

HART

Hospital Avoidance
Response Team



Preventing unnecessary hospital admissions and delayed hospital discharge

Helping people to keep well and stay safe at home

**To make a referral please call
07867 002106 / 01522 308969**

Reducing the pressures on Lincolnshire's hospitals

The Hospital Avoidance Response Team (HART) offers people up to 72 hours' support at home when it's most needed. Responding to referrals by hospital discharge and community health teams, we help prevent:

- avoidable attendance at A & E
- avoidable emergency admissions
- protracted hospital stays
- delayed transfers of care

At the same time, HART helps people to build their confidence and regain and retain independence and wellbeing.


The service offers

- An option of immediate installation of TeleCare/lifeline personal safety alarms
- TeleCare monitoring and 24/7 response support for the duration of the service, at no charge to the customer
- A person-centred care and support plan, which could include support with medication, bathing, dressing, essential shopping and light meal preparation
- Access into the Wellbeing Service to support longer-term independence, where appropriate
- Support to transfer to pre-planned, longer-term care (where necessary)

Achievements

(April 2016 – March 2017)

 **881**
customers

 **2,424**
planned
call-outs

 **1,252**
days' support
in total

Hospital bed savings due to **admission avoidance**
 **£444,000**

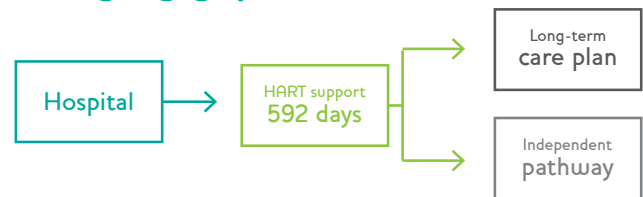
 **£216,189**
Hospital bed savings due to **timely hospital discharge**

 **180**
referrals into
Wellbeing Service

 **59**
responsive
call-outs

Total proven
cost savings:
 **£660,189**

Bridging gaps in care



Customer feedback

The care was superb and I was rather sad when it finished.

The friendly and positive outlook of HART staff gave us a real tonic.

Marvellous service; staff attended twice a day for three days. It gave me peace of mind and the staff were respectful, caring and kind.

How HART helps

- empowering and enabling
- helping maintain a safe living environment
- ensuring house is comfortable
- ensuring daily essentials for living are available
- signposting to other services, such as the Wellbeing Service, and access to Advocacy
- changing linen
- food preparation
- bathing and showering
- supporting continence care including catheter care
- medication support
- supporting to get in and out of bed
- tilting or turning a customer (where equipment is available)
- manga lift assistance for non-injury falls
- contacting emergency services (where necessary)

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STRONGER TOGETHER

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