

Scrutiny Committee

Home First

27th November 2018

History of service:

The Home First service commenced in November 2017 which was an alignment of two services – Rapid Response which was delivered by an internal Herefordshire Council team and an external commissioned reablement provision. The services were aligned to enable more capacity and to provide a streamlined service.

The primary objective of the Home First service is to deliver a strength based model, which is built upon an enabling ethos, to support people to regain skills and enable independence. The aim is to assist people on their journey to independence, allowing them to remain independent and to prevent the need for long term care.

Currently funded through BCF and iBCF and is integrated service with WVT.

Service objectives:

The overall aims of the Home First service are to achieve:

- greater independence and improved levels of confidence for people, enabling people to remain in their home environment;
- reduction in number of people requiring on-going formal care services;
- a reduction in the number of people being admitted to hospital;
- a reduction in permanent admissions to residential and nursing care;
- a reduction in delayed transfers of care; and
- a reduction in non-elective admissions

Service aims and principles

<p>Up to a 6 week support with clear goals to be achieved</p>	<p>Makes full use of available resource to provide equitable services that are appropriate and proportionate to meet individual need</p>	<p>Provide a responsive service which can be rapidly mobilised when needed</p>
<p>Integrated service with the inclusion of therapeutic input</p>	<p>Meets whole system outcomes</p>	<p>One point of entry to the service managed as part of wider system pathway control</p>
<p>Build on trusted assessor/referrer model</p>	<p>Aligns to mobile working strategy</p>	<p>Promote choice and improve wellbeing</p>
<p>Effective service planning to ensure minimal carbon footprint</p>	<p>Cost effective service provision with robust performance management</p>	<p>Strength based assessment and enabling ethos to be incorporated throughout service</p>

Present position:

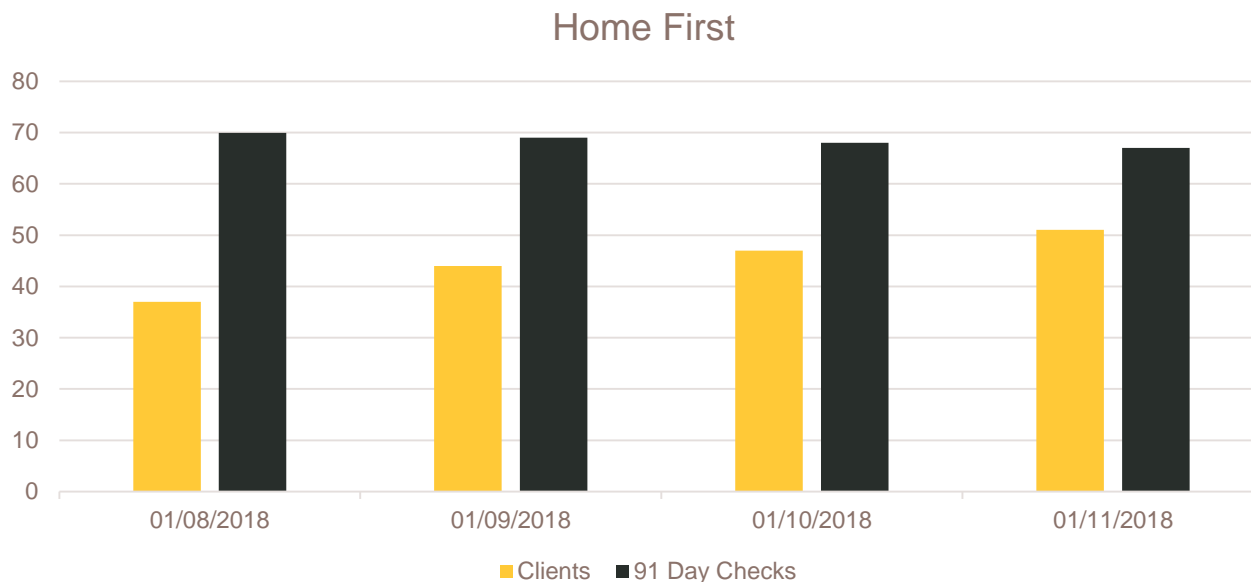
1st October 2018

- Implementation of the new Structure
- Rota changes to increase round capacity 07.00 – 15.00 and 14.00 – 22.00
- Recruitment – 27 in post with offers issued
- Round Capacity – 9 rounds in the morning 5 in the evening
- Staffing Numbers – Recruit to 52
- Hours being delivered – 55 hours per day
- Clients receiving a service – between 46 and 56
- DTOC – trending downwards
- Flow – Front Door and Back Door managed to move clients through our service
- Registered Good rating with CQC

Problems and Solutions

Concerns Identified	Solutions
Leadership and Management	Management of change process completed with deputy managers in place and permanent RM in place with experience of service improvement
Workforce and Recruitment	Currently 27 in post with 52 needed - new recruitment campaign commenced with 16 potential applicant received
Maximising resources	New IT system in place to manage rota's. New rota's now in place following the management of change process which has increased capacity and support demand with 7 day working.
Data Collection	New IT system in place to capture the data information, still being developed and will improve.

Performance Averages

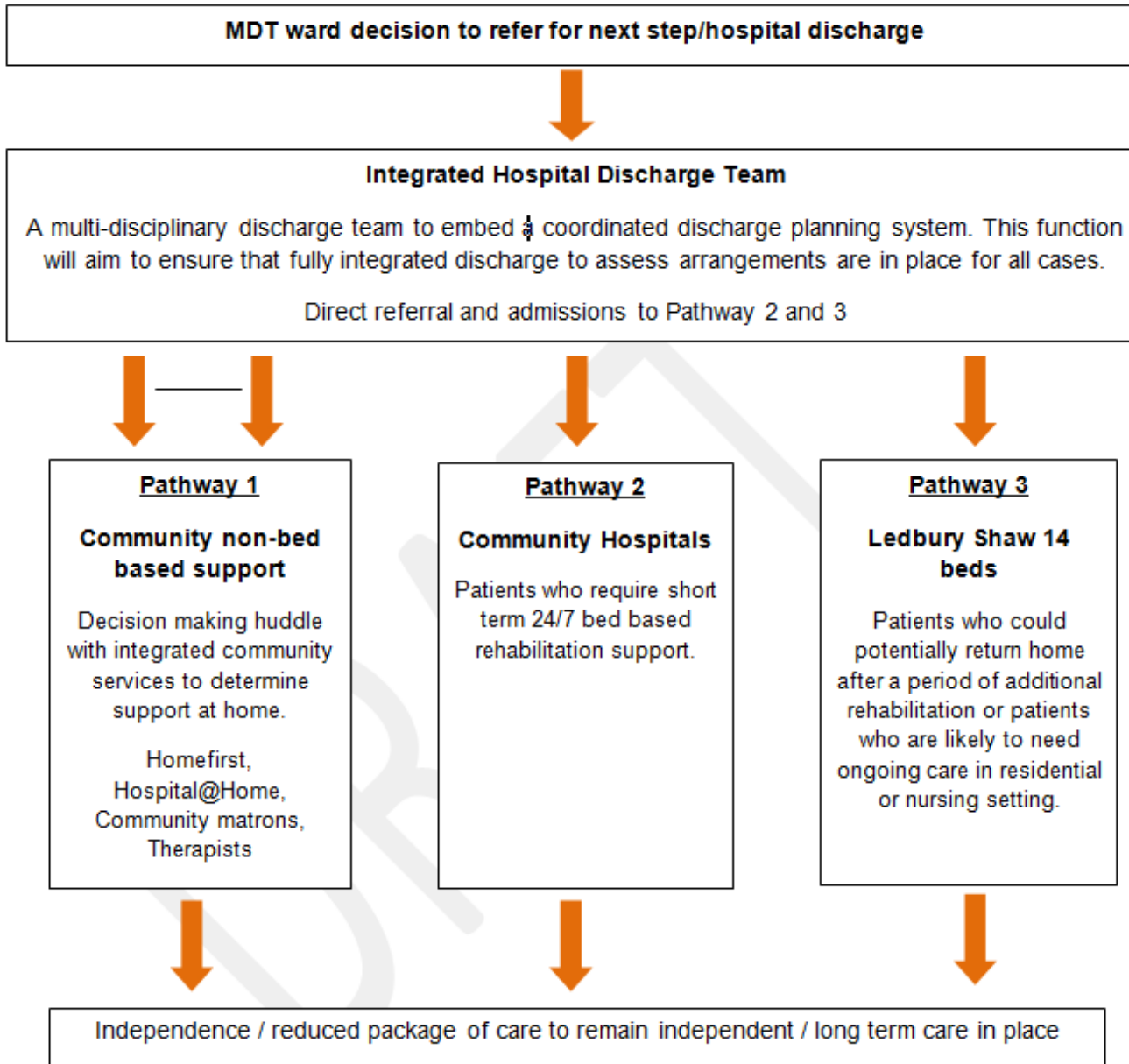


- *Management of Winter Pressures ?*
- *Clear communication to service users ?*
- *Performance of the service ?*
- *Able to manage handbacks, difficult to place cases ?*
- *Looking at viable charging options to create sustainability for the service ?*

The Future:

- Continue to increase capacity
- Increased staffing by recruiting – drivers and non drivers
- Care experience and non care experience
- Work on Induction and Training Package
- Implement Care Certificate for non care trained staff
- Work on providing a bike round within the city
- Work with stakeholders and colleagues in a more integrated way
- Single point of Access
- Improved integrated ways of working

Herefordshire's Discharge to Assess pathway



Integrated Working

- Integrated Discharge Lead for both health and social care
- Alignment of Hospital Liaison Team (LA) and Complex Discharge Team (CDT)
- Further alignment of Home First and Hospital @ Home
- Delivery of Discharge to Assess (D2A)

Questions???