

## Hampshire Intermediate Care

### Public Engagement

#### A County-Wide Intermediate Care Service for Hampshire

##### What is intermediate care?

Intermediate care services provide support for a short time to help people recover and increase their independence. Intermediate care may help people:

- remain at home when they start to find things more difficult
- recover after a fall, an acute illness or an operation
- avoid going into hospital unnecessarily
- return home more quickly after a hospital stay.

##### Who is it for?

The aligned service would include rehabilitation, reablement and recovery support for people over the age of 18 for up to six weeks (although typically most people would have completed their programme of support in around two to three weeks).

##### Where would it take place?

Wherever possible, intermediate care would take place within people's homes, including supported living. Depending on the needs of the individual, intermediate care may also take place for short time in a community hospital or care home.

##### What experience do people currently have?

Sometimes, people remain in hospital longer than is ideal, which can compromise recovery and risks independence. People could be discharged sooner to accelerate recovery and prevent unnecessary deterioration. Sometimes people are admitted to hospital when this is not necessary, because services currently in the community are not available to intervene and prevent a hospital admission.

It is generally acknowledged that for every 10 days in hospital, the equivalent of 10 years of muscle ageing occurs in people over 80 years old<sup>1</sup>. Building back up this muscle strength could take twice as long as it does to deteriorate.

##### What's happening?

Since Spring 2018, Southern Health NHS Foundation Trust (SHFT) and Hampshire County Council (HCC), have been working closely together to develop joined up Intermediate care services which is proposed to be in place in 2020.

##### Why are we planning to join up intermediate care services?

Intermediate care services should make the best possible use of our combined health and social care skills and resources so that we can provide a seamless, positive experience for individuals in need of support to enable them to remain as independent as possible. The creation of Hampshire-

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<sup>1</sup> <https://www.ncbi.nlm.nih.gov/pubmed/18948558>

wide intermediate care service would bring together Hampshire County Council's Reablement services and Southern Health NHS Foundation Trust bed and community-based rehabilitation services.

By working together, we would;

- better support people to recover from illness, or continue their recovery post discharge, in their own homes as far as possible
- enable people to be discharged from acute hospitals as early as possible
- proactively prevent hospital admissions
- share professional knowledge and avoid duplication
- maximise efficiencies and streamline operational processes

We would work together by co-ordinating activities and co-locating, with agreements on information sharing.

A 'forerunner' programme of work is underway to test different aspects in various locations across the County. This is leading to positive outcomes for service users as exemplified in the below comments.

We had an assessment from the team, they ordered equipment and fitted it the following day which we have found invaluable. All in all an extremely friendly and efficient service.

I had a fall which required admission to hospital and I was very anxious about returning home. The team visited me the day after discharge for a period of 5 days to help me regain my confidence mobilising around my home and promoted my independence with showering and dressing. They also referred me to Red Cross for befriending and I now attend a lunch club once a week.

**What experience do we want people to have?**



## **What would Hampshire Intermediate care include?**

Services would include:

- Local Access Points providing assessment and hospital in-reach
- Community based rehabilitation / reablement that is provided to people in their own homes, by both or either health and social care services
- Urgent community / crisis response – these services would form part of the intermediate care response to avoid admission to a hospital or permanent care home setting
- Acute Hospital Emergency Department admission avoidance, and supporting timely discharge
- Bed-based rehabilitation / reablement services

## **Your Views**

We would like to take the opportunity to invite you to share your views on our plans for the Hampshire Intermediate Care service.

We would welcome:

- Your views on any particular areas of focus you'd like to highlight for the intermediate care service.
- Any views that you would like to provide for consideration as the services are developed.

You can email your comments to [team@hampshiretogether.org](mailto:team@hampshiretogether.org) between Tuesday 20 August and midnight Monday 9 September. Alternatively, you can write to:

Hampshire Together Team  
Hampshire County Council  
Elizabeth II Court South, Room 25  
Winchester SO23 8UG

## **Your data**

### **Privacy notice**

Hampshire County Council and Southern Health NHS Foundation Trust, working together as part of the Hampshire Together programme, are seeking your views and comments in order to inform plans for the Integrated Intermediate Care service in Hampshire.

The information you provide if you give feedback is being collected and processed by Hampshire County Council for the performance of a task carried out in the public interest and for reasons of substantial public interest.

Responses will be anonymised and summarised and included in a report later in the year which will be available on the Hampshire County Council website. All individuals' responses will be kept confidential but responses from groups or organisations may be published in full. Personal data will not be shared with any other third parties. All data will remain within the UK. Responses will be stored securely and retained for one year following the end of the project before being deleted or destroyed. Please see our Data Protection webpage

<https://www.hants.gov.uk/aboutthecouncil/privacy> for further details about how the County Council uses and handles data. You can contact the County Council's Data Protection Officer at [data.protection@hants.gov.uk](mailto:data.protection@hants.gov.uk). If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns>.

### **Alternative formats and queries**

To request this information in another format such as large print, audio or Braille, or for any queries, please contact the Hampshire Together programme team at:

Email: [team@hampshiretogether.org](mailto:team@hampshiretogether.org)

Telephone: 01962 847833