

# Working better together to improve people's lives on the Island



My life  
a full life

# What is My Life, a Full Life all about?

My Life, a Full Life is a new way of delivering health and social care services on the Island to improve the lives of people needing care and support and help them in their own efforts to remain healthy and well.



## Who is involved?

This new way of working is being led by the Clinical Commissioning Group (the group of GPs that are now in charge of choosing and buying health services on the Island), the Isle of Wight NHS Trust, the Isle of Wight Council and a wide range of voluntary and community organisations that provide help and care on the Island. However, it needs everyone's support to help make it a success.

## Why is it needed?

Nearly a quarter of all residents on the Island are aged 65 and over - a much higher figure compared to the South East (at 18 per cent) and a figure which looks set to rise significantly in the future. With the growth in these figures and people living longer, often with long-term conditions such as diabetes, arthritis and cardio-vascular problems, it is inevitable that the need for health and social care services will also increase. GPs, hospitals, social care services and voluntary and community groups, which already face operating with fewer people and significantly less money, will find themselves under increasing pressure to meet the demand for services.

At the same time, feedback from people needing these services in the community suggested that organisations were not working together in a sufficiently coordinated way. It was clear there was scope to improve the way services worked together so that people could spend less time dealing with their own care needs and more time getting on with their lives – living them to the full.





## What is happening now?

To start with, the focus of this work is on three key areas:

### Helping people to support and care for themselves

- Making sure people know where to get help and advice and that it is easy to understand and access.
- Making people aware of the equipment that is available that could make a big difference to their lives, enabling them to stay safe, well and independent
- Exploring ways in which professionals and volunteers can work together in one location so that people can meet conveniently with a range of contacts who can advise and support them
- Enabling people to have access to their own medical information records and contribute additional information from the comfort of their own home to nurses, doctors or carers who can then monitor their health
- Helping people to develop personal care plans so that they are more in control of the care they want to receive both now and in the future and at the end of their life
- Supporting people to lead healthier lives with access to information, groups, activities and resources which help them with this goal
- Helping people with long-term conditions to manage their lives, sharing experiences with others and developing support networks
- Developing services to support carers in the community, such as training to help them understand and manage long-term conditions, or support when they need a break themselves



## Dealing with crises and getting people back on their feet quickly

We will be working to try and prevent people experiencing a crisis but if one does occur, we will ensure we respond swiftly with the right kind of support to help people get back on their feet. We will do this in a number of ways including:

- Developing a list of local services for residents, professionals and volunteers to help them access the services they need and help prevent a crisis occurring
- Putting in place a single point of contact to access health and social care contacts 24 hours a day, seven days a week
- Ensuring people who go into hospital for treatment don't stay longer than they need to and have a plan in place and appropriate support to help their recovery either at home or in their local community

# Working together in the local area

We've divided the Island into three localities to help us group our services more effectively. In each locality area we'll be focusing on:

- Finding better, appropriate and secure ways of sharing information between professionals about people who need their support
- Developing tools and training which help health and social care services to work together more effectively
- Identifying vulnerable people and those with complex care needs and ensuring the services they require are better coordinated
- Developing better support networks in the community to help people returning home from hospital
- Developing community teams in each locality comprising professionals, volunteers and support services to meet the local community's needs for health, wellbeing and social care



## What will it mean for me?

It will mean you are treated as a person with individual needs and concerns.

It will mean that you will have access to a range of support that helps you to live your life as you want to and are able to get skilled advice to plan your care and support.

It will mean that you will have access to easy to understand information about your health, wellbeing and support which is consistent, accessible and up to date.

It will mean you can plan ahead and keep control at times of crisis.

Most of all, it will mean that you will be able to concentrate on living your life to the full rather than spending time trying to secure the care, information or advice that you need.

## When will it start?

It's already started and we're working hard to make our aspirations a reality. It won't all happen overnight but we're already changing things for the better. Our progress so far includes new cafe clinics, telehealth trials (patient monitoring of things, such as blood pressure, at home), an independent living centre, an equipment service, a central contact point for information, trials of an information sharing system using a personal, secure smartcard, community events, long-term condition groups, falls prevention service and much more.

**My life**  
**a full life**

Look out for our My Life, A Full Life 'symbol' and wherever you see it, you'll find examples of this new way of working happening in your local area.

## Where can I find out more?

You can find more information on our website

**[www.iwight.com/My-Life-a-Full-Life](http://www.iwight.com/My-Life-a-Full-Life)**

You can email us with your query: **[MLAFL@iow.gov.uk](mailto:MLAFL@iow.gov.uk)**

You can call us on **01983 822099 extension 5767**

## Useful links

**Your health, your choices.**

For information on your health, living well, care and support visit

**[www.nhs.uk](http://www.nhs.uk)**



Isle of Wight Clinical Commissioning Group



**Isle of Wight**

