



integrated health and social care

creative 
service
solutions

 **Look Ahead**
CARE, SUPPORT AND HOUSING

Our offer to the NHS

At Look Ahead we believe that when housing, health and social care come together that we are truly stronger. Our NHS offer helps to keep people in their own homes rather than in supported living or hospital.



We offer a **range of services** including:

- **Medication management** for those who need some support to take medicine in their own home.
- **Long-term condition support** for people living with conditions such as diabetes.
- **Community connectors services** - a service to help Community Mental Health Teams bridge the gap between hospital and discharge into the community. Our team are a vital component of hospital multi-disciplinary teams.
- **LIFT GP service** - working with GPs to help them to manage patients with mental health challenges and long-term health conditions. According to recent research from MIND as many as two in five patients now visit their GP about a mental health concern.
- **GP/nurses in services** - many of our services have regular clinical input, improving the lives of many people who might not otherwise be able to access medical help.
- **HAWK services** - we work with South London and Maudsley (SLaM) NHS Foundation Trust to provide Look Ahead Housing and Advice Workers (HAWKs) working from Bethlem Royal Hospital to reduce delayed discharge due to housing problems.

Why **choose us**:

- **Experience & innovation** - We are one of the only providers in the market developing services of this kind. We bring with us over 40 years' experience of designing services that are tailored to local needs - with a strong emphasis on building life skills, coping strategies and supporting individuals to move on from more institutional settings.
- **Flexible, personalised service** to meet the need of your patients. Unlike other services, we are able to offer specific time slots for appointments that are agreed with patients.
- **Professional well trained staff** including supporting people with diabetes management and drug and alcohol use.
- **We help save the NHS money** - We work to support people with complex needs, often avoiding or minimising the need for acute hospital admission. For example, prior to service take up, one patient was admitted to hospital seven times in two years. Since working with our team to support medication concordance in July 2016, this individual has not required any acute care. With the cost of a hospital bed an average of £3000 per week, this is a significant saving to the NHS.

The Lambeth Lift example

Look Ahead Integrated Fulfilment Team (LIFT) service

Our specialist mental health support workers work alongside the Community Mental Health teams (CMHTs) in Lambeth. This service is aimed at people that, despite improved mental health, are still seen as too vulnerable to be discharged from secondary care.

Our team supports these people, who are often socially isolated, in a person-centred way to improve their quality of life. This support ranges from helping people claim benefits, attend community activities or access better housing. We are able to sign-post people to local services that will ultimately improve their life and will in many cases prevent them from having a relapse in their mental health.

Offering Support with Medication Concordance

This service works alongside the Independent Personal Support Alliance to provide support for individuals who are on medication for both mental health and physical conditions.

A number of the people receiving support in this service have been diagnosed with a psychotic mental illness and also suffer from long term physical conditions, for example diabetes. In many cases, the District Nurses who visit these individuals to help them manage their diabetes are not specialists in mental health meaning that many of these customers are struggling to effectively manage their condition. With the extra training our staff receive, our team are able to support people to manage and monitor, for example, their blood glucose levels and ensure they are getting the correct foot and eye care to reduce any potential complications.

A REPORT BY THE KINGS FUND INTO THE LIFT SERVICE FOUND A SUBSTANTIAL IMPROVEMENT IN PATIENTS' SOCIAL WELLBEING AS A RESULT OF THE SERVICE

For people using the service, we are seen as a care navigator, someone to help them rebuild their life outside of the clinical setting. For our colleagues in health, we are seen as an integral part of their service, helping them to bridge the gap between health and social care to ensure patients are safe when they are discharged from secondary care. Our team attend the recovery team meetings on a weekly basis to ensure we are fully integrated into the service and people are also able to self-refer.

LIFT GP

This service works with people with serious mental illness and long-term health conditions.

Our team, based in the local community, are able to bridge the gap between health and social care. We have a community psychiatric nurse based within our service which means we are able to act quickly if a patient needs immediate help.

**"Co-production is a key part of our service with a group of people getting together to set-up a walking group and weekly meet up for people using our service. This is facilitated and supported by the Look Ahead team."
Contract Manager,
Look Ahead**

About Look Ahead

Look Ahead is a specialist housing association and provider of tailor-made care, support and accommodation services. We support thousands of people across London and the South East with a diverse range of needs, helping them to make individual choices, achieve goals and take control of their own lives.

With the right support, we know that our customers can realise their dreams and aspirations. Our customers are experts by experience - by encouraging individuals to identify and develop their own unique skills and abilities; we can support them to bring about positive change in both their lives and the people around them.

Who do we work with?

With over forty years in social care under our belt, we are experts through both practice and understanding. Today, we are proud to be the trusted partner of over 30 local authorities and health trusts, providing specialist support and care services for over 7,000 people every year with a wide range of needs, **including:**

- Mental health
- Learning disabilities
- Homelessness and complex needs
- Young people and care leavers

Whether it's working with someone to achieve a positive change or providing specialist care, Look Ahead's experienced and passionate teams are committed to delivering high quality services across social care, health and housing that support independence and help transform lives.

For further details please contact our new business team at:

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Silver
Until 2019

