
Building Capacity for Care Outside of Hospital Adult Social Care

Commissioning Support to the Independent Sector

1. Workforce Resilience

- Carers Retention Scheme

2. Sector Responsiveness

- Night time care at Home
- Staffing out of hours in the independent sector, supported through back office support from the LA

3. Market Sustainability – availability of support

- Hardship fund

Impact

1. 40% reduction in numbers of staff leavers
2. Increase capacity - 21% increase in number of additional hours
3. 0 providers requiring emergency response due to workforce
4. 0 providers hand back packages
5. Reduction in staff absence levels
6. Reduction in hospital admissions
7. Reduction in awaiting care from 43 to 12, and presently 0
8. Positive feedback from workers

Inhouse Home First Provider Services

1. Reablement Service is the main service provider for the majority of hospital discharges with a same/next day discharge (8am to 10pm x 7 days)
2. Reablement also helps bridge packages that are ready for discharge but the domestic care provider is unable to start immediately
3. Integrated Crisis Response Service (ICRS) operates 24-7 with a 2 hour response and has a key focus on hospital avoidance
 - ED support
 - Out-of-hours discharges
 - Supporting the Unscheduled Care Hub
 - Falls response
 - Care Technology alerts
 - End of Life Care (City and County)
 - Night enhanced care

Impact

1. Reablement supports 75% of all hospital discharges
2. Over 1,142 people supported over the last 12 months
3. Up to 60% require no ongoing support
4. Up to 90% continue to live at home 91 days later
5. ICRS core activity remains 90% hospital avoidance
6. Over 5,500 people supported over the last 12 months
7. Up to 82% require no ongoing support
8. Over 1,500 fallers supported with only 8% being conveyed into hospital