

# Better Care Fund resources

## Isle of Wight raising standards and Personal Assistant Hospital Discharge Initiatives

### Scheme

#### Who?

Isle of Wight Council



Newport

Isle of Wight

#### What

Developing the quality and increasing the number of personal assistants (PAs) across the Isle of Wight, establishing a 'route to market,' support functions and a defined framework. In addition, providing support to people in hospital – giving individuals a genuine alternative to traditional domiciliary care agencies.



## Why?



- No oversight of PA market numbers, services or hours.
- No safe and established route to market – social workers and individuals – adverts in papers, no approved lists, etc.
- No interaction with local authority or support mechanisms for individual PAs.
- Poor coverage – no PAs in some geographical locations.
- Limited number of PA packages not being filled, with anecdotal reports of poor quality.
- No training offer for PAs.
- Complete lack of confidence in PA provision by social workers.
- Lack of opportunity to make savings. Commissioned home care is £17.60 per hour; PA hourly rate is £12.50.
- Limited traditional market provision resulting in extended length of stays in hospital for individuals wishing to return home.
- Required a more responsive service – we were often waiting days for agency assessments in hospital and limited weekend coverage to support discharges during this time.

## When?

Ongoing from January 2018.



## How?

- Establish a PA market development team
- establish a clear framework to proactively develop and grow the PA market
- ensure quality is improved and provide a clear route to market.



This was achieved by:

- identifying and creating a dedicated group of PAs to support hospital discharges – responsive and person centred
- creating clear pathways – and explaining options to the person/their advocate
- developing advice and guidance for individuals and families – creating support structures to facilitate informed decisions
- introducing a direct payment brokerage and direct payments (DPs) support service
- implementing accreditation scheme/DBS/insurance/Unique Taxpayer Reference (UTR) and skills profile through the PA development team and PA hub/jobs notice board
- improving PA recruitment through events, Isle of Wight College, summer shows and a partnership arrangement with Isle of Wight job centre
- PA training offer, network events and support groups – joint working arrangements.

## Challenges

- The Isle of Wight reduced adult social care DTOCs by over 55% in the year ending September 2018 – however, the 2018/2019 target of 2.6 per 100k meant that we needed to dig deeper still
- ongoing challenges with traditional agency engagement
- delays in assessments or ability to support discharges at weekends
- locality and coverage issues.



## Impact

- Two hundred hours of PA support was provided to facilitate hospital discharge in February 2019.
- Average weekly support provided to PAs = 20 hours per week.
- Cost of care (August 2018–January 2019) provided by PAs = £340k compared to equivalent provided by domiciliary agency (would have cost £1.2m).
- Between August 2018 and January 2019, total PA support hours provided across the Isle of Wight totalled almost 70,000.



## Case study

Mrs JB, 82, was admitted to hospital in November 2018 following a stroke. She was assessed to find out what care and support she would need to enable her to return home once she was considered medically fit.



It was decided that a large package of support would be required. Mrs JB lived in a rural locality which was covered by only one contracted provider so it was quite possible that finding the right package would be challenging. Within 24 hours of contact, a dedicated PA met with Mrs JB, her family and the personal assistant team. It was agreed that a PA was the right solution for Mrs JB's care needs and she was discharged home the next day.

Practice example: Isle of Wight raising ...



[View all practice examples](#) link 1



**link 1** | <https://www.scie.org.uk/integrated-care/better-care/practice-examples>