

## **Quick Discharge Service and Quick Intervention Service – Service Description 2024**

### **Quick Discharge Service**

The Council and our NHS partners currently provide an intermediate care service in accordance with Section 2 of the Care Act 2014. This ensures the Council are meeting our wider duties to promote wellbeing and independence and intervenes early to support individuals, helps people retain or regain their skills and confidence, and prevents need or delays deterioration wherever possible.

The Council's commissioned Quick Discharge Service currently supports a multi-disciplinary Early Intervention Community Team (EICT). The team consists of a mixture of health and social care professionals working collaboratively (and alongside the QDS provider) to support citizens leaving hospital or as part of a wider preventative offer for those in the community.

The service focusses on identifying and supporting citizens with their individual rehabilitation goals. These goals are designed to help a person regain or re-learn some capabilities where these capabilities have been lost due to illness or disease. They also help people attain independence and remain or return to their home and participate in their community. The programme of support offered is provided for a limited period of time to assist a person to maintain or regain the ability to live independently.

It is important that any provider considering delivering the Quick Discharge Service is aware of the scale, pace and complexity of the service required. This Service Description must be read in accordance with Schedule 5 – Service Specification for Quick Discharge for Home Support for Adults [2024], but has been designed to set out some of the current service metrics:

<b>ANNUAL STATISTICS</b>				
<b>Year</b>	<b>Service Users Supported</b>	<b>Hours of Care</b>	<b>Visits Delivered</b>	<b>Average Service User Weeks on QDS</b>
22/23	8,661	500,210	976,163	3.4
21/22	7,923	413,383	774,742	3.0

### **For period 1 April 2023 – 1 October 2023**

<b>Service User Data</b>		
<b>Average Number of New Service Users</b>	<b>Average Number of Service Users Ended</b>	<b>Average Number of Weekly Service Users</b>
155	154	887

Visit Number Data				
Average Number of 30 Minute Visits per week	Average Number of 45 Minute Visits per week	Average Number of 60+ Minute Visits per week	Average Total Number of Weekly Visits	Average Number of Visits per Service User
19,136	901	76	20,113	23

Visit Hours Data				
Weekly Average - Total Hours of 30 Minute Calls Delivered	Weekly Average - Total Hours of 45 Minute Calls Delivered	Weekly Average - Total Hours of 60+ Minute Calls Delivered	Weekly Average - Total Hours	Weekly Average Number of Hours per Service User
9,568	676	78	10,321	11.8

Please note the above data is provided as a guide and there are no guarantees of this volume of work. Providers interested in delivering this service, must undertake their own due diligence before submitting a bid and ensure they meet the relevant entry criteria and will be able to deliver the service in accordance with the contract.

### **Quick Intervention Service**

The Quick Intervention Service is part of the wider QDS service and currently provides an out of hours home care service to the Council.

The current service receives around 35 – 40 referrals per week outside of the Council's usual working hours. These arrangements are short term, usually to support citizens with carer breakdown, provider failure or emergency safeguarding situations.

The new Service Specification will require the provider to accept referrals from a wider range of partners as part of the EICT service described above and also may include wrap-around packages of care for citizens being discharged from hospital.