

## How do I contact the At Home First Service?

If you **currently** receive care under Intensive Case Management or Integrated Rapid Response you can ring us direct on 0333 405 3000.

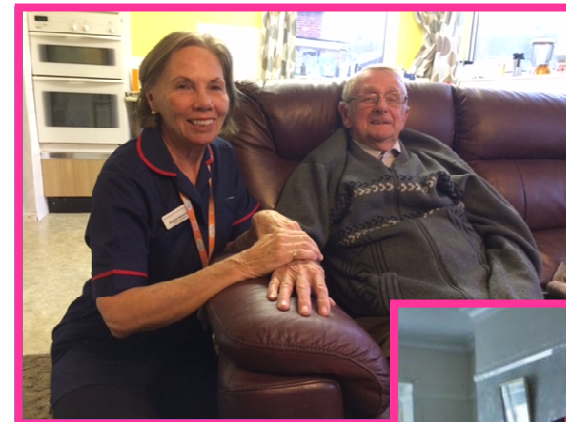
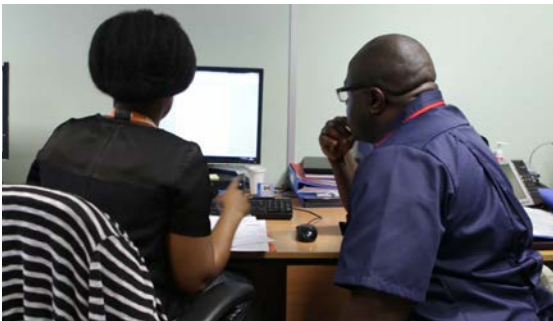


**Luton**



## The At Home First Service Luton

Co-ordinated health and social care services provided **at home** for adults who are at risk of avoidable hospital admissions.



If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net)

For free confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111

## What is At Home First?

The 'At Home First' service approach is designed to support people who are at increased risk of emergency hospital admission. It includes Intensive Case Management and Integrated Rapid Response which are coordinated services, led by a lead professional involved in your care.

By providing coordinated, multidisciplinary health and social care we can support you to stay at home and avoid unnecessary hospital treatment. In order to do this well, we will need to share information about your health and personal circumstances with all the services involved in your care.

When you are referred to the service you will be asked to **consent** to sharing your information, including your personalised care and support plan.

If you have any questions about how your information may be used please speak to one of the visiting team.

## Intensive Case Management

If you have a variety of needs and may be at risk of emergency hospital admission a member of the At Home First integrated multi-disciplinary team will work closely with you and the people close to you to develop a *Personalised Care and Support Plan.* Developing this plan with you can take time; typically this period of **Intensive Case Management** takes between 30 and 90 days.

Your *Personalised Care and Support Plan* will contain information about what is important to you and what help you currently receive that keeps you well at home. It will also signpost you to where you can get help and advice if you experience any changes.

Once completed a copy of your *Personalised Care and Support Plan* is kept with you at home and copies are shared with other agencies such as your local hospital and the ambulance service so that

information to support you is readily available when it is needed.



## Integrated Rapid Response Service

If you experience a sudden or unexpected change in health and social circumstances you may be referred to and receive support from At Home First **Integrated Rapid Response**. This service comprises therapists, nurses, social workers and reablement support workers. They will work closely with you and your GP to agree a package of interventions to support you at home in periods of unexpected crisis.

This intensive support is usually provided for up to 72 hours. During this time a member of the team will visit you at home, assess your needs and deliver care and treatment to support your recovery and independence.

Once you are stable the team will arrange for ongoing support as required.

At this time you will also be referred automatically to be considered for a period of **Intensive Case Management** to formulate or update a personalised care and support plan to help avoid future crisis.

## Who could be involved in my care?

The health and social care organisations who form this integrated team approach in Luton are:

- Your GP
- Nursing and support services provided by Luton Adult Services – part of Cambridgeshire Community Services NHS Trust
- Mental health services provided by East London NHS Foundation Trust
- Therapy services provided by Virgin Care
- Reablement support workers and social workers provided by Luton Borough Council

Other organisations with which we work very closely:

- Luton & Dunstable Hospital NHS Foundation Trust
- East of England Ambulance Trust
- Local Out of Hours Doctors services
- Age Concern – Luton
- Disability Resource Centre - Luton

