



Reducing Admissions to Residential Care Mental Health Intermediate Care

The new service

With a strong commitment to reducing admissions to residential care for people with mental health needs, Herefordshire County Council and Herefordshire Mental Health Services took a new approach to intermediate care, co-ordinating 3 services to provide 24 hour support:

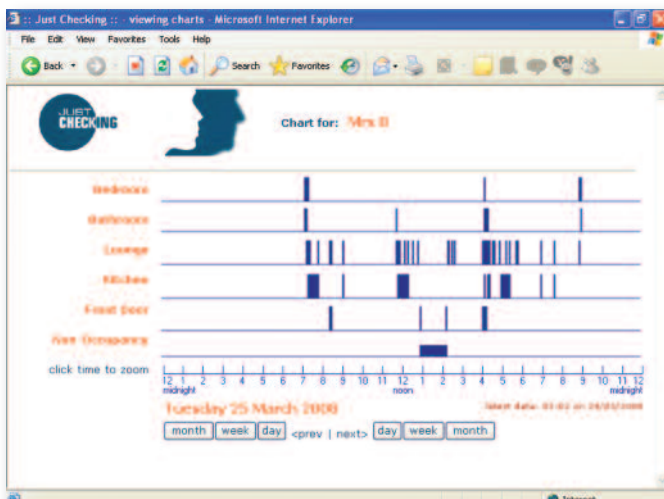
- A mental health intermediate care team, working with SureCare Services specialist domiciliary care provider
- Just Checking
- Roving Night Team



Historically, Herefordshire had encountered considerable problems in organising domiciliary care in its large rural area. A partnership was created with SureCare Services to train home carers in the reablement of people with dementia, placing therapy based approaches at the heart of the service.

Referrals to the intermediate care service come at a crisis point or on discharge from hospital. Deciding how best to support the person requires a good understanding of the person's history and an objective assessment of how they are managing in their own home, using Just Checking. The 24 hour activity monitoring system provides a clearer picture of how

a person is coping when they spend time alone, allowing support services to be targeted appropriately. An intensive care plan is drawn up. SureCare's visits are scheduled for a minimum of an hour, so that staff can engage fully with the service user and stimulate reablement. A range of telecare devices are used to manage specific risks.



The Just Checking activity charts are shared with family members, who can see for themselves the level of risk or concern, and work with the professionals on how best to manage the care a person needs.

The results

Interestingly, it is often the case that a person with dementia functions better than expected in their own home, where familiar surroundings provide cues and reminders. Even when a high level of confusion has been displayed in hospital, this often disappears when the service user is home and re-orientated. The effect of services, and a gradual stepping down as the service user does more, can be monitored via the activity charts.

The Roving Night Team provides support for those who need it. Staff call only if required, logging on to the Just Checking website via smart mobile phones as they leave one property, to check if the next person needs a call. And the team has the capacity to respond to night-time wandering or emergencies.

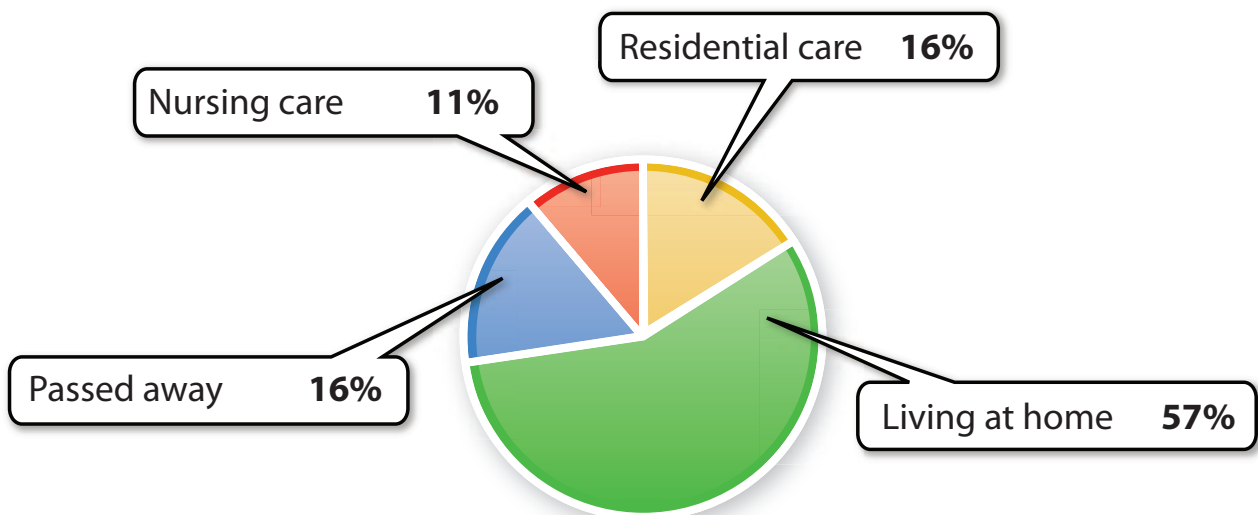


1 Year Outcomes

- Savings of more than £180,000, against a total cost of £79,363
- Major reduction of 43% in residential care admissions
- 57% still living at home at 1 year, (78% at 6 months)
- Majority (63%) continue at home with low level care needs

For a copy of the full 1 year outcomes report please contact Jodie Thomas, jodie.thomas@herefordpct.nhs.uk

On-going care support	Category	Percentage
Independent/family support, Carer service or Supporting People	Low	32%
Up to 7 hrs/wk	Low	25%
7 – 14 hrs/wk	Low	6%
14-21 hrs/wk	Medium	25%
Over 21 hours /wk	Medium/High	6%
24 hour support at home	High	6%



Case Studies



George an 88 year old, living alone in an isolated bungalow, was known to the mental health services because of depressive illness and dementia with lack of insight into his own difficulties. He made phone calls to his family throughout the day and night, requesting immediate support and was a frequent visitor to the local pub where he would drink heavily, creating mobility problems and poor sleep patterns.

He had had several falls and admissions to an acute psychiatric ward and his family had reached the point where they felt they could not continue to support George at home. George had previously declined care support.

Just Checking and the Specialist Intermediate Care were introduced with a person-centred, 'softly, softly' toe-in-the-door approach. This soon established a positive relationship and over the following weeks George started to accept support with care and meal provision.

Just Checking showed the times to best provide intervention enabling George to maintain his physical health and mood levels without reverting to previous patterns of self-neglect or alcohol dependency. The burden placed upon family carers was greatly reduced because George was no longer contacting them throughout the day and night. George continues to live at home eight months later with the on-going care support tailored to meet his needs.



Doris a service user with dementia, had been admitted to hospital after a fall at home during the night. She lives on her own with a history of hypertension and associated falls. Reports from the hospital ward about her general disorientation and falls risk had made the family question the viability of her returning home.

Discharge home was arranged with Intermediate Care services using Just Checking and a falls sensor. Once Doris returned home she soon settled back to her usual daily routines.

Just Checking provided the family with the reassurance to see that Doris was coping during the periods she was on her own. She still remains living at home nine months on. There have been a couple of falls, but the family is working in partnership with professionals to manage these risks and support her wish to continue living at home.

"Home is where most service users want to be and it is our role to give them the choice of living there for as long as possible. For people with short-term memory problems, it is even more important to maintain them in a familiar environment, where we can see they function much better. We have shown that we can support people at home if we provide interventions which meet their needs, and this leads to a very manageable level of on-going support."

Andrew Morris, Service Development Lead

View BBC Midlands Today film at www.justchecking.co.uk/media/tv/Herefordshire.asp
For a copy of the 1 year outcomes report please contact Jodie Thomas.

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