CARE HOMES – WHAT WILL THE FUTURE LOOK LIKE?

Bupa UK
April 2015
<table>
<thead>
<tr>
<th>Experience and commitment</th>
<th>Founded in 1947 to provide affordable healthcare, we have over 60 years experience, and a long term commitment to deliver safe, secure and trusted healthcare services</th>
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<tr>
<td>Value for money</td>
<td>We work alongside and in partnership with over 200 NHS trusts, CCGs and Local Authorities. Over 70% of our care home residents are publicly funded, so understand the importance of delivering value for money while also delivering an excellent level of quality</td>
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<td>Partnership approach</td>
<td>We understand the issues in today’s healthcare market and we work openly in partnership with the NHS to develop integrated services and solutions, meeting local healthcare needs</td>
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<td>No shareholders</td>
<td>At Bupa, we have no shareholders. Our priority is looking after individuals through our home healthcare, care homes and integrated services.</td>
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Our experience and capabilities

Bupa has a range of capabilities across the UK which can be joined together to create tailored health and care services which support local commissioning priorities.

- **CARE DELIVERED AT HOME**
  - Multi-disciplinary care delivered in the community. Services include nurse-led IV antibiotics, chemotherapy infusions, physiotherapy and personal care.
  - Drug compounding and medication delivery services.

- **CARE DELIVERED IN A CARE HOME**
  - Nursing and residential, dementia, continuing healthcare and discharge to assess.
  - Intermediate care and reablement programmes providing nursing, physiotherapy, occupational therapy and personal care.

- **REMOTE CLINICAL AND ADVISORY SERVICES**
  - Health coaching to support patient independence.
  - Support lines providing health information, nurse-led symptomatic and aged care advice.
  - Patient support programmes.

- **HEALTHCARE ANALYTICS**
  - Data analytics to better understand local health populations.
  - Expertise and tools to support moving care outside of hospital.
  - Analysis and evaluation of service and patient outcomes.

- **COORDINATION OF SERVICES**
  - Patient identification and assessment.
  - Care planning and case management.
  - Care pathway management.

 Patients receive the right care, at the right time and in the right place.
Gorton Parks Nursing Home, Greater Manchester

• 35 (12 nursing, 23 residential) intermediate care beds providing step up/step down care on behalf of Central Manchester University Hospital Foundation Trust (CMFT), representing:

• High quality out of hospital care in a dedicated facility for up to 6 weeks

• Integrated service provision to patients through a shared governance structure, single integrated assessment and care plan

• Full multi-disciplinary partnership approach between Bupa (facilities, management and care support staff), CMFT (nursing, clinical and therapeutic services) and Manchester City Council (adult social care)

• Shared governance framework, monitoring tools, documentation and reporting, e.g. bed flow reviews to minimise void beds

• **Outcome: Average length of stay is 30 days against target of 42 days**
Glan Irfon Health and Social Care Centre, Builth Wells

Glan Irfon provides outpatient facilities previously offered at the Builth Wells Hospital in new purpose built facilities.

• The Integrated Care Centre comprises:
  o 30 bed Residential Care Home for the frail/elderly
  o 12 bed Reablement Unit with in-reach nursing and MDT support

• The Integrated Care Hub includes:
  o Outpatient and therapy suite for dietician, physiotherapy, OT, paediatric physiotherapy services
  o Outpatients suite supporting tele-health and in-reach (from acute services outside of Powys) consultant-led outpatient services
  o Minor treatment suite to support the local GP practice
  o Three chair general dental service
  o Ambulance service and paramedic base
  o Well-being suite for group based health education, equipment demonstration, therapy, reablement and day support services

• Outcome: Greater patient choice; integrated care closer to home
Manor Court, Ealing – Helping People Gain Independence

- Looking at new models of person centered care in the Community
- Supporting people to regain confidence to return home following a hospital stay through provision of Intermediate care at Manor Court care Home in London Borough of Ealing.
- 15 short stay beds commissioned by Ealing CCG
- Close partnership working with Trust and discharge management team.
- The service is all encompassing, providing nursing, physiotherapy, occupational therapy and care support staff.
- **Outcome:** Reducing pressure on acute sector and delivering care closer to home.
Anglesea Heights, Essex - Dementia HUB

- Dementia HUB is based at Bupa’s Anglesea Heights Nursing Home in Ipswich
- Was officially opened on Friday 30 January by the Mayor of Ipswich, Councilor Bill Quinton and Bupa’s Director of Dementia Care, Professor Graham Stokes.
- It’s free! - Anyone can attend the no charge Dementia HUB which is conveniently situated near the town centre - and you don’t need to be a Bupa customer.

“It’s great to be able to offer this supportive service to anyone in our community.” said Tina Askew, Home Manager of Anglesea Heights. “The HUB is safe and welcoming and people can share knowledge, listen to guest speakers, make friends and generally talk about their experience of dementia.”

“They’re a credit to the company in everything they do.” A line from a poem written by Len, whose wife is a resident at Anglesea Heights
Sandwell, Birmingham – Intermediate Care Service

• Sandwell & Birmingham NHS Trust and Sandwell MBC jointly commissioner integrated intermediate care services to reable and improve independence of patients to enable safe discharge home

• Multidisciplinary Team approach including Primary Care Coordinator, Allied Health Professions, Rehabilitation Support Workers, Nurse and Care Staff and GP involvement

• Patient types include those recovering from acute illness, including fractures, and those requiring nurse led rehabilitation

• 88% of patients that were referred to the service were successfully rehabilitated back into their own homes

• Outcome: release of additional 15 bed capacity to NHS Trust