

Integrated Recovery Programme

This is our fifth Integrated Recovery Programme Newsletter. We are working hard to review and redesign health and social care for older people living in south Worcestershire and this newsletter will update you on our progress.

Integrated Night Services

The Integrated Night Service pilot brings together the county-wide night sitting services provided by Worcestershire County Council and Worcestershire Health and Care NHS Trust, with the aim of improving access to these services by more effectively co-ordinating this pooled resource.

In addition, the pilot also includes the Roaming Night Service, which provides care calls throughout the night. These calls can either be scheduled throughout the night based on identified care needs or on an urgent unplanned basis for admission prevention.

Since the pilot commenced, demand for night sitting services has been exceptionally high. A case review has highlighted that the needs of a number of patients could have been met by the Roaming Night Service. Referrers are asked to consider using this service wherever appropriate to ensure that the night sitting capacity is available for those most in need of this level of support.

Some examples of situations where the Roaming Night Service might be used include:

- **For individuals requiring urgent support with medication, personal care and hygiene, in times of crisis but who would otherwise remain safe between visits**
- **For admission prevention and maintaining safety, falls prevention, or for carer breakdown**
- **Facilitating discharges from hospitals**

To be suitable for the Roaming Night Service, individuals must be safe to be left alone, and must have the capacity to understand the risk associated with their needs. The Roaming Night Service Staff are now based at Warndon Clinic, along with the night staff from the NHS teams. This has allowed the teams to work together to more effectively plan how to meet the needs of their patients.

We would be happy to visit teams to discuss the range of night services available. Alternatively, if you require any further information regarding the Integrated Night Service, please email Kelly Pettifer: Kelly.Pettifer@worcestershire.nhs.uk



Staff getting to know each other better.

Recover at Home Pilot

In January an event was held to bring together staff from across the Recover at Home pilot. As the team currently do not operate from a shared base, this was an excellent opportunity for the staff who will be working more closely together over coming months to get to know each other better.

However, the focus of the session was to seek the views of the team on the priorities for the pilot, and how the integrated service could be developed to best meet the needs of their patients. The team agreed that the top four priority areas for patients are:

- The identification of a key worker to follow each patient through their journey. A single point of contact for queries, problems or to seek help in event of deteriorating condition
- Clear patient information, which describes what a patient can expect from the service
- Early preparation for discharge, ensuring that the patient is confident with the plans in place, and knows who to contact if things go wrong
- Continuity of care

The pilot has been extended for a further six months, and during this time the team will have more opportunity to get involved in the project to ensure that the priorities they have identified for their patients are taken forward as part of the service development. Thank you to everyone who attended – the energy and enthusiasm was overwhelming!

Timberdine Community Unit

The procurement process, which aimed to integrate services and commission a single integrated inpatient rehabilitation unit at the existing Timberdine site, is now complete. Worcestershire Health and Care NHS Trust were awarded the contract and started providing the service from 1st April 2016.



Mel Roberts, Service Delivery Unit Lead at Worcestershire Health & Care NHS Trust explained:



“Through a range of innovative new partnerships, Worcestershire Health and Care NHS Trust (WHCT) is passionate about delivering Timberdine and believes it presents a unique opportunity to deliver a new and pioneering model which fully integrates the pathway of care; facilitating a step change in the efficiency and patient experience, as well as building resilience across the locality for the future.”

“By directly managing the Timberdine Unit and creating a WHCT Worcester City hub, we believe we can capitalise on the best practice across our community hospitals and then share this learning to drive sustainable change across all our inpatient facilities in south Worcestershire. However, we are not complacent and want to work with others to enhance performance and efficiency further. We have therefore joined forces with Stay Well Healthcare and Worcestershire Acute Hospitals NHS Trust to ensure comprehensive medical cover is in place 7 days a week, and Midland Heart, a re-ablement specialist who will be our advisory partners, providing a new innovative re-ablement model.”

WHCT will embed a re-ablement model with the support of Midland Heart and the Unit will dovetail into the current integrated model of care from inpatient through to community care. The Trust currently manages patients within the community whether it be at home or a community inpatient unit, effectively preventing them from being admitted to an acute hospital unless they have an acute episode of care that requires it. Central to this approach is the empowerment of patients within their care and giving information to assist them in making choices. By integrating Timberdine into the WHCT portfolio we believe we can maximise the benefits, both in terms of their current model as a flagship in Worcestershire (e.g. improvements in length of stay in line with community hospitals, integration with community teams) and strategic potential (Multispecialty Community Providers - MCP developments).”



Claire Gould, Chief Executive Officer at Stay Well Healthcare explained:

“Stay Well Healthcare are very excited to be working in partnership with Worcestershire Health and Care NHS Trust to provide medical cover at Timberdine 7 days a week. This new venture builds on the strong relationship that our member GPs have been developing over the last 12 months with colleagues in Community Hospitals and allows us to develop effective multi-disciplinary teams to care for our frail, elderly population. We are very much looking forward to further improving our working relationships to provide patient centred care.”

Want to find out more?

If you want to find out more about the Integrated Recovery Programme, and how it might impact upon your work, please speak to your line manager.

For previous editions of this newsletter visit www.hacw.nhs.uk/well-connected/resources/