



<b>Title of Paper: <u>Home Care Modernisation Report</u></b>	
	For <u>Discussion</u> Requires consideration and debate.

### 1.0 Background

Home Care was a SEHSCT Corporate Improvement Priority 2022-24.

The was a systematic approach to strategic improvement in the organisation,

Through the initial process of Ecosystem Mapping and the formation of the Project Team, four key initiatives were identified and prioritised for action. This approach allowed for the alignment of the projects with corporate priorities, creating the greatest opportunities for improvement. Strategically prioritising immediate and long-term gains, the Trust ensured that resources were directed toward initiatives with the highest potential impact.

This work is a testimony to the hard work and commitment of the Home Care operational teams, the project lead and the synergy with the Quality Team.

There is much transferable learning for supporting transformation across the organisation.

### 2.0 Key Issues

The Home Care Modernisation Report highlights the impact of the four initiatives with significant sustained reduction in the unmet need list, current reported at 134.

The Home Care Assessment Service (HCAS) demonstrated a sustained improvement in capacity released back into Home Care Services. This was achieved through a closer focus on assessed service need and an earlier move to discharge where need was no longer identified. This represents a 170% increase in hours released (discharges) within HCAS compared to pre-HCAS levels.

The report has been received as exemplar practice through HIAE and other organisations are interested in the Home Care Modernisation and the Quality Approach taken.

### 3.0 Resources Implications (inc Organisational, Financial, Human Resources)

The Projected Impact on Hospital Discharge translated into an additional 279 hospital facilitated discharges.

Overall project savings are estimated total savings: £1,059,154.43.

#### 4.0 Impact on Safety, Quality and Experience (SQE)

The transferable learning includes:

**Senior Sponsorship** is a key complement to systemised implementation. As a Corporate Improvement Priority this programme of work was accountable to the Trust Board, which elevated the significance of the work, connecting it to regional direction and providing a critical lens to its progress.

Having the invaluable resource of the **Project Lead** (holding knowledge of Quality Improvement (QI) science and experience within the service), created a unique synergy that drove meaningful and sustained change.

Prior to the current change programme, the Home Care Team were already pioneering regional **innovation** by implementing Care Line Live to support scheduling and service capacity. There was a **willingness** in the team to explore new approaches to plan, coordinate and analyse Home Care Services. The Quality approach has promoted the interrogation of accurate and timely data to enhance decision making prompted in-depth analysis of demand, service provision and outcomes.

The success of this work has focused the **diverse experience of stakeholders** across the system which has amplified the interdependences across the sector and where the challenges and opportunities lie.

Complex challenges in Health and Social Care need a **systems approach** to creative problem solving. The Ecosystem Mapping required a pause to consider the current state, challenges and opportunities. It is through this discovery phase that the collective understanding highlighted the complexity of the current service impacting patient experiences, and outcome and flow

#### 5.0 Key Risks and Proposals to Mitigate

Not applicable.

**Lead Director**      **Clare Marie Dickson, Director of Primary Care & Older People's Services**

**Date**                      **20 March 2025**