

New models of care for frail older people in Wakefield – the Future Hospital Programme and NHS England Vanguard's new models of care

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Aims

The rising numbers of older people and especially those with frailty has led to new approaches of care being developed within Wakefield. These all focus on person-centred care, but what is the benefit to patients and to the NHS?

Methods

In order to improve the care of older people locally, Mid Yorkshire NHS Hospitals Trust, one of the phase 1 development sites for the Future Hospital Programme at the Royal College of Physicians, developed a multidisciplinary and multi-agency team. This forms part of the trust's reconfiguration plans for improving the care and experience of older people. Within the Wakefield district, there are two NHS England Vanguards with direct involvement with the Future Hospital Programme: the Care Home Vanguard Support Team and West Wakefield's Multi-Community Provider Vanguard.

Results

There are three areas where these new models of care can positively improve a patient's journey. Prior to hospital admission, both those identified by the Care Home Vanguard and the Multi-Community Provider have an opportunity to be assessed and management plans initiated, which prevent the individual's hospital admission. Where this is not achieved, alerts can be made to the Rapid Elderly Assessment Care Team and acute geriatricians, so providing rapid insight into a person's problems and future needs.

Once admitted, those identified by the Rapid Elderly Assessment Care Team benefit from the principles of the Future Hospital Commission in ensuring robust arrangements for transferring of care and that services are tailored to meet the needs of individual patients. Finally, by tapping into the resources available in the NHS Vanguard Projects, follow-up of frail individuals can be ensured.

Additional benefits have been seen by sharing experiences, learning and resources such as exploring new ideas in collaborative ways, so messages for frail individuals are consistent. Both the NHS Vanguards and the Future Hospital Programme have given the opportunity for such learning to occur, resulting in links between sites. There has also been a focus by all schemes on patient experience and data collection, to show that care is making a real difference to this vulnerable group of patients.

Conclusions

Patients have benefited by having access to different models of care and especially those that are part of newer initiatives. A culture of innovation has been created where collaborative working has been key; this drives further developments and a shared identity in creating the correct models of care for frail individuals. ■

Conflict of interest statement

Nil.

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