

Making Life Easier

Online service for people within North Lanarkshire

MLE History

MLE website launched in 2009

Minor equipment, local supports and limited advice

Redevelopment of MLE in 2016

Relaunch of MLE in September 2017

Wide variety of assessments, local supports, advice & signposting



safer
healthier
independent
lives





**As a first point
of contact**



This is what I need to
maintain and improve
my health

- “I am given the **tools** to allow me to help myself” – I may not be able to manage all my conditions well at the same time
- “I can access the **information** that will help me to understand what is happening to my body and health”
- “**Me, my family, friends and carers** can **access information about help available locally**; as they need them”

My
condition

My terms

My life



Video

Making Life Easier

An online resource offering information, professional advice and direct access to services and support.

With the aim of a single point of contact for individuals living in North Lanarkshire requiring signposting, advice or support.

ADL
INSIGHT

Making Life Easier

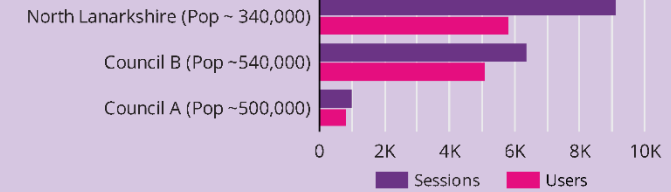
1 November 2018 - 31 October 2019

People helped 2,289

1,496 users from Making Life Easier

793 users
from clinics

Usage benchmarking

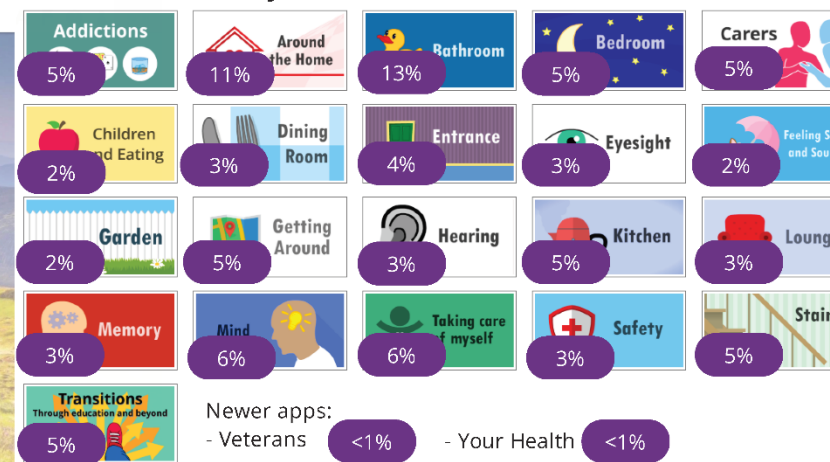


Making Life Easier is currently performing highest of all Partnerships using the technology.

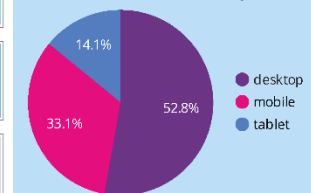
Site interaction by sessions starting at the Homepage



User interaction by sessions in Area of Need (AON) sections

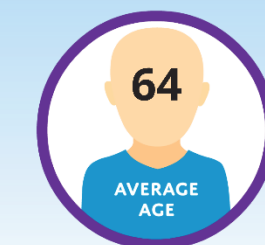
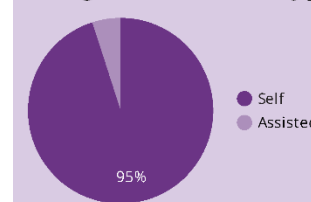


Device Usage



We can see that more people are using desktops/ laptops to access Making Life Easier than other options.

Registered users type



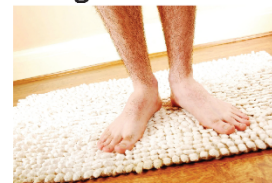
Top 5 assessed Area of Need (AON) including clinics



I sometimes feel unsteady on my feet, Is there anything to help me manage better?



I am finding it quite hard to take a bath - what can I do to manage better?



I am finding it quite hard to step into the bath and (or) stand to take a shower in the bath



I find it difficult to stand long enough to carry out everyday tasks



I am worried about my memory

Although 53% of users are finding help through the self-assessment and LifeCurve™ section, a healthy proportion of people are also using the equipment catalogue and the local information section, finding help from local services and organisations embedded by North Lanarkshire Council. This may be the only help someone needed and may be enough to prevent a call into services.

new Making Life Easier

Expansions

- Built on old system
- Listened to people within NLC
- Design Cleaner/ less cluttered screens
- Bright, modern design
- Extended system to include Life Curve
- Self assessment tool
- Correct intervention at the right time
- Low level supports
- For service users/carers and professionals
- NLC working with NHS Lanarkshire and partners



Making Life Easier- Developments

- Addictions
- Housing
- Continence
- Falls
- Health Improvement
- Eating Disorders
- Functional MOT
- Paediatric dietetics
- MLE Champions



Interactive session

Case studies

Carers assessment

Life curve

MLE video

Interactive session

- Case study 1- Mr Money is unable to hear his door bell, please use the MLE site to resolve his difficulties.
- Case study 2- JD is 16 years and considering leaving school, please use MLE site to identify some next steps for him. What did you find?
- Case study 3- MLE site is full of information please find information relating to:
- Case study 4- JM is a carer and her caring role is affecting her own health, please use the site to obtain expert help.
- Case study 5- KS has difficulty getting on and off the toilet, please use the site to complete an assessment.
- Complete the life curve assessment.

Reflection

- How could the technology could be used in your area to change your model of working?
- Any final questions?