

How SMaRT use PNC to support a wider cohort of customers

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Introduction to the NCHA

Nottingham Community Housing Association (NCHA), provide affordable housing and care & support throughout the East Midlands. Founded in 1973, they manage nearly 10,000 homes and deliver one million hours of care and support each year.

NCHA's Care and Support team work across the region to help a diverse range of people build better lives; including those with learning disabilities, enduring mental health problems, those who are frail and elderly, experiencing or facing homelessness, escaping domestic violence, young people and care leavers.



Introduction to SMaRT service

The Support, Management and Response team (SMaRT) was developed just over 17 years ago, in response to the changes in working directives. SMaRT plays a critical role in providing response and support to the Homes and Wellbeing's care and support operational teams.

SMaRT has 2-3,000 connections, some 200 of which are self-funded, and work with a range of stakeholders across a wide area to help achieve the organisational vision of 'more homes, great services, better lives'.

SMaRT response and support officers are all trained to handle a wide range of call types, from proactive wellbeing calls, to emergency alarm calls, domestic violence incidents and mental health helplines calls including crisis calls.



Care and support

The SMaRT team provides 24/7 support and physical response to care and support (C&S) accommodation based service users, via hardwired alarm technology and individually tailored packages of care.

SMaRT is the out of hours first contact point for all C&S service users, including a text and email facility to our deaf customers and staff, and also manages out of hours maintenance calls on behalf of the NCHA maintenance team to over 10,000 properties.

SMaRT monitors CCTV and fire alarms on behalf of NCHA, The service also provides 24-hour support and access to the duty manager for all C&S staff, and provides lone worker monitoring.

The SMaRT team also manages the NCHA's anti-social behaviour reporting line, and operates a 24-hour complaints line for all C&S customers.

Domestic abuse

SMaRT supports three women's refuges, all of which have wired emergency alarm call systems. Solutions are developed on a bespoke/risk basis to suit the individual service user and their circumstances, but can include a bogus caller button or MyAmie pendant, which can be pressed to raise a silent call to the SMaRT centre where operators will act according to the protocol shown for that client.

This includes recording the call, sending for the emergency services or another stakeholders.

SMaRT also manages out of hours referrals for refuges, working with the Women's Aid Domestic Violence Helpline and local police.



Learning disabilities

NCHA provides supported housing to over 500 people with learning disabilities, providing person-centred care, which may include Telecare systems monitored by SMaRT.

SMaRT also works with KeyRing, a registered charity that supports vulnerable people to live independently. Every month, the SMaRT team makes 1,500 – 1,800 outgoing wellbeing calls to people with learning disabilities. These include; medication reminders, wellbeing checks, security prompts and general how are you calls. This helps with social isolation and loneliness.

In times where funding has been reduced due to austerity, many of these wellbeing calls have replaced late night care visits, walking nights or sleep in's. Supporting the privacy and independence of service users and enabling them to remain in their own homes.



Mental health supported housing projects

Across our mental health supported housing projects, SMaRT provide an out of hours support and response service.

Once the day time team have left site, they hand over to SMaRT and switch our warden call system to off site. This enables us to support service users via the Tunstall unit, respond to give face to face support if needed, support emergency services, carry out safe and well checks/visits and respond to any customers who are either locked out of their property, or need any additional support.



Helplines & PNC system

Over the last 10 years SMaRT have managed helplines, we support people with enduring mental health needs and, family and careers.

We use our PNC system to link ID numbers to each of our callers, this helps identify our regular callers and limits vulnerable callers having to repeat their history. This audit trail helps to look at call reasons ensuring they can be pro-actively referred to other services for support.

We have clear audit trail for a variety of KPI's, these vary dependant on commissioners request and contractual obligations.

For example: call volumes, trends, repeat callers and outcomes.



Overview of our helplines: CKW mental health helpline

SMaRT delivers a 24-hour mental health helpline offering confidential help and advice, to anyone registered with a GP in Calderdale, Kirklees, Wakefield, Leeds and Barnsley.

The service has been designed to support people who are diagnosed with or at risk of developing mental health problems, are experiencing mental health distress, family or carers. SMaRT responds to urgent concerns and operates within a recovery model, ensuring callers benefit from an effective intervention, in line with local mental health support pathways.

We liaise with the single point of access teams (crisis team), emergency services and adult social care services. Ensuring a multi-agency approach.



North Yorkshire mental health helpline

SMaRT has worked in partnership with North Yorkshire County Council for the last 6 years offering mental health support via its Framework service. The Council offers face-to face services, and SMaRT delivers emotional support, reassurance and wellbeing calls, as well as providing a referral route to the adult social care team. We are a confidential and anonymous service is available to anyone registered with a North Yorkshire GP who are experiencing

Mental health distress, as well as to their carers and family members.



Wellness in mind

Working with Nottingham City Council, SMaRT provides the city's residents with emotional support, reassurance, a listening ear and a referral into the Wellbeing hub where face-to-face, practical support can be given.



Outcomes

- SMaRT runs PNC8.2 which provides us with a platform for the delivery of more integrated care and support services, working across the housing, care and health landscape to support person centred care.
- SMaRT acts as a central point for relevant information about individuals to stored, accessed and used to provide a more complete picture of their needs within GDPR guidelines.
- Data on their health, housing, care requirements and any risks can be reviewed to help build a person centred support plans enabling services to meet specific needs and outcomes.
- The system means operators have all the relevant information about each caller displayed clearly on screen every time they call, ensuring appropriate action can be taken quickly. This gives the customer a more personalised individualised service. This really support NCHA's mission, vision and values.
- As well as offering management reporting on Key Performance Indicators, PNC can be interrogated to highlighted areas of need, geographically or demographically to aid the development of strategies to target resources where they are needed most.

Call volumes

Data received this year

Month	Total Calls	Mental Health helplines
January 2020	15,622	916
February 2020	16,082	881
March 2020	15,704	894
April 2020	13,667	812
May 2020	15,069	1,879
June 2020	16,876	2,586
July 2020	17,897	2,925
August 2020	17,084	2,539
September 2020	16,701	3,095
October 2020	18,743	4,459

Response to Covid

Who would have predicted the last 10 months?

Our inbound call volumes have increased by 60% because of the COVID-19 pandemic, particularly from people experiencing mental health issues.

From December 2019 – March 2020 we have seen contracts consistently perform at between 160% and 180% above contracted hours

As the NHS was forced to suspend face-to-face clinics and therapeutic services, many people were unsure of how to access support and SMaRT has provided a gateway to other services, in many cases avoiding ambulance call outs and presenting at A&E.

