



# Community Services

Supporting the transformation of community services and all aspects of service delivery, planning and assessment



**Community services are the foundation of healthcare in the NHS, offering patients and families rehabilitation, treatment and support.**

**Improvements to community service provision provides a significant opportunity to release capacity across the whole healthcare system, impacting acute hospital admissions and discharges.**

Many health systems already have ambitious plans in place to enhance the provision of Community Services, with key objectives including:

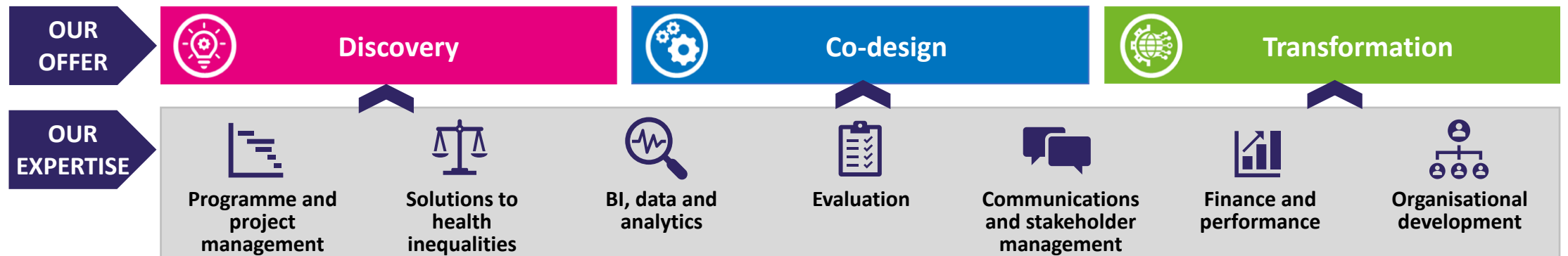
- Integrating Primary Care - Fuller Stocktake Report
- Supporting people to age well - NHS Long Term Plan
- The expansion of direct access and self-referral to community services - 2023/24 priorities and operational planning guidance
- Meeting the rehabilitation needs in the community - Community Rehabilitation Best Practice Standards.

Thriving services in the community can support patients after discharge and help prevent hospital admissions. There are many opportunities to improve services. Arden & GEM can provide additional support to providers and commissioners of services to deliver transformation programmes of work that can improve population health, increase the quality of care and deliver a sustainable use of NHS resources.

## Supporting the transformation of Community Services

Our support promotes the realisation of objectives outlined in key NHS reports, standards and planning guidance. We help customers understand their current position (discovery), engage with stakeholders (co-design solutions) and enable change (transformation). We design tailored solutions that provide the capacity and skills required to deliver effective and efficient Community Services. Our offer is underpinned by expertise in multiple areas including programme and project management, BI and analytics, finance and performance and solutions to health inequalities.

We can tailor our support to help you transform your Community Services.



# Supporting the transformation of Community Services



## Discovery

By undertaking:

- Mapping of the system wide services clinical offer against best practice and national guidance
- Mapping the system wide resources and assets, workforce numbers and capacity, skills and competencies, and estate
- Collating and reviewing system wide data, referrals, interventions and length of stay
- System deep dives to discover areas of challenge/constraints
- Pathway reviews to highlight potential opportunities
- Evaluating outcomes following interventions
- Option appraisal, presenting findings and recommendations.



## Co-design

By engaging:

- Taking service user, carer and clinician feedback collating the information into a format where voices can be heard
- Reaching out to communities to ensure their needs are considered in the provision of services
- Facilitating workshops with clinicians, and communities to design and assure buy in to a new future state.
- Utilising the expertise from the wider Arden & GEM service portfolio when specialist knowledge and input is required
- Ensuring a stakeholder management plan is in place, and where applicable, a continuous loop of engagement /two-way communication with services users, carers and clinicians.



## Transformation

By enabling change:

- Working with you to define a programme of work that meets your requirements with clearly scoped outcomes and benefits
- Ensuring robust management systems and documentation are embedded to ensure traction of the project/programme
- Building a culture of change through developing leaders, engaging with staff, and building partnerships and networks
- Ensuring the wider management of stakeholders
- Monitoring of improvement, data and qualitative measures
- Ensuring robust project governance and compliance frameworks are in place
- Assuring new practices are embedded and benefits realised.

# Some examples of our work



## EVALUATING THE TWO-HOUR URGENT COMMUNITY RESPONSE SERVICES WITHIN NHS HUMBER AND NORTH YORKSHIRE ICB

Two-hour urgent community response (UCR) services in Humber and North Yorkshire (HNY) ICS are delivered by seven different providers who are at different levels of maturity with services adapted to local conditions.

When the ICB wanted to acquire a greater understanding of the service and its impact, independent evaluation support was sought from Arden & GEM's Health and Care Transformation (HCT) directorate.

Arden & GEM worked directly with the UCR providers to compare the services they delivered with national standards and identify areas for improvements. Actions for each provider were detailed and recommendations made to assist the ICB in developing plans to support winter pressures.

[CLICK HERE TO READ THE FULL CASE STUDY](#)



## MAXIMISING THE IMPACT OF SOCIAL PRESCRIBING THROUGH A CASE-FINDING TOOL USING MACHINE LEARNING

Evidence suggests that social prescribing can lead to a range of positive health and wellbeing outcomes by supporting individuals to take greater control of their own health. However, resources are limited and need to be targeted on those patients who would benefit most leading to a positive impact for both individuals and the healthcare system.

Arden & GEM's Advanced Analytics Unit has developed a case-finding tool, based on a machine learning model, to enable social prescribers to proactively target patients in advance of a GP referral.

[CLICK HERE TO READ THE FULL CASE STUDY](#)



## THE COMPLETE CARE COMMUNITY PROGRAMME: SUPPORTING PCNS TO NARROW HEALTH INEQUALITIES IN THEIR LOCAL AREA

Health inequalities in England have increased in recent years, a fact brought into sharp focus by the COVID-19 pandemic. The Complete Care Community Programme was established to support Primary Care Networks in designing proven, scalable solutions to tackling local health inequalities.

Bringing together the transformation expertise of Arden & GEM's Health and Care Transformation (HCT) directorate with the clinical leadership experience of Healthworks, this national programme provides practical help to sites in adopting systematic approaches, overcoming barriers and sharing their learning with others.

[CLICK HERE TO READ THE FULL CASE STUDY](#)



## Why use Arden & GEM's Community Services support?

- ✓ We are part of the NHS family, we understand your local and national challenges, share your values and desire to enhance population health, improve services and deliver sustainable use of NHS resources.
- ✓ We provide access to multidisciplinary expertise spanning project/programme management, business intelligence/analytics, digital transformation, service redesign, finance, performance improvement, public health and clinical insight.
- ✓ Our Community Services support can help health systems to increase capacity, tackle workforce issues, accelerate discharge from hospitals, expand services in the community, help the population access the right care first time and tackle unwarranted variation.

**We would welcome the opportunity to discuss how our Community services support can help your organisation to achieve the Triple Aim duty of improved population health, increased quality of care and more sustainable use of resources.**

**Get in touch with us at:**

 [www.ardengemcsu.nhs.uk](http://www.ardengemcsu.nhs.uk)

 @ardengem

 [contact.ardengem@nhs.net](mailto:contact.ardengem@nhs.net)