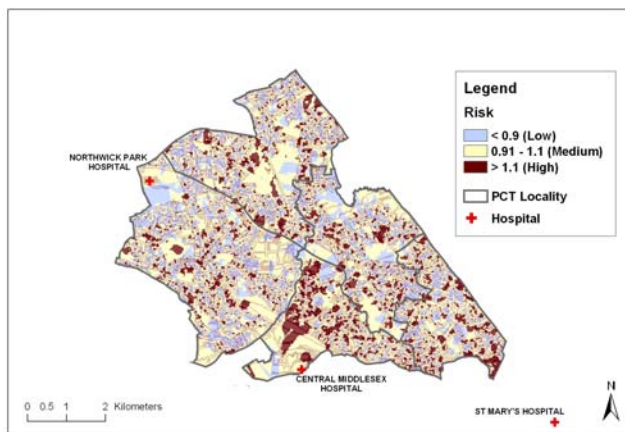


Older People's Services - London Borough of Brent & Brent PCT

Aims

Older people (65+) present more frequently at A&E and are admitted more often as inpatients than other age groups. The reasons for this reflect age-related health conditions but also social factors such as isolation and declining independence. The aims of the Partnerships for Older People Project (POPP), funded by the Department of Health, are to improve:

- the ability of the whole health and care system to promote independence and prevent unnecessary hospital attendances and admissions
- outcomes for socially excluded hard-to-reach black and minority ethnic communities.



Map showing the relative usage of A&E services by 65+ population based on risk factors including age, gender, living alone, social housing and benefit status.

Tailoring services to local needs

What we did

With Brent Council, Brent Primary Care Trust, Brent and North West London Mental Health Trust, the voluntary sector and others, we set up an evaluation

framework to help identify vulnerable groups and to measure performance and progress towards the project's service and financial objectives. The mechanism for achieving this is based on extending the existing Care Co-ordination Service (CCS), which carries out assessments of need and connects people to a range of services. Numerous data sources were linked together in order to provide a comprehensive local picture of target groups and service patterns (e.g. see map).

A breakdown of A&E usage by Brent locality. More detailed analysis shows that attendance is influenced by age, benefit status, housing, gender and cohabitation.

Brent locality	number of persons 65+	number of persons attending A&E	% of total	of which % male	% over 75	% on benefit	% living in social housing
Harlesden	3,745	916	24.5	47.7	45.0	55.0	45.7
Kilburn & Kensal Rise	4,978	1,169	23.5	46.1	52.2	47.5	42.3
Kingsbury & Kenton	6,930	1,252	18.1	41.6	59.3	30.0	16.5
Wembley	9,240	2,228	24.1	44.3	50.9	33.2	8.4
Willesden	5,433	1,284	23.6	44.0	50.9	39.9	20.3
Brent	30,326	6,849	22.6	44.5	51.9	39.2	22.9

Outputs

We showed that there are about 30,000 older people living in Brent, of which nearly 2,000 are severely disabled. By comparing observed with expected usage of A&E services, we found that, although 1 in 5 older people would attend A&E in a year, more frequent users had distinctive profiles based on housing type, benefit status, cohabitation and age. Thus, we found that males aged 75+ occupied 9 of the top 10 groups, accounting for 5% of the target population but about 10% of attendances. In all 64 profiles were produced, which are being used by care co-ordinators and referrers such as GPs to assist in case identification, target setting and resource allocation.