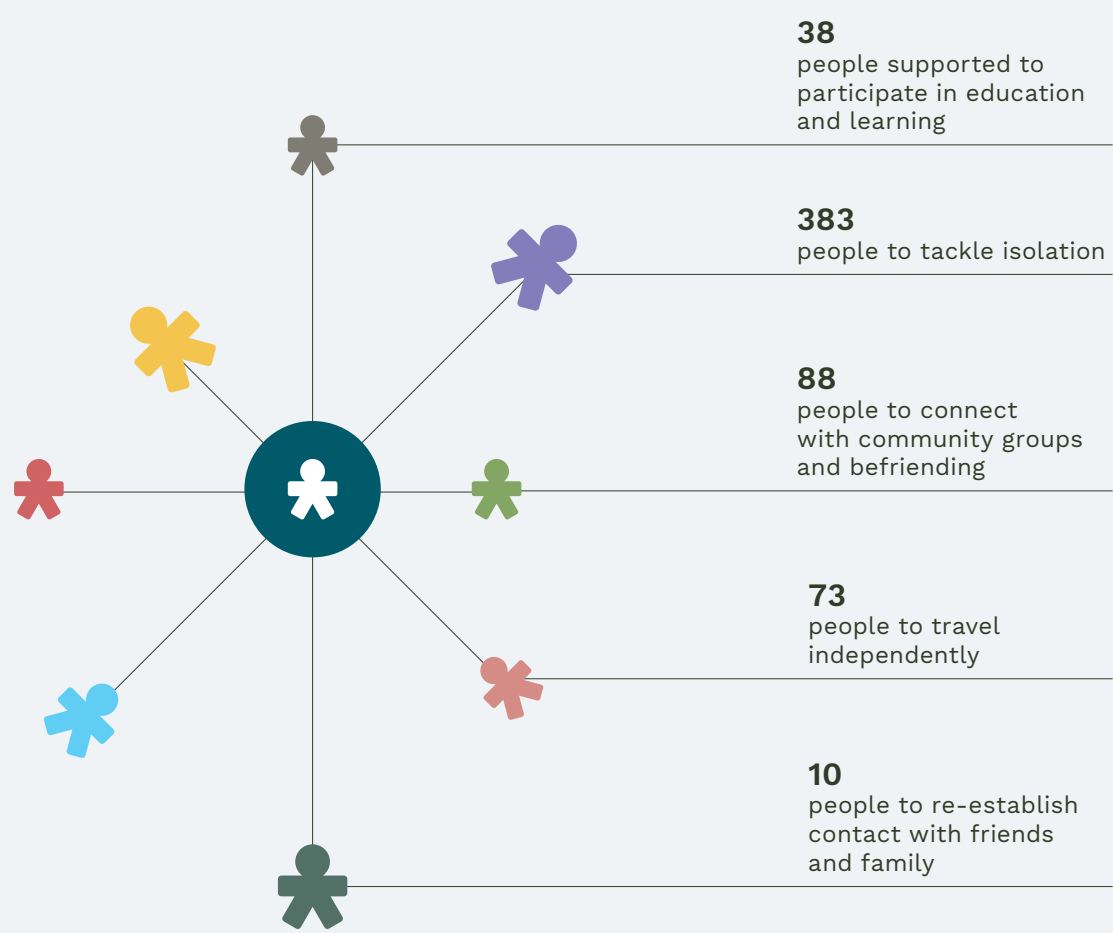
**“I’ve battled with my mental health for 25 years. When we started, I was at rock bottom, and now I look forward to getting up in the mornings. I’d sing your praises from the roof tops if I could.”**

Customer feedback, 2022

# 4. Aspire and achieve

At SYHA, all our staff receive training to work with customers using a strengths-based approach. We recognise that everyone has skills and goals, and we work with customers to build on their abilities. We start with the customer’s own priorities and support them to raise their aspirations as we progress. We can work with our customers to access education, training and voluntary work, to enjoy local activities, to travel independently, and to reconnect with loved ones.

In the last year, LiveWell at Home has supported:



**“LiveWell at Home  
supported me in summer  
to get out and about.  
I always feel better when  
I’ve spoken to them,  
I think it’s brilliant.”**

Customer feedback, 2022

## 5. Efficient and effective

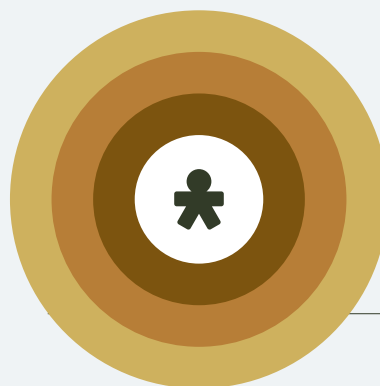
SYHA is deeply rooted in Sheffield – we are a local, trusted organisation with strong partner networks. We know and understand the local system, and have excellent links to Sheffield's communities and services.

We can also quickly connect LiveWell at Home customers to our own range of services, training and opportunities. This includes:

- Our Digi Friends programme, which helps people gain the digital skills they need to reconnect with friends and family and to transact online
- Our Work and Wellbeing services, which support people to find and flourish in work or training
- Age Friendly Sheffield, which supports active ageing and inclusion.

Our housing resource and knowledge means we are also able to find new homes for our customers, and prevent system blockages and delays. While a customer is still in hospital, we can prepare a property so that it's ready for them to move in to when they're discharged.

We value the expertise other organisations across our city have to offer. Since May 2021, we've made 170 referrals to other organisations including CAB, adult social care, IAPT, City Wide Alarms, Equipment and Adaptations, and the Health and Housing teams.



**In the last year,  
LiveWell at Home  
has supported:**

**382**

people to develop confidence and to have greater choice, control and independence

**“What a great service LiveWell at Home provide. I had a very complex case regarding rehousing. By working with the team we have managed to get it sorted. G was so helpful and I really appreciated her support”**

Senior Health and Housing Officer,  
Sheffield City Council Care and Support Services, 2021





### **Above and beyond during Covid-19**

Throughout the pandemic, LiveWell at Home has been a beacon of light. Our ability to be responsive and to quickly flex our support model ensured meaningful and ongoing contact for all our customers.

For many of our customers, the service was their sole source of support or contact with the outside world during periods of lockdown. We stepped up to offer support to customers referred through the council, we collected prescriptions and shopping, and we took the time to chat to people on their doorsteps and in their gardens, while maintaining our usual support.

Between 17 March and 17 July 2020, we opened 88 new customer cases and carried out 789 home visits. In the first lockdown, the LiveWell at Home team made around 8,000 wellbeing phone calls.

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**“LiveWell at Home have been fantastic during these strange times. I really appreciate all your team’s support.”**

**Senior Health and Housing Officer**  
Sheffield City Council Care and Support Services, 2021

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## **Case study**

Customer M was receiving rehabilitation at Beech Hill Stroke Centre when his Occupational Therapist contacted LiveWell at Home for support around his discharge. He was worried about returning home after four months in hospital. He had received no income since his stroke, and was worried about the correspondence and bills waiting for him when he got home. He was at threat of eviction because he was in rent arrears of around £700.

He had no phone credit, food or gas credit in his property and was embarrassed to say that he hadn't cleaned for a while prior to the stroke. He lived in a fourth floor flat with no lift access, so the logistics and safety of him returning home needed careful planning. He also needed support to find more suitable accommodation in the long term.

We met Customer M and his OT while he was still in Beech Hill. Using a laptop, and with Customer M's agreement, we went online and completed an application for Universal Credit to try and ensure he had some income in place. During several visits to Beech Hill, we supported Customer M to complete his housing registration, Discretionary Housing Payment request, Housing Benefit and Council Tax Support requests.

Building a trusting relationship with Customer M took some time due to his anxiety. Our regular visits at Beech Hill prior to discharge helped us build a rapport.

The OT contacted us to ask if we could support discharge three weeks early as they needed the bed space. We were happy to do so – this saved around £4000 in hospital bed fees, and ensured the bed could go to someone in urgent need.

On the day of discharge, we met Customer M at his property, and arranged for City Wide Alarms and SCCCC to meet us there and fit a key safe and personal alarm.

Working together with the OTs we had a tidy up of his flat, set up his adaptive equipment and we went to collect a food parcel and gas top-up for him. We worked with him for the rest of the afternoon sorting through the piles of unopened mail and making phone calls, ensuring everything was in place before services closed the following week for Christmas. We supported him to contact Universal Credit to notify them of his discharge, and they arranged for someone to visit him at home to complete his ID checks.

Customer M now has PIP and UC in place, totalling around £1200 per month. We supported him to contact all his creditors, arrange repayment plans and set up future payments by direct debit. His DHP was awarded to clear his rent arrears. His correspondence is now well organised and he says he feels like he is back in control of his finances.

Customer M wanted a washing machine in his property, so we helped him purchase one using some money from his first PIP payment.

He is engaging well with the OTs and physiotherapists to improve his mobility. His independence at home has improved to the point that his personal care calls have been reduced from four to one per day, with a view to stopping care once he finds the right home to live with full independence again.

