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New Models of Community Care

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South Tyneside Council

TSA March 2024



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Background to Change



- Locally integrated care and support built around the individual
- More people living at home/community
- Focus on independence and well-being/improved experience for the person
- Capacity to meet current and future demand
- Workforce opportunities for development
- Incentives for providers to increase independence
- Maximising market and workforce expertise
- Best use of the place pound



The Power of Partnership



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Joint Contract ASC and ICB

Health – Nursing and Therapy

Commissioned providers –
Therapy Support, Care and
Support, Trusted Assessors

ASC – Coordination/oversight
and planning



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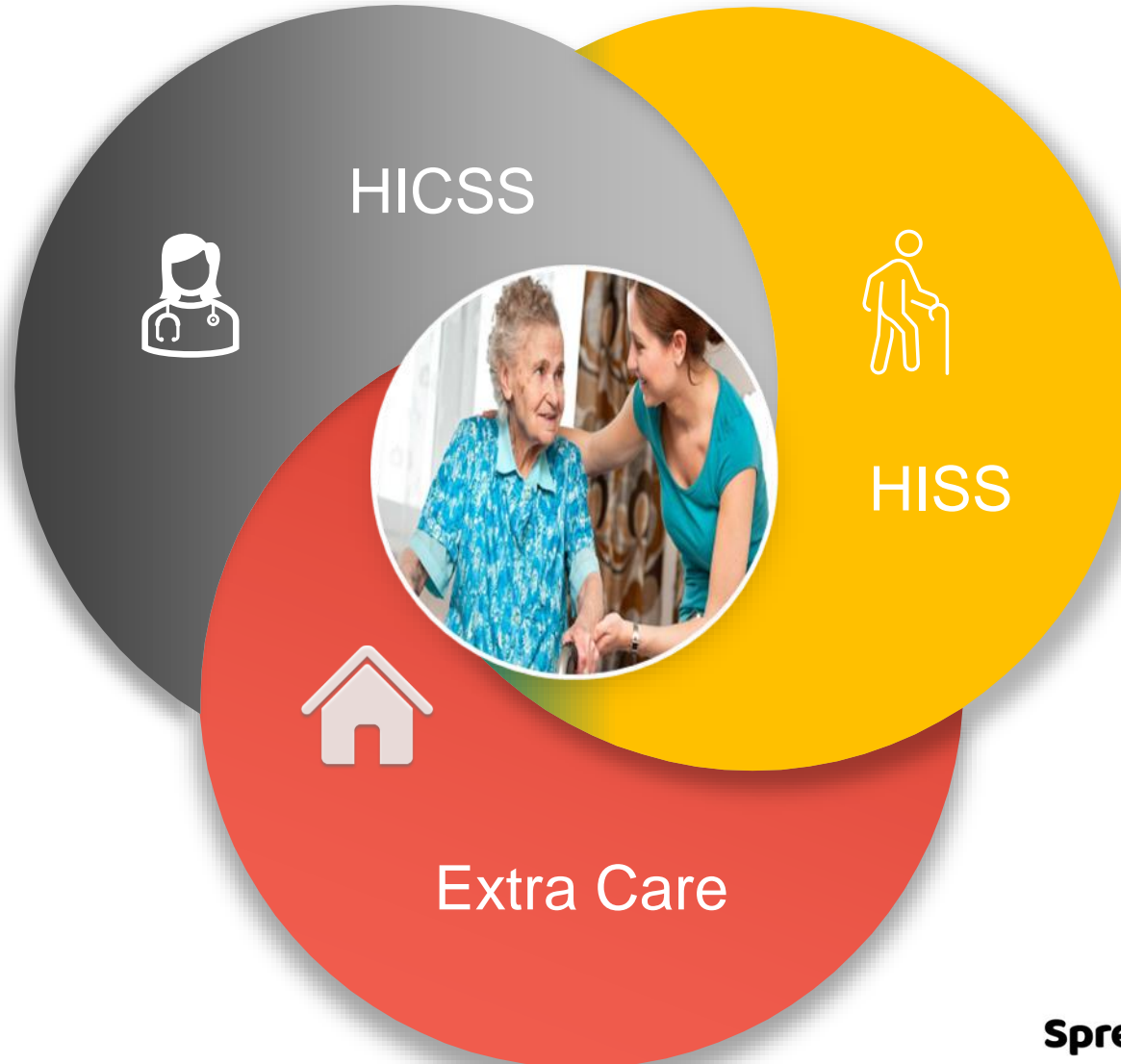
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Help to Live at Home Model



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4 Zones
1 provider per zone.



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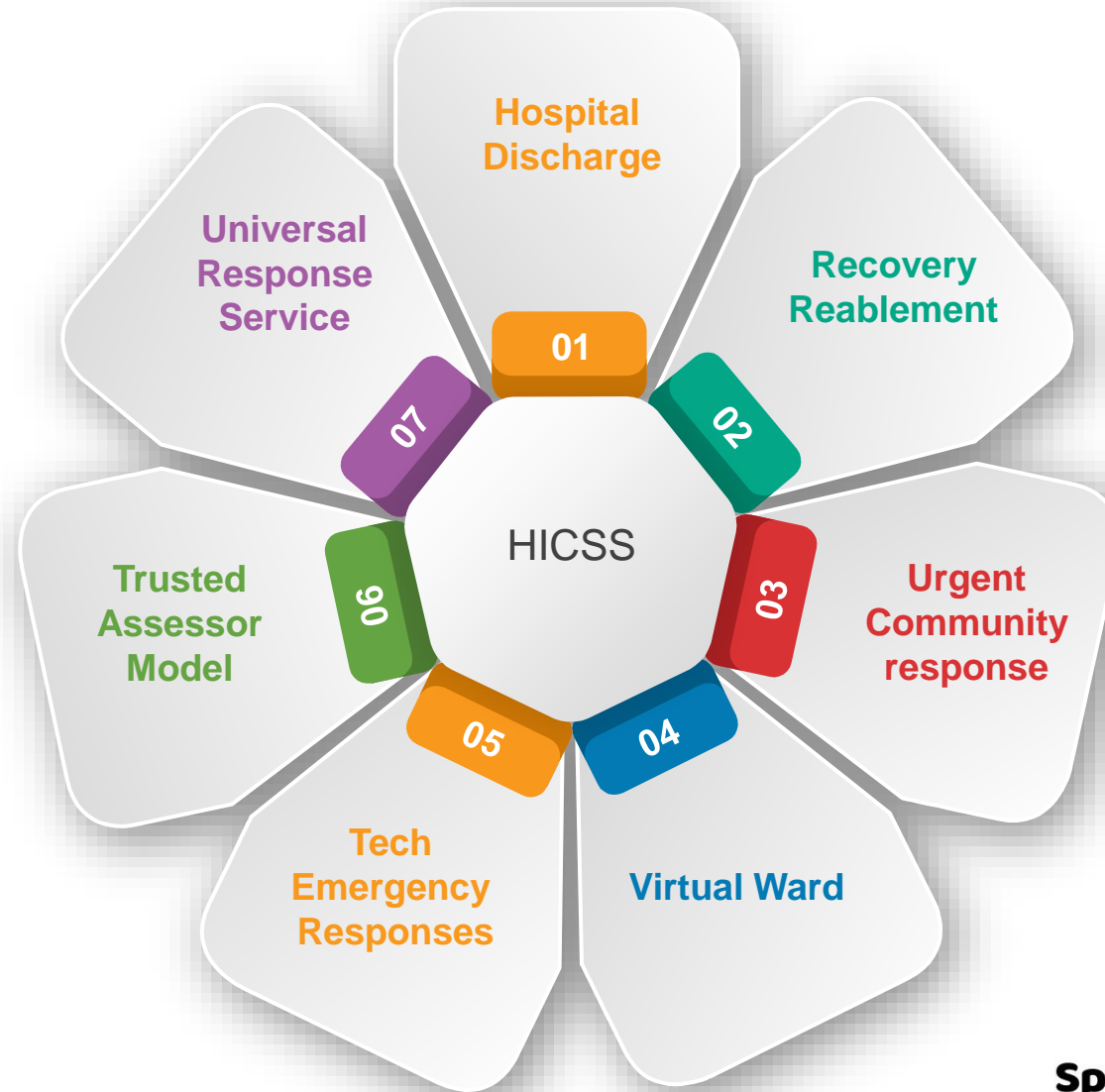
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Home Independence and Crisis Support Service



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Purchased on block basis

4 providers
1 per zone



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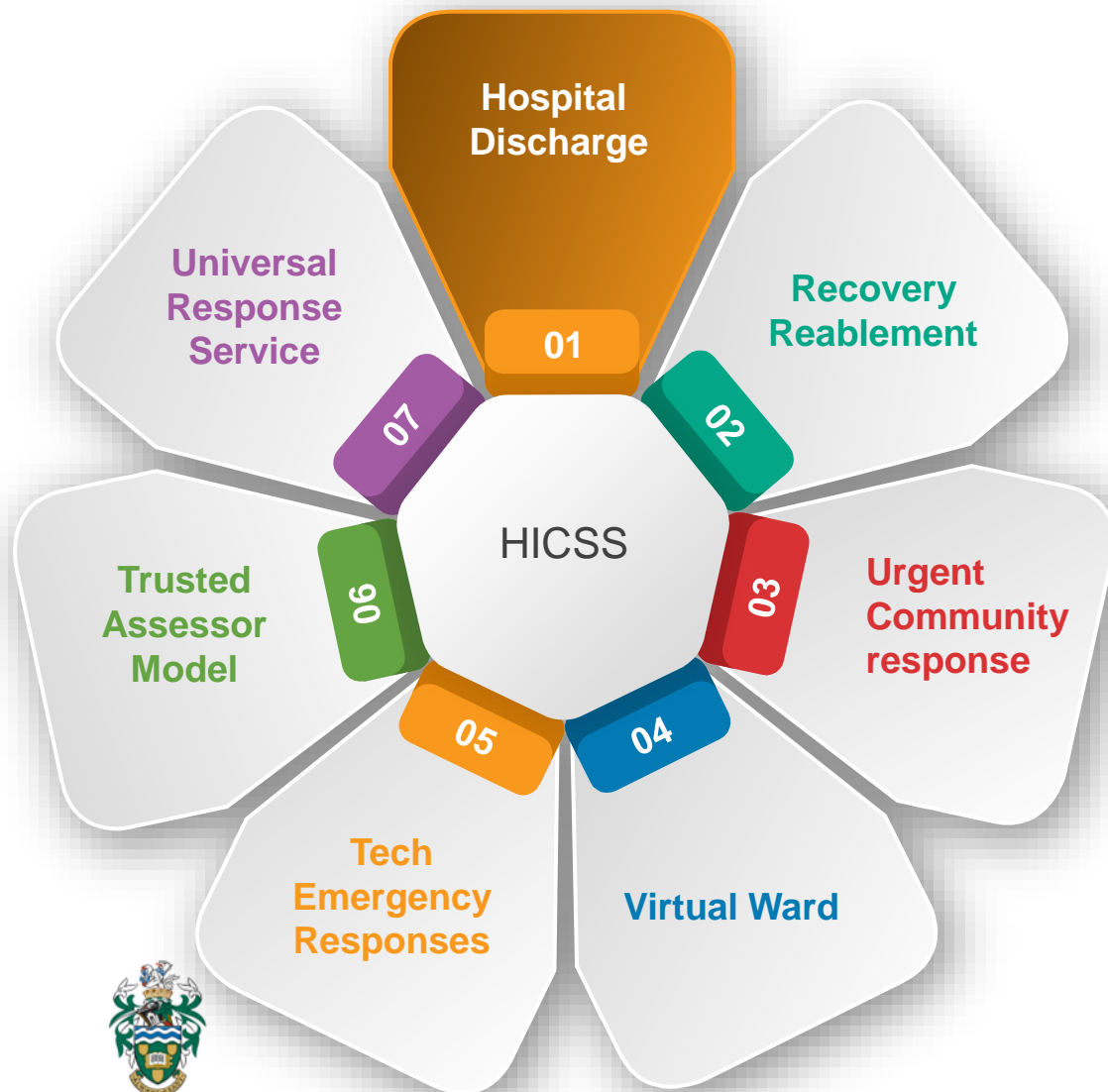
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Hospital discharge

All hospital discharges for new to care

Target is 2 hours to discharge

Up to 5 days for assessment



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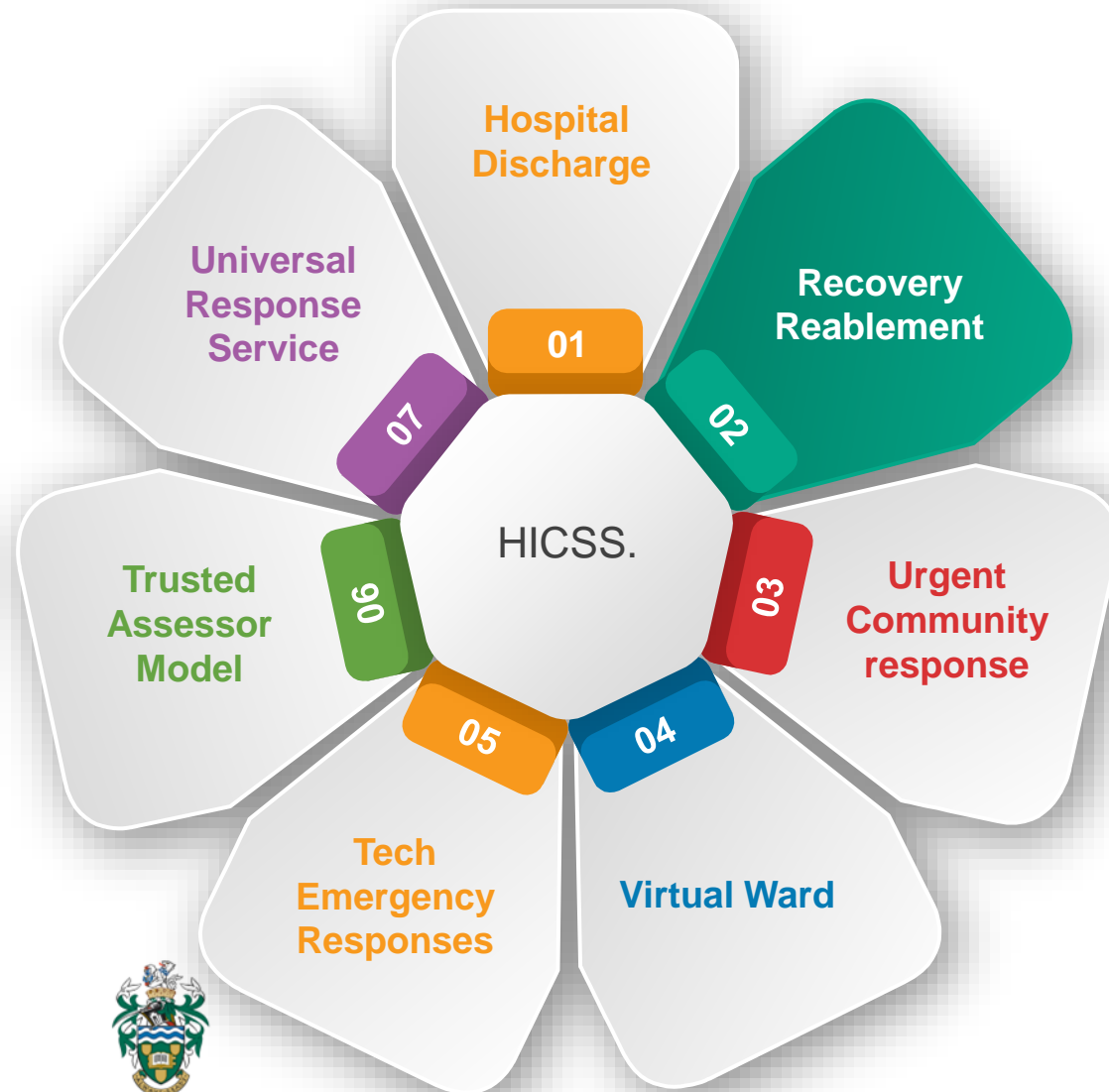
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Recovery and Reablement

At home reablement for up to 6 weeks

Living Made Easy Assessor/Therapy

Links to UCR to prevent readmission



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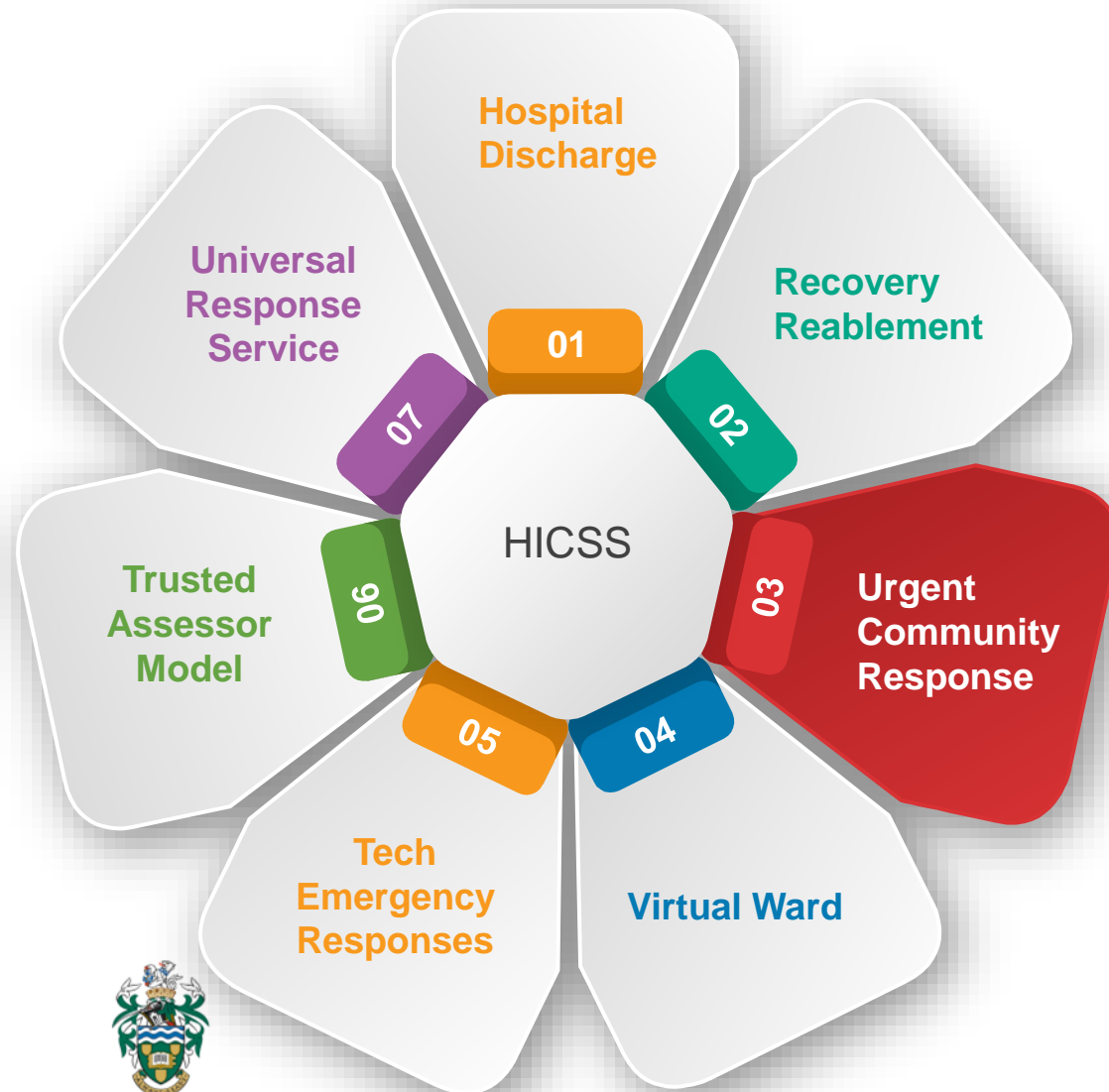
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Urgent Community Response

Urgent care to people in their homes which helps to avoid hospital admissions, fast access to a range of health and social care professionals within two hours, H2L@H provide care and support to the UCR



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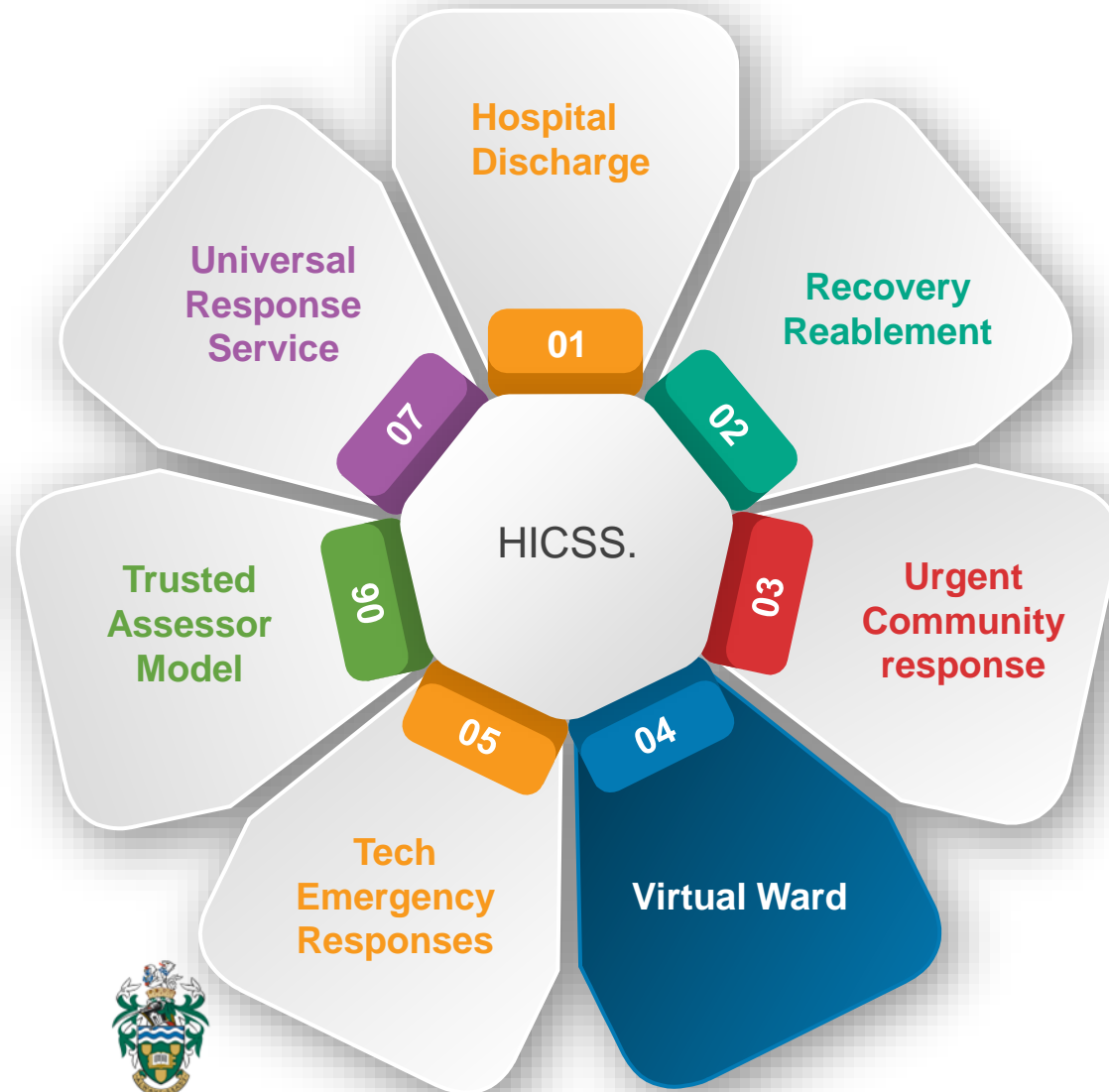
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Virtual Ward

virtual wards to deliver care for people who would otherwise have to be treated in hospital, by enabling earlier supported discharge and providing alternatives to admission.

H2L@H providers support with Care and Support / expansion to include obs planned

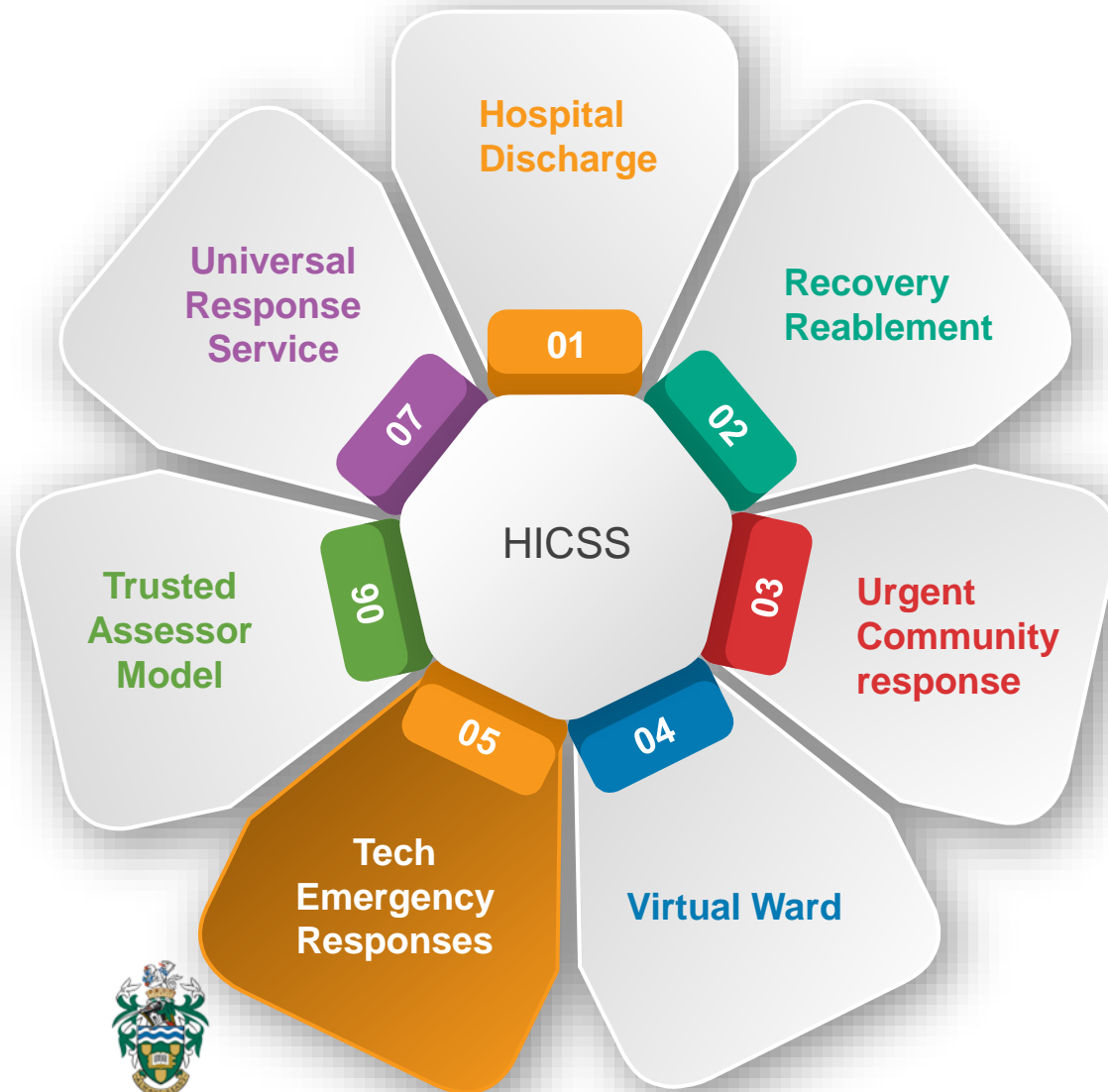
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Tech Emergency Response

Qualified Care workers provide all responses to telecare/technology enabled care alerts. CQC registered, trained in risk identification, emergency moving and handling/equipment
Average response time under 20 minutes



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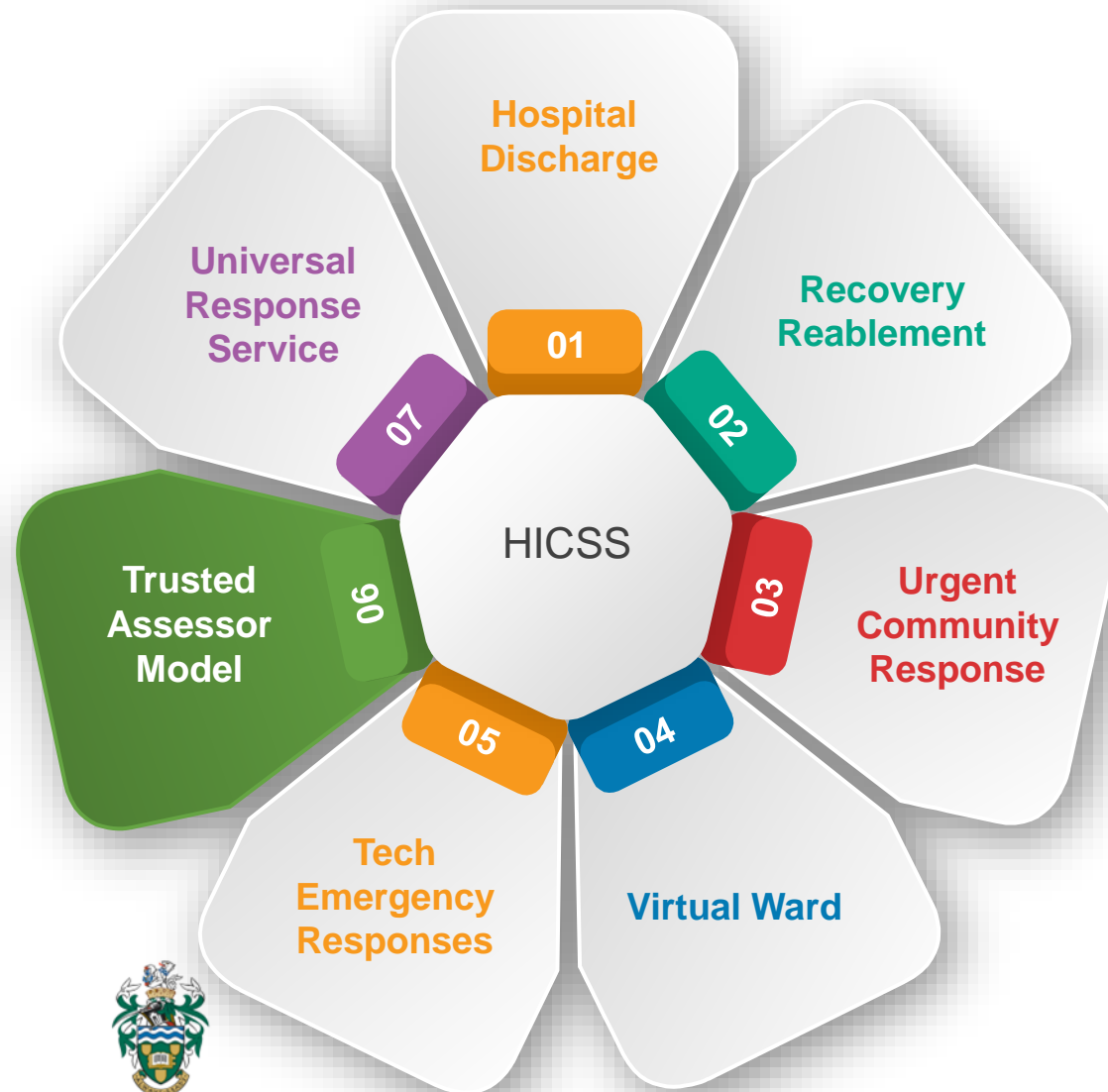
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Trusted Assessor

We have trusted assessors for both Care needs and equipment

Care Assessors provide support and initial assessment for all community-based hospital discharges, this reduces workload for social workers and supports system flow

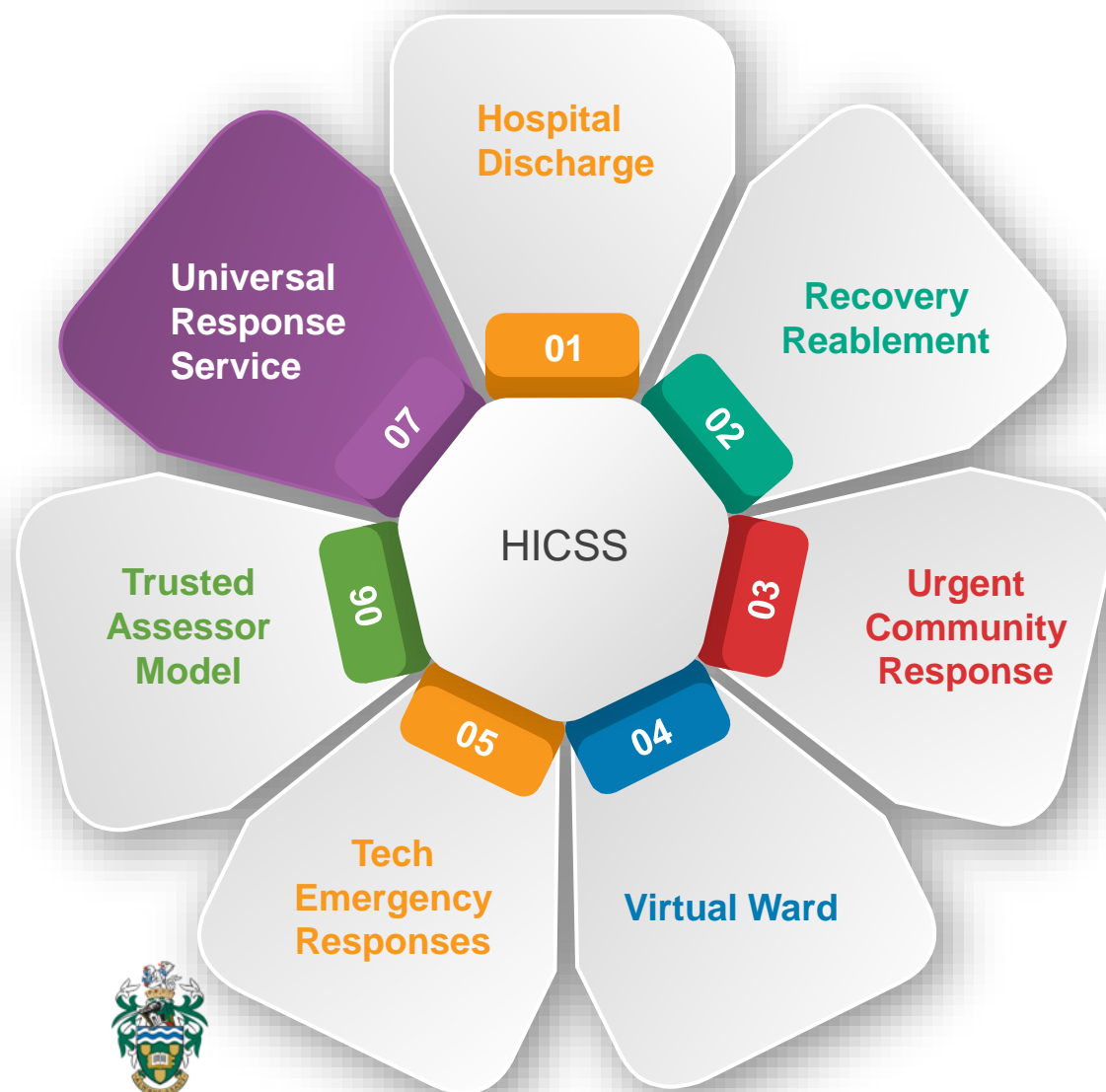
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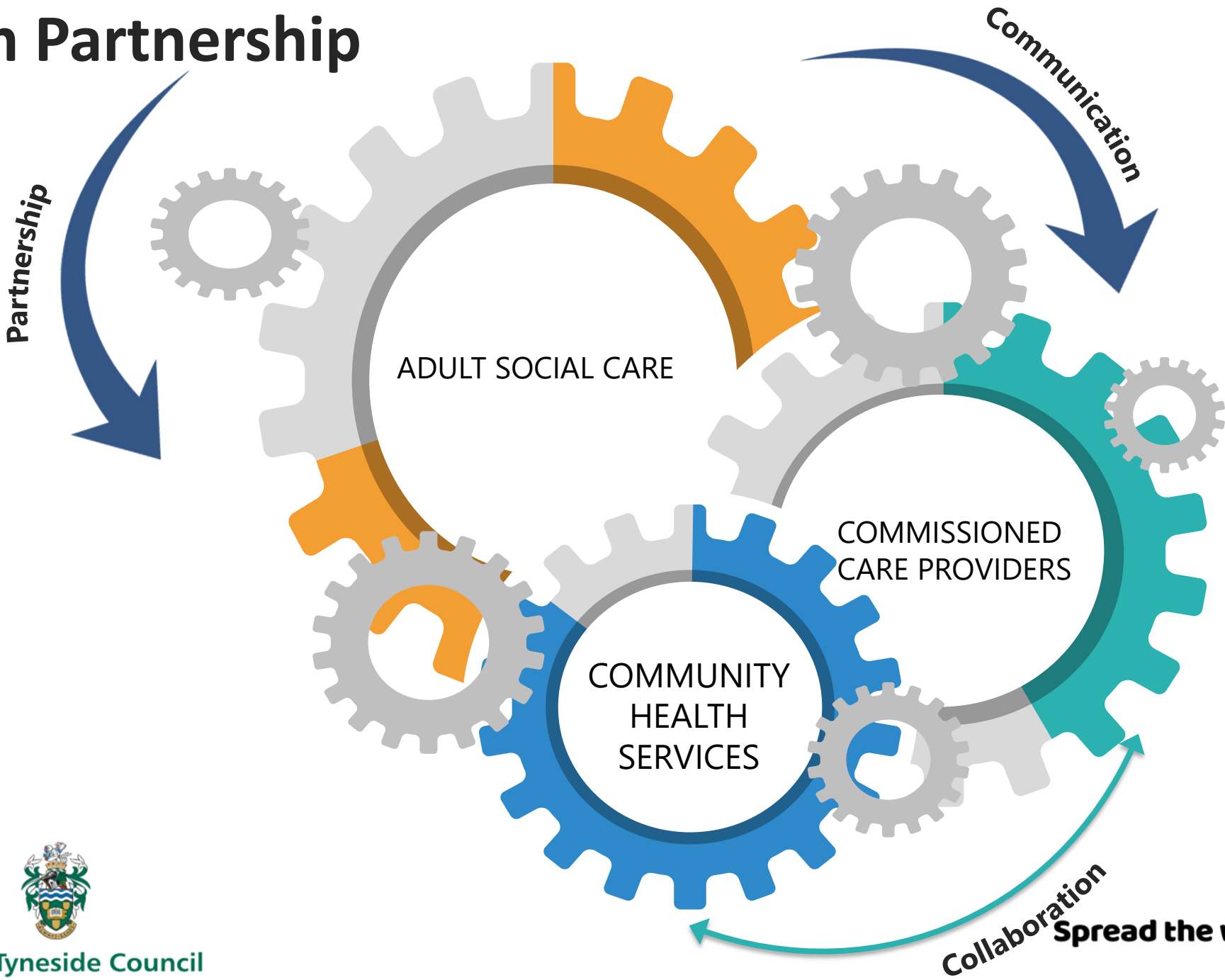
Universal Response Service

Currently working with TSA/ICB/NHSE to become Northeast Trailblazer – working to reduce ambulance waits and improve people experience

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System Partnership



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Collaboration
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