



CHANGeworks

Inspiring change for people
and the environment

**Delivering practical partnerships to
tackle fuel poverty and improve
energy efficiency**

Teresa Bray

Chief Executive

Warm Recovery – The Plan

- Edinburgh and Lothian Health Foundation
- 2 Year project supporting patients on discharge from hospital – 2014/16
- Respiratory nurses and discharge staff at Royal Infirmary Edinburgh and Western General
- Senior level buy in during development

Warm Recovery – Delivery

- Minimal Senior support at delivery stage
- Busy delivery staff at Discharge Hubs
- Requirement for NHS Lothian email address for referrals
- Successes through Astley Ainsley and Family Nurse partnership
- Local Opportunities for Older People wider Third Sector Support at home
- Learnings

Home Energy Scotland support



- Impartial advice and support supported by the Scottish Government, managed by the Energy Saving Trust and delivered across Scotland
- Referrals to Warmer Homes Scotland for heating and insulation
- Links in to other organisations



HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

NHS Highland Community Hospitals

- Regular presence at Raigmore
- Following Home Energy Scotland outreach work, Lorraine Coe, NHS Highland Sutherland District Manager driving force.
- Referrals at discharge.
- Extends reach to very vulnerable households
- Data protection challenging



Lawson Memorial Hospital



Migdale Hospital

Outcomes

- 45 referrals
- 16 home visits
- 7 Warmer Homes Scotland referrals
- 16 onward referrals and signposting
- Currently being rolled out to community health teams in Sutherland, wider roll out being considered
- Regular to reporting to Sutherland Community Planning Partnership

Flu Vaccination Clinics

- Following initial success at Craigmillar Medical Practice in 2015 advisors have been based in GP practices providing advice at flu vaccination clinics
- Close correlation between vaccine participants and support available from Home Energy Scotland
- Patients were provided with a simple thermometer, advice tips and offered a call from the advice centre

Flu Vaccination – 2017 Outcomes

- Supported 56 practices across SE region
- 3373 patients were advised
- On average 72% were new to the advice service
- 345 referrals were made to a range of schemes including 45 to Warm Homes Scotland
- 20 patients received a home visits from our community liaison officer
- 19 patients received a visit from a technical team officer

Next steps

- From Jan 2018 advisors have been regularly based in practices
- Medical staff sign post to our advisors and also provide cards when advisors are not available
- One GP practice has also signed up to our referral portal and staff can then refer patients at any time
- Advice sessions are also being held at Edinburgh Cancer Centre, Western General Outpatients clinics, Astley Ainsley Hospital, Musselburgh Health Centre and Midlothian Community Hospital
- Advice sessions being held in community pharmacies across the SE area

Reason for success

- Initiatives that are supported at local level
- Limiting data sharing and administrative requirements
- Integration with wider services
- Clear successes for all parties make committing resources worthwhile
- Successes communicated clearly to NHS partners

Summary

- Practical support available through in partnership with Home Energy Scotland and other third sector organisations
- Research to provide a solid evidence base for action
- Legislative and policy framework including Fuel Poverty Scotland Bill