

Building Connected Communities

Middlesbrough's Approach to Independent Living



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Middlesbrough
moving forward

Strategic Decision

One building, One connected approach

Middlesbrough Council made a strategic decision to co-locate its preventative services within one building at Cavendish House.

This was about more than location — it was about creating better ways of working together.

- Stronger collaboration
- Shared knowledge and expertise
- Easier access to support
- Earlier intervention and prevention



Creating a more joined-up experience for residents

Middlesbrough Independent Living Services (MILS)

Stay Safe*Stay Warm*Stay Well*Stay Connected*

A joined-up approach to prevention and independent living

Supporting people to remain safe, well and independent at home

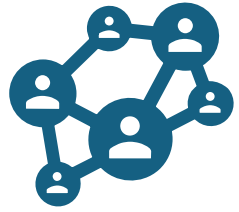
Bringing expertise, services and partners together

What MILS Brings Together

A range of services supporting independence

- Assistive Technology & Telecare
- Connect 24hr Response Service
- Hospital2Home Service
- Occupational Therapy
- Equipment & adaptations
- Blue Badge
- Reablement
- Prevention and community support
- Advice, information and practical solutions

‘One place to explore what can help people live independently’



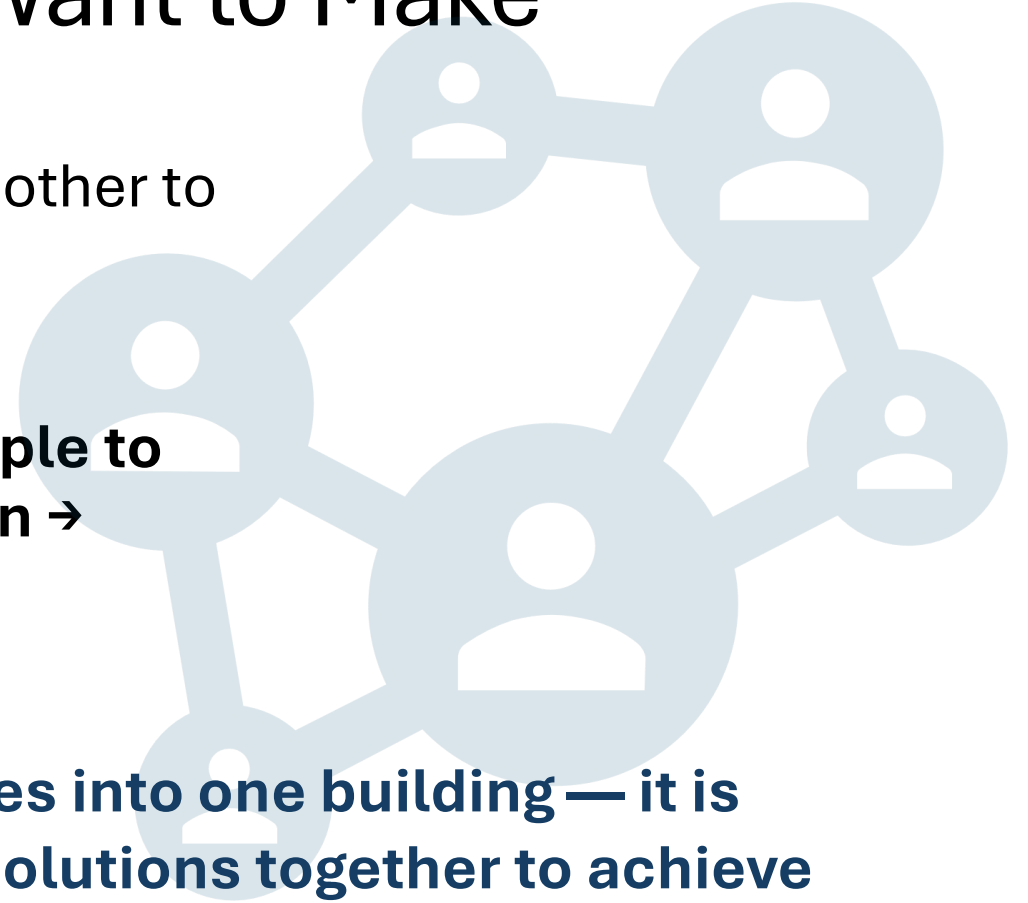
The Difference We Want to Make

From services working alongside each other to services working together.

MILS enables us to:

Identify needs earlier → Connect people to the right support → Prevent escalation → Promote independence

“MILS is not just about bringing services into one building — it is about bringing people, expertise and solutions together to achieve better outcomes.”



The Assistive Technology Team

The Assistive Technology Team is strongly embedded within Adult Social Care and the Prevention Services. The team consists of:

- Connect and Assistive Technology Team Lead
- Assistive Technology Co-Ordinator
- Prevention Liaison Officer – Community
- Prevention Liaison Officer – Hospital
- Assistive Technology Installers
- Business Support Officers
- Hospital2Home Response Officers

Working alongside the Connect in house Emergency Monitoring and Response Service

Case Study: Supporting Independent Living through Assistive Technology

- Mrs A was living at home with two carers providing near 24-hour support, she required hoisting for all transfers.
- Overnight, carers regularly checked on her as they could not hear if she needed assistance, resulting in frequent sleep disruption.
- As part of a Social Care review, moving to a 24-hour residential care setting was considered; however, Mrs A wished to remain in her own home.
- The Social Worker engaged the Assistive Technology Team and an Occupational Therapist to identify a safe, cost-effective alternative that would support Mrs A to stay at home.
- A Prevention Liaison Officer (PLO) installed a 6-week monitoring system to assess Mrs A's care needs during the day and night.
- During this period, the Occupational Therapist worked with the care agency to develop and implement single-handed care approaches.

The Impact

Following this collaborative approach, Mrs A's care was reduced from a waking night to a sleeping night, and a voice activated alarm was installed for Mrs A to call for help from her carer should she need it.

Her care package was reduced to one carer after the occupational therapist's support. Mrs A was able to live at home safely with an improved quality of life and the right care and support in place.

Message from the Social Worker

“Just wanted to update you and say thank you 😊 it's such a great feeling of accomplishment when something positive comes out of us all working so hard on something together.”

Middlesbrough's Hospital2Home Service

To further strengthen our collaboration between services we established a dedicated hospital to home service.

A Prevention Liaison Officer is based within the Transfer of Care hub, working alongside social workers, occupational therapists, the discharge team and front of house therapies.

We support patients leaving hospital on pathways 0 and 1 and hospital avoidance through A&E assessments.



Case Study: Mavis heaps praise on specialist team, for bringing care closer to home



Mavis has high blood pressure and early stages of macular degeneration. She was taken to JCUH after having two falls within 24 hours and noticing a sudden change in her mobility.

After receiving care in the emergency department, Mavis was discharged and sent home with support from Middlesbrough's Hospital2Home Team.

Mavis was seen by the Prevention Liaison Officer who carried out a holistic assessment

Due to concerns with her memory and on-going risks of falls:

- Mavis was referred for Telecare 24/7 monitoring and response
- A key safe was installed in case of an emergency and for Telecare, family or emergency services to gain access if needed
- Grab rails were installed to support her to access her property
- And a second stair rail to support her with mobilising on the stairs.
- Mavis had also been referred to Reablement by the hospital.



The Impact

With the support from Reablement, the Telecare equipment and minor adaptations, risks to Mavis were reduced and family were reassured support was in place should she need it.

Mavis continued to live at home safely with no further hospital admissions.

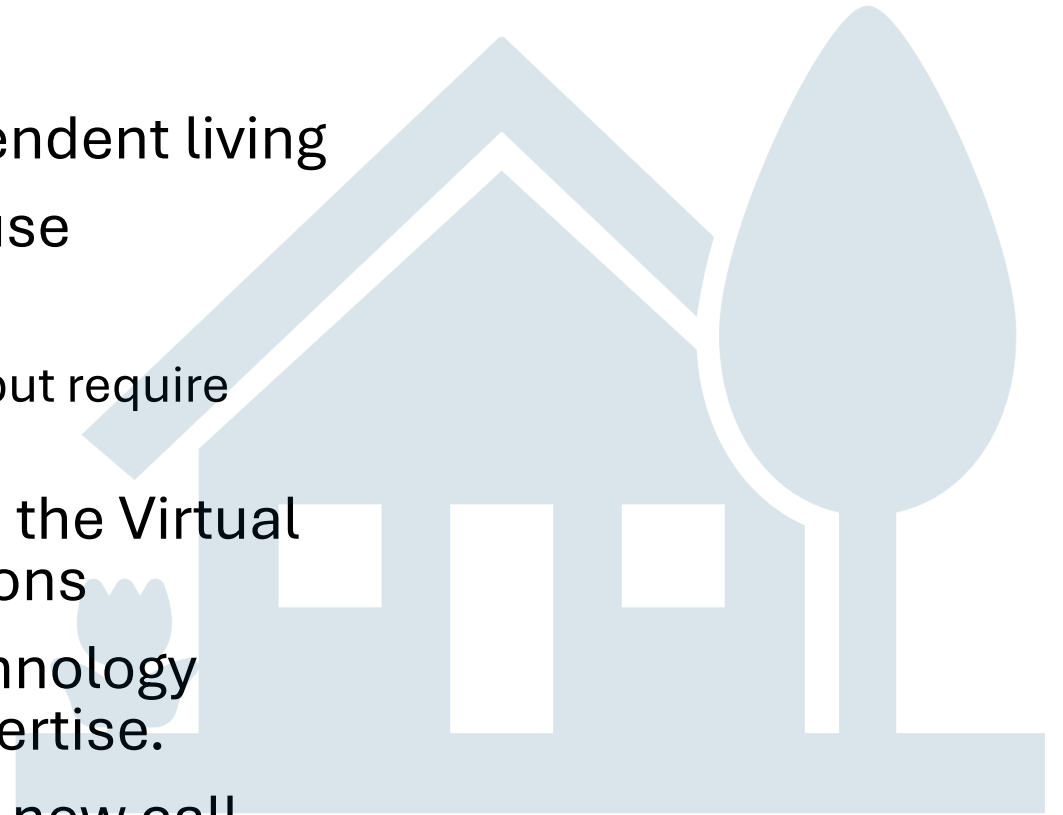
Mavis said “They were all lovely and absolutely brilliant. Thanks to all these adaptations, I can live without any worry, and I am truly grateful for the help that I have received from so many teams”

Daughter Jeanette said “Mam received excellent care whilst she was in the emergency department. They were very patient, kind and thorough with her. The Reablement team was first class, response so quickly to adapt mam’s house and make it safer. She loved everyone from the Hospital2Home team and has never complained once about any of them, they were all very kind and lovely to her, no complaints at all about the first-class service and care mam received,”

So, what's next?



- Smart Home Grants - to support independent living
- Independent Living Demonstration House
- 12-month Pilot with Access Assure
 - 2 other projects currently in development but require input from the Data Protection team.
- Working with the TSA to further develop the Virtual House, showcasing a range of adaptations
- Redesign roles within the Assistive Technology team to develop specialist areas of expertise.
- Successfully commission and deploy a new call handling system by July 2027.



Contact Details:

Nicola Dobson

Connect and Assistive Technology Team Lead

Middlesbrough Council Nicola_dobson@middlesbrough.gov.uk

