The Journey of HART
(Homecare Assessment & Reablement Team)
Population in Leics in 2014: 672,000. Projected to increase by almost 5% to 705,400 by 2020

Population in Leics of those aged 65+ in 2014 is: 130,700 (19.4% of total population in 2014) and is expected to increase to 149,800 by 2020 (that’s a 14.6% increase from 2014)

Population in Leics of those aged 85+ in 2014 is: 16,000 and is expected to increase to 21,700 by 2020 (that’s a 35.6% increase from 2014).

Pansi (Projecting Adult Needs and Service Information) and Poppi (Projecting Older Persons Population Information)
1999  HART Piloted Reablement and a subsequent roll out across the County

2011 Reorganised to provide Pure Reablement

2012  Community Reablement & Residential Reablement provided

2013 Community & Residential Reablement + Crisis Response

Home care assistants with increased Senior involvement - do with people and not for them

Home care assistants + Seniors + Occupational Therapists (OTs)

Home care assistants + Seniors + OTs + Commissioning workers
What does this provide?

• End to end process within HART providing a step down / step up service, reablement, signposting, prevention, commissioning personal budgets as appropriate

• A service that is increasingly integrated with Community Health services

Key requirement is a professional and skilled work force
Vision

Enabling people to live independently in their own home

Objectives

A responsive service to enable people to remain in their own home following hospital/residential discharge or to prevent hospital/residential admission

To enable people to live independently with reduced reliance on long term care
HART Operating Model

Customers (public)/Customers (Orgs – Internal/External)

Channels
- Telephone – HART duty
- Face to Face
- Telephone – CSC
- Telephone/ Fax/Email

Products and Service
- Community Care Assessment
- Community Equipment Ass & Comm
- Assistive Technology Ass, Comm & Referral
- Domiciliary Risk Ass & Referral
- Reablement Service
- Support Planning Brokering & Referral
- Advice, Information, Signposting
- Domiciliary Care Service

Enablers
- People
- Process
- Information and Technology

Governance and Financial Control
- Decisions making and control system
- Performance Management

Partners – CSC, Locality Teams, Community Health Service
Community care assessments

Community equipment, including urgent and longstanding AT

Risk assessments within the home

Reablement

Advise, information and sign posting

Brokerage and support planning

Urgent / service of last resort domiciliary care
Enablers for Successful Reablement

- People
- Process
- Technology
### 2013 / 2014

<table>
<thead>
<tr>
<th></th>
<th>HART Cases</th>
<th>% On going Commissioned Service</th>
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<tbody>
<tr>
<td>Community</td>
<td>1703</td>
<td>25%</td>
</tr>
<tr>
<td>Hospital</td>
<td>2373</td>
<td>21%</td>
</tr>
<tr>
<td>Total</td>
<td>4076</td>
<td>22%</td>
</tr>
</tbody>
</table>
Responding to changing demands

Increased demand

Acute health pressure

Financial pressure

Help to live at home
Further integration with Community Health Services
Working the Leicestershire pound £££
• For further information contact;

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