

Your Future Care Implementation

Enhanced Community Services by locality

15 August 2017 (Updated)

1. Background – why change is needed

Your Future Care set out proposals to move to a model of care focused on community and home-based services to ensure that a person can return home safely following a stay in hospital and be as independent as they possibly can be. Similarly when admission to hospital can be avoided, people will be supported earlier and receive care at home where necessary.

This is very different from the existing model of bed-based care which means many people who are well enough to return home with additional support remain in hospital - due to the lack of available services in the community. Prolonged and unnecessary stays in hospital have been proven to be physically detrimental for patients and can result in poorer outcomes. The current system is contributing to:

- long waiting times for assessments in hospital
- decisions about long term care needs are made in hospital rather than at home
- not enough rapid response provision to avoid admissions
- long waits for packages of care
- 29 day average length of stay in community hospital
- more people being placed in long-term social care.

2. Impact of the changes

Your Future Care, which was subject to a 13-week public consultation that closed earlier this year, will provide a model of care that proactively averts health crises and promotes independence and wellbeing. By redirecting and reinvesting some existing bed-based resources, community services can be enhanced to support more home-based care by establishing:

- Comprehensive assessment: This identifies people who are frail or becoming frail, and therefore are at risk of being admitted to hospital. It puts a care plan in place for them, owned by the individual.
- Single point of access: One phone number, which is now in place through a service known as Community Connect, will make getting additional support when it is needed as easy as possible.
- Urgent Response service (Care at Home): This service will help people to remain at home with support, rather than being admitted to hospital. Where hospital admission is unavoidable, it will provide the additional support at home that makes it safer to leave hospital.

The net result of this new approach will mean a reduction in inpatient beds in community hospitals in the Eastern locality of Devon and an increase in community-based staff to support Out of Hospital Care.

On average 875 inpatients a year will be affected by the change of model. This equates to average of about 3 people per week per community locality.

3. Strengthening the workforce to improve community provision

A key feature of implementation is the creation of over 50 nursing, therapy and support worker roles to enhance the existing community health and social care services in each local area. There will be additional nursing, therapy, care workers and pharmacists in each locality and consultant geriatricians will also work with GPs to support people at home, where this is required, to provide the very best medical care.

Here is a breakdown of the community services available in each locality and the workforce, including additional posts, which will support the enhanced care:

CREDITON, OKEHAMPTON and MORETONHAMPSTEAD

Population of people over 80 years	4,945
Services in the locality	Hospiscare Parkinsons Nurse
Community Nursing	Registered Nurses (13)
Community Rehab	Occupational Therapists (10) Physiotherapists (8) Therapy Assistants (8)
Additional Community Posts	Registered Nurses (2 wte) Registered Therapists (2 wte) Therapy Assistants (2.5 wte)

(wte = whole time equivalent)

TIVERTON and CULLOMPTON

Population of people over 80 years	4,067
Services in the locality	Community Hospital Parkinsons Nurse
Community Nursing	Registered Nurses (46) Healthcare Assistants (6)
Community Rehab	Occupational Therapists (9) Physiotherapists (5) Therapy Assistants (5)
Additional Community Posts	Registered Nurses (1 wte) Registered Therapists (2 wte) Therapy Assistants (5 wte)

HONITON and OTTERY ST MARY

Population of people over 80 years	2,522
Services in the locality	Parkinsons Nurse Dementia Day Care Unit – Ottery St Mary Hospiscare
Community Nursing	Registered Nurses (20) Assistant Practitioner (1) Healthcare Assistants (5)
Community Rehab	Occupational Therapist (6) Physiotherapists (5) Reablement Nurse (1) Assistant Practitioner (1) Healthcare Assistant (2)
Additional Community Posts	Registered Nurses (1.5 wte) Registered Therapists (0.6 wte) Therapy Assistants (1.0 wte)

WOODBURY, EXMOUTH and BUDLEIGH SALTERTON

Population of people over 80 years	4,190
Services in the locality	Hospiscare at Home Exmouth Community Hospital Parkinsons Nurse
Community Nursing	Registered Nurses (33) Healthcare Assistants (4)
Community Rehab	Occupational Therapists (6) Physiotherapists (9) Therapy Assistants (5)
Additional Community Posts	Registered Nurses (1.5 wte) Registered Therapists (2.0 wte) Therapy Assistants (2.0 wte)

SEATON, AXMINSTER and SIDMOUTH

Population of people over 80 years	5,101
Services in the locality	Sidmouth Community Hospital Admiral Nurse Dementia Matron Hospiscare at Home Dementia Day Care Unit – Axminster Parkinsons Nurse
Community Nursing	Registered Nurses (29) Assistant Practitioners (5) Healthcare Assistants (5)
Community Rehab	Occupational Therapists (10) Physiotherapists (3) Therapy Assistants (4) Reablement Nurse (2)
Additional Community Posts	Registered Nurses (1.0 wte) Registered Therapists (1.0 wte) Healthcare Assistants (3.0 wte) Therapy Assistants (1.0 wte)

EXETER

Population of people over 80 years	7,528
Services in the locality	Parkinsons Nurse Continuing Healthcare Nurse
Community Nursing	<u>Community Nurse Team Leaders</u> Registered Nurses (6) <u>Community Nursing Centre</u> Registered Nurses (4) Healthcare Assistant (1) <u>Peripatetic Service</u> Registered Nurses (4) <u>Barnfield Hill</u> Registered Nurses (7) <u>Exminster</u> Registered Nurses (6) Healthcare Assistant (1) <u>Heavitree</u> Registered Nurses (7) Healthcare Assistant (1) <u>Ide Lane</u> Registered Nurses (7) Healthcare Assistant (1) <u>Isca</u> Registered Nurses (6) Healthcare Assistants (2) <u>Mount Pleasant</u> Registered Nurses (8) <u>Pinhoe</u> Registered Nurses (7) <u>Southernhay</u> Registered Nurses (5) Healthcare Assistant (1) <u>St Thomas</u> Registered Nurses (11) Healthcare Assistants (2) <u>Topsham</u> Registered Nurses (4)
Community Rehab	<u>Exeter Reablement</u> Occupational Therapist (3) Physiotherapist (2) Registered Nurses (1) <u>Community Reablement Services</u> Occupational Therapists (4) Physiotherapists (9) Therapy Assistants (7) Healthcare Assistants (1) <u>Exeter Neuro Rehabilitation Team</u> Occupational Therapists (3) Physiotherapists (4) Therapy Assistants (3) <u>Recuperation Team</u> Occupational Therapist (1) Physiotherapist (1) Therapy Assistant (1)
Additional Community Posts	Registered Nurses (2.0 wte) Registered Therapists (1.0 wte) Healthcare Assistant (1.0 wte)
Across the Whole Locality:	
Additional Community Posts	<u>Rapid Response Service</u> Healthcare Assistants (16 wte)