

**CHANGE AGENT TEAM
RECORD OF PRACTICE IDEAS AND INNOVATIONS**

*Please record any new ideas in service provision, (service re-design, successful partnerships etc) or big or **small** innovative practices/processes that appear to have a significant impact on service delivery (e.g. flagging specific patient notes to identify a risk factor). Please check that the 'contact' is happy to be contacted to explain their practice*

These are practices and ideas heard about or seen on visits by the changes agents. We think they could be applied in other situations and should be shared more widely. They have not necessarily been evaluated, nor are they endorsed by the Change Agent Team.

Name of Organisation: London Borough of Ealing Housing & Social Services and Ealing Hospitals Trust	
Service: Very Sheltered Housing Service and Intermediate Care Service	
Contact: June Weeks email address: weekesj@ealing.gov.uk	Tel No: 0202 8825 7501
Key Words Intermediate Care Service/Very Sheltered Housing Scheme	
<i>Brief description of the 'new practice/bright idea</i>	
<p>The Intermediate Care Service/Very Sheltered Housing Scheme is a partnership between the sheltered housing service and intermediate care service. The scheme meets the demands of providing additional beds to help achieve Ealing's target to develop the Intermediate Care Service (ICS) and also offer an alternative form of provision. It is proposed that 6 very sheltered housing flats are adapted to provide an appropriate environment in which a multi-skilled team of staff can provide a programme of intensive care for a period of 2-6 weeks. This will provide an environment whereby people can be assessed on leaving hospital to determine their future care programme and housing requirements. It will also provide an environment where people can be referred from the community or A&E teams where an intensive care and rehabilitation service is required and a period of assessment.</p> <p>The ICS will be provided from a team of staff who will be based at the office on site during the hours of 7am – 11pm. Patients will receive a programme of rehabilitation, therapy and care services as appropriate, their progress will be closely monitored and an assessment completed for their future needs. Outside of these hours the existing very sheltered housing staff will respond to emergency calls from patients and provide a supported housing service</p> <p>The scheme was successful in obtaining funding from the NHS Capital Investment Funding to develop the Intermediate Care Service to increase the availability of the ICS provision. Revenue funding for the scheme will be provided from existing resources and revenue streams and new revenue streams such as Supporting People.</p>	
<i>Impact of the introduction of the change/development</i>	
<p>The scheme was due to be implemented in 2002/03 but was delayed due to planning issues (which have now been resolved) and a delay in providing appropriate staffing resources due to the restructuring of older peoples services in London Borough of Ealing. The scheme is now on course to be implemented in 2003/04. The scheme outlines an innovative and creative use of existing assets and resources to meet both national and local agendas to develop the Intermediate Care Service and deliver significant increases in capacity of hospital beds. It will ensure that hospital beds are released sooner and prevent unnecessary admission or readmission whereby a return to the home environment is not an immediate suitable option.</p>	
<i>Why did this change/development 'work'? Could it be replicated?</i> The scheme has worked due to the commitment to the scheme from the partnership and additional capital funding which was made available from the NHS.	
<i>Has the practice been formally evaluated? Please describe briefly.</i>	
Formal evaluation will take place once the scheme has been introduced.	
Submitted by: Geraldine O'Shea (Strategy Development Officer)	Date:12.11.02

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