

## Avoiding hospital admissions and supported early discharge services



At Primecare we understand how important it is for health and social care organisations to work together to help patients avoid or shorten a stay in hospital.

That's why we have developed a range of bespoke models of care to support local health economies in meeting this need.

Primecare are offering to work in partnership with local health and social care commissioners as well as with acute and community care providers to run pilot schemes that will demonstrate how effective services can be put in place to shift services from acute to community settings.

By providing services at cost on a short-term pilot basis, we can offer you savings on your acute spend, help you manage the demand on acute services and improve the experience of your patients and their carers.

### Why Primecare?

As a long-established, high quality provider of integrated health care services, Primecare have the right experience in managing mobile clinical teams, joining up services and meeting urgent care needs.

We are flexible and will develop a bespoke service to fit with local needs.

We have established infrastructure across the UK to run services 24 hours a day and specialise in providing care overnight and during weekends and bank holidays.

Our company, Nestor, which is now part of Saga Healthcare, is the largest provider of social care so we are well-placed to offer truly integrated health and social care teams.

Because of our extensive network of health and social care services across the country, we can set up services very quickly with the right level of highly training clinical and non-clinical staff.

We have a high quality in-house locum and recruitment agency that supports our services and NHS customers with staffing needs. You can rest assured that Primecare Locums conducts thorough checks, training and induction on all locum staff before they are used.

All staff who have contact with patients have new CRB checks before working with us.

We already have full registration with the Care Quality Commission.



We are experienced in running a range of primary care services working in partnership with different commissioners and providers in different parts of the UK. We have evidence of the value we can provide to local health economies for example:

- Our single point of access in Staffordshire co-ordinates care packages saving referring clinicians on average 30 minutes per referral. 84% of the care packages co-ordinated to avoid a hospital admission have successfully enabled patients to remain at home.
- Our single point of access service in Herefordshire links up all calls for emergency social workers, out of hours GP services, district nursing and emergency dental care providing seamless services for patients and referrers.
- Our Walk-in Centre in Dudley saves around 100 – 150 visits to the hospital Accident and Emergency department every week.
- Our end of life services in Northamptonshire are providing advanced nursing care within one hours of request to a patient's home, as well as a dedicated care co-ordination centre to arrange patient's care plans.

Our clinical IT systems are able to integrate with current NHS systems ensuring patient safety and appropriate sharing of patient information. Our systems also allow us to gather, audit and report data in ways and at times to meet the needs of our partners.

## Integrating health and social care

As well as providing health care services, Nestor is the market leader of social care provision, providing extensive services across the UK for local authorities and individuals in people's own homes. We are in the unique position of bringing together existing health and social care teams to provide truly seamless, joined up services for patients and carers.

## Models of care

In partnership with you, Primecare will put in place additional services to meet the needs of your population. This could include plugging the gaps in care by running services over the weekends, overnight and on bank holidays or running single points of access services.

## Avoiding hospital admissions

We will tailor services to meet your needs aiming to cut unplanned hospital admissions by 10% and can provide:

- A single point of access for referrers and patients linking up all relevant urgent care services such GP out of hours services, walk-in centres, emergency dental provision, minor injuries units, emergency social care and district nurses.
- Round the clock or out of hours community nursing services, providing high quality nursing care in patient's homes.
- Rapid Response Services with clinicians and carers on hand to visit patients quickly and stop a trip to hospital.
- Primary care services at the front-end of Accident and Emergency departments, seeing and treating appropriate patients, diverting to other services as appropriate.
- Integrated health and social care teams to support patients at home with intermediate care needs.
- 24 / 7 telephone triage and assessment
- Appropriate clinical services for patients in their own homes who have long-term health conditions, carrying out regular monitoring and checks to ensure that patients remain stable.

## Supported early discharge schemes

We will work with you to establish services and procedures to help people get home from hospital as quickly as possible, reducing average lengths of stay. Our range of services can include:

- Dedicated health and social care workers to care for patients with long-term health conditions in their own homes following a recent diagnosis
- Link nurses based in acute hospitals to work alongside discharge planning teams, identifying suitable patients for early discharge and facilitating arrangements to make sure that the right services are in place in their homes at the right times
- Integrated health and social care arrangements that can be put in place quickly in people's homes
- Care co-ordination services to arrange care plans and reduce the administrative burden on clinical staff.



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