Partners across the health and social care system working together, using GP Practice registers to systematically identify individuals 65+ at risk of developing FUTURE health and social care need.

1. Rationale
   - Ageing Population
   - Health and social care need
   - Heathcote approach to unmet needs
   - Individuals come to our attention when they reach crisis point

2. Aim
   - Literature Review
   - Profile population
   - Segmentation of population
   - Index applied to GP registers
   - Identification of ‘most at risk’ clients

3. Staying Well Check
   - GP Practice invites client for a Staying Well Check
   - Well-being Co-ordinator arranges appointment
   - Home visits take place to identify personal risk factors for future health & social care need
   - Well-being Co-ordinator and Client agrees actions and goals

4. Joint Partnership Working
   - Supports clients
   - Bolton Council’s Public Health Team, Adult Social Services, Workplace Housing and Customer Services Department
   - NHS Bolton Clinical Commissioning Group (CCG)
   - Inventory and Private Sector

5. Monitoring and Evaluation
   - How Staying Well is running
   - What Staying Well is achieving
   - What Staying Well is costing/saving?

6. Potential Benefits
   - More people able to maintain health and independence.
   - Reduced GP visits & hospital A&E admissions.
   - More efficient targeting and use of resources.
   - Reduced or delayed need for intensive health and social care services, including residential/nursing home and costly crisis intervention.
   - Recognition and support for informal carers.

7. Client Stories
   - Unsuitable home
     - Mrs P lives in a large house with a N luxury bed & breakfast, during her Staying Well check, Mrs P was able to identify that her house was too large for her needs and not accessible enough. With the support of her Wellbeing Co-ordinator, she is now registered with Bolton at Home to a smaller and better access property.
   - Difficulty managing household tasks
     - Mr S is a retired carer who found it challenging to manage his household tasks. Staying Well provided him with practical advice and support to help him manage his household tasks more effectively.
   - Memory problems
     - Mrs R has been experiencing memory problems, especially when shopping. She often gets lost when shopping and finds it challenging to manage her household tasks.

8. Not able to heat home
   - Mrs S is unable to heat her home for two years and has never thought that this was a problem. She managed with a blanket and hot water bottles. Mrs S at Bolton at Home has been in touch the next day to make progress in resolving this issue.

9. Managing Medication
   - Mrs W used to take her medication regularly and was worried about going back to her GP. She decided to buy medication off the black market, but her GP has now been made aware. Mrs W is now on the waiting list for medication assistance.

10. Broken teeth
    - Mrs M was not feeling well and was not able to eat properly due to her broken teeth. She has never known how to access dental services. Due to difficulty in finding a dentist, the local commissioning team was informed. Alternatives options and other accessible services were given.

11. Home visit
    - A home visit has been arranged for Mrs M.