



Fire Health Case Study:

Title: SWFRS Safe and Well Pilot

Helping an individual improve their health and wellbeing and encompassing and satisfying the goals of the Wellbeing of Future Generations Act (Wales) 2015 and the Social Services and Wellbeing Act (Wales) 2014.

Context – why was the project set up?

The Project was initiated to expand our existing Home Safety checks to Safe and Well visits covering the whole of the Service area. This enhancement ensures we now also include advice to help an individual improve their health and wellbeing and encompasses and satisfies the goals of the Wellbeing of Future Generations Act (Wales) 2015 and the Social Services and Wellbeing Act (Wales) 2014.

Aims

In order to reduce the incidence of accidental dwelling fires within its area, South Wales Fire and Rescue Service (SWFRS) has, for the last decade, offered Home Fire Safety Check Visits to the most vulnerable to fire in our communities. The education and installation of risk reduction product has seen a reduction in accidental dwelling fires during that time period.

Station Personnel and community safety staff visited domestic properties to provide home safety advice and supply and install a range of risk reduction equipment free of charge.

These checks are the cornerstone of the proactive risk reduction role the Service has adopted and is evolving in its drive to reduce the deaths and injuries that are caused by accidental fires and make individuals in the community safer.

As a result of the implementation of the Wellbeing of Future Generations Act (Wales) 2015 and Social Services and Wellbeing Act (Wales) 2014, SWFRS will now carry out a Safe and Well Visit, incorporating a slip, trips and falls assessment, carbon monoxide awareness, home security and smoking cessation into the visit where risk is identified.

Solution

This initiative builds on the long-standing success of Home Safety Checks (HSCs), which have helped to protect thousands of people throughout the South Wales from the risk of fire in their home. Safe and Well visits will still incorporate an HSC, but will now include advice to help an individual improve their health and wellbeing – with the ultimate goal of reducing their risk from fire. Crews were asked to engage in the following ways to accommodate each additional work stream:

Training

A Presentation was created. The content was built around the wellbeing goals, explaining the additional work streams to crews. It included slides from Falls Teams in the Unitary Authorities affected and National advice from our Partners in Ash Wales, Wales and West Utilities and Gas Safe and our colleagues in the Police.

An issues page was set up so that crews could have conversations with the project team as the pilot rolled out and voice their concerns, recommendations and feedback on everything from training to delivery.



Falls Assessment

SWFRS are working in partnership with Bridgend Falls Service – Public Health Wales and Newport Falls Service – Anuerin Bevan UHB to create a healthier and more resilient and prosperous Wales. The safe and well form and database was amended to make asking the questions around falls easier for crews. “Are you happy to answers questions around risk of falling” was added to lead into the questions under the falls section. Crews are also informed under this section that if four or more positive responses are given there would be an onward referral to the falls team. Under occupier consent at the end of the M20 there is a further box indicating that the occupier gives consent for an onward referral to the falls team.

Smoking Cessation

SWFRS are working with Ash Wales to promote smoking cessation to achieve the health and wellbeing goals of the Act creating a healthier Wales. Since 01/01/2017 SWFRS have attended 63 Incidents where smoking and careless disposal of cigarettes have been the cause.

SWFRS have always promoted safe smoking. Crews were asked to continue having those conversations but to add an extra question to introduce the advice from Ash Wales. “Have you ever thought of giving up?” was added to the conversation to introduce cessation into the visit. Occupants with a positive response were then asked if they would like a leaflet that signposted them to support.

Carbon Monoxide Awareness

Carbon monoxide incidents are a continuous burden for SWFRS. Since 01/01/2017 we have attended 179 Incidents relating to Carbon Monoxide. SWFRS are working with Wales and West Utilities, Western Power and Gas Safe to promote Carbon Monoxide Awareness to achieve the health and wellbeing goals of the Act creating a healthier Wales and more globally responsible Wales. SWFRS have always promote the importance of having a carbon monoxide detector and the signs of poisoning. Crews were asked to know consider giving a carbon monoxide alarm where risk is detected with supporting literature. In addition working in partnership with Wales and West utilities, Western Power and Gas Safe has provided SWFRS with other referral pathways such as fuel poverty and gas isolation valves to aid the carer and maintain occupants' independence.

Home Security

SWFRS has partnered with South Wales and Gwent Police to deliver awareness messages around home security in order to build cohesive communities, resilience and prosperity. We have taken advice from our Fire Crime seconded Police Inspector on what we should include and this post sat on the project team. Crews were asked to look at potential security issues and raise awareness of them with the occupant putting them in touch with the police if they required support. SWFRS is playing a key role in the national fire/health agenda. It is being led by the Chief Fire Officers Association (CFOA) which is linking up strategically with the NHS and Public Health Wales.

Targeting our Resources Effectively and Meeting the Needs of the Vulnerable in Our Communities is something that we have adopted in SWFRS since 2009. With the introduction of the Wellbeing of Future Generations (Wales) Act 2015, the Social Services and Wellbeing Act (Wales) 2014 and the wider public health agenda SWFRS has proactively sought a targeted approach for engagement through data sharing partnerships with “Health” organisations and utility companies who have a data rich picture of the vulnerable in our communities.

SWFRS also use a number of datasets to engage with the right people in the right way.

Outcomes – what are the benefits and how were they/will they be measured? (In particular financial benefits, impact data and return on investment)

End User Experience

The Engagement and Performance Team in SWFRS was brought into the project to create a bilingual postcard that could be mailed to the properties visited under the Safe and Well Pilot to collate feed-back. All the information was collated on survey monkey. (Q1 and Q2 were system generated to enable us to link responses to service delivery)

180 (97.3%) of the 185 addresses canvassed were pleased with the service that they received, understood the messages and thought the deliverer approachable. 5 (2.7%) of the 185 addresses canvassed for feed-back on the service were disappointed with the person delivering the service and thought the messages delivered were unclear. In addition 36.42% of those households asked indicated that they were referred to other services for help. Households very satisfied with the service was a healthy 94.44%. 114 households contributed comments that can be scrutinized and fed back to service delivery for improvements.

Falls Outputs

- 1050 Homes in Newport and Bridgend received falls assessments.
- Of those 39 households were referred to Falls Teams in Bridgend.
- Of those 90 households were referred to Falls Teams in Newport.
- All of the referrals were for individuals over the age of 65.

Carbon Monoxide Awareness Outputs

- 1050 Homes in Newport and Bridgend were offered Carbon Monoxide awareness.
- Of those 60% showed increased awareness of Carbon Monoxide and the associated dangers.
- 15% of those homes had a good level of awareness to begin with.
- 75% of those homes successfully maintained their knowledge but scored under 10.
- 40% of homes answered yes to having their appliances serviced/checked I the last year.

Home Security Outputs

- 162 Security packs were given out to homes of those homes 48% had occupants over 60 years of age.
- 42 of the above households were recorded as very high fire risk on arrival.

