Re-inventing the Care Home

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Care Homes

- Operation
- Design

You need to get both parts right

CareConcepts Ltd
Who am I?

- MD of CareConcepts, established in 2004
- Qualified & Registered Social Worker
- Background in statutory sector
- Built and opened a new 60 place Care Home
- Developed a 46 place Care Home to 79 places
- Developed a Home Care Company and Day Care Services
- Won UK Care Innovator of the Year for 2011

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Sounds Familiar

‘I just need a good night’s sleep’
‘I could keep going if only I could have a drink with my pals’
‘I’d love to spend an afternoon with my grandchildren’
‘A day out shopping is just what I need’
‘Why do other people think they know what I need?’

CareConcepts Ltd
Sounds Familiar

‘I can get my husband dressed. I just need someone to be with him while I go to the bank’
‘Why do people keep asking me for the same information’
‘Why do I get day care, home care and respite from 3 different providers who don’t talk to each other?’
‘Why must respite start on a Sunday for 7 days when I go on holiday on Thursday?’

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What we had

- 46 place nursing home with single and double rooms
- Specialised in dementia nursing care
- Small partially trained workforce
- One and a half acres of land
Our Journey from 2005

• M.C.C wanted to change the way it commissioned to create “new, innovative, outcome based services”
• We wanted to do something different to meet peoples needs
• We had an opportunity to change what we had to ensure a future for the business

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Our Idea

- Flexible & responsive services
- Support carers
- Seamless service
- Personalised service

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The Project

• Dementia outreach in peoples homes or community
• Day support in whole or half days
• Respite for 1 night – 16 nights
• Assessment to determine future needs & avoid hospital admissions

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Our Plan

• Register to become a Home Care Provider
• Seek funding for a new build extension
• Develop our reputation as a ‘Specialist Provider’
• Outreach, Day Care, respite, Assessment in a new build
• Dementia nursing and residential in extended and refurbished existing home
• To Create a specialist workforce with a different view on care

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Challenges

• To build a new Day Centre, offices and Respite Unit but ensure smooth operation of the main home
• To build new 24 beds with lounges
• To refurbish the main home
• To create a new business

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Manchester University Evaluation

- Independent
- 9 months
- Interviews
- Observations
- Focus Groups
- Data Collection

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Service Users

• “It keeps my brain ticking over”
• “You see new people and make new friends”
• “I am treated as an adult and I have a say in what I do”
• “It gives me and my wife a break from each other....it gives her a rest and she can go shopping and do housework”

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Carers at Home

• “my relationship is better with my husband”
• “I have time to look after myself”
• “the flexible support means so much, I always know there is someone there to help”
• “I no longer see dementia as deteriorating, with the right help and support, health and well being can be improved”

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Remote Carers

• “Less worry and concern when I am not there”
• “Life is so much more enjoyable now for me and my mum”
• “People go beyond the mechanics”

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Social Workers

• “Provides a person centred approach rather than task based care”
• “Concern about where ultimate responsibility lies if something goes wrong”
• “Flexible responsive services are good, but our systems delay care due to panel requirements”
CareConcepts Staff

• “Enjoy delivering varied care to meet peoples needs”
• “Frustrated by systems that can delay care”
• “We adopt ‘a family orientated approach’”
• “We need varied training in our new role”
• “It is great to see people improve and have a better relationship with their partner”

CareConcepts Ltd
New Build

• Future proofing
• All fully en-suite
• Designed with staffing in mind
• Sustainable future for our business
• Operating profitably within a year
• 30 on waiting list
• How to get it right

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