

## **The Continuing Healthcare Model ©**

Centred on the provision of key staff, management processes and a 10 point critical plan (incorporating 24 hour support for clients, shift coordination, ongoing specialist training, clinical governance processes, in depth care planning and equipment provision), Allied's Continuing Healthcare service is delivered by a highly specialist team, that is structured to include:

- Regional Clinical Lead
- Case Manager
- RGN Team Leader, NVQ Team Leaders and Senior Care Workers
- A Nurse Therapist
- Community Nurse Teams
- Registered Nurses and Healthcare Assistants, made up of:
  - Registered General Nurses (Adults)
  - Registered Nurses (Child)
  - Registered Nurses (Mental Health)
  - Cognitive Behavioural Therapists
  - Registered Nurses (Learning Disabilities)
  - Community Clinical Support Workers

In addition to care provided in the home environment, Allied Healthcare can also deliver Continuing Care within a community setting.

Our clinical services team works alongside the branch network and provides essential care and case management to patients receiving NHS funding for care provision. Our service users suffer from a variety of health needs from Spinal Injury, long term conditions, Acquired Brain Injury.

We provide care packages, planning and assessment for service users through all stages of life from children to the elderly. Depending on the service user's conditions and treatment / care plan required, service users may require care at home, in establishment settings and this may be through the provision of nursing staff or specialist trained care workers.

This group of service users are all receiving home nursing and care from Allied Healthcare rather than spending time in hospitals. They will either be funded from private medical insurance companies such as BUPA, PPP etc, they may fund their treatment themselves or in the majority of cases they will have qualified for NHS funding through Continuing Healthcare. This provision of funding may come jointly for personal and social care needs from Social Service and the health requirements and funding from the NHS, in joint commissioning.

## **Our services include a selection of models:**

- A case management model that includes management from a Regional Case Manager, as well as the ongoing support from a Registered Nurse Team Leader who is locally based. This structure supports all in house training that is often patient specific
- An in house management model which is based on a partnership approach where the Allied Healthcare Case Manager and Team Leader would work within the PCT, with both Allied and PCT resources available. This approach aids the PCT in expanding their workforce resources without incurring recruitment ongoing training retention, sickness and holiday costs.
- A non case managed service whereby all training and clinical support and supervision is provided by the PCT.
- Shifts are booked through any local Allied Healthcare branch
- Worker completes the shift as per the PCT care plan requirements
- Feedback is gained from the PCT Case Manager or Team Leader on performance of the worker in order for us to appraise our workers.