



# Intermediate care service: Ripley Community Hospital

## Case study

# Overview

After a challenging few years for the NHS, Derby & Derbyshire Integrated Care Board (ICB) found themselves with no bed space, and medically optimised patients with nowhere to go. Other service providers had little to no capacity and care homes had closed their doors due to the ongoing pandemic. They needed to find a solution to avoid hospital readmissions or unnecessary residential care placements, and to enable people to be as independent as possible after a stay in hospital.

Pulse Nursing at Home, part of Acacium Group, with sister company CHS Healthcare, provided an Intermediate Care provision of 18 beds onsite at Ripley Community Hospital, for patients awaiting Pathway 1 and 2, who were medically optimised and no longer met the criteria to reside.

## Our approach

### Management of patient discharge and family liaison

- Patient referred to Acacium Group's rapid discharge team who managed discharge and family liaison.
- Wellbeing calls to patient and family within 24 hours of admission to unit, with continued liaison throughout patient stay.
- Proactive coordination on all aspects of the patient's journey, acting as a single point of access for families, system partners and providers.

### Provision and management of nurse-led care on surge unit

- Assured provision of trained nurses and HCAs for 24/7 staffing to alleviate resource capacity.
- Patient's needs reviewed to enable reduction of ongoing Pathway 1 and 2 point of care requirements.
- Efficient utilisation to ensure maximum productivity of Pathway 1 and 2 services.

### Managed discharge into Pathway 1 and 2 services or brokerage of onward care

- Experienced brokerage staff to support with sourcing onward care as and when required.
- Full tracking and patient/next of kin liaison to ensure a safe discharge home.
- 24-hour follow up call post discharge home to avoid readmission to acute setting.



## Outstanding report by Quality Always Assurance Team

We received twice-weekly visits by the Derby and Derbyshire ICB Quality Always Assurance Team. We listened and actioned feedback after every visit which resulted in our outstanding Quality Always Clinical Assessment and Accreditation Scheme (CAAS) report at the end of our time on the ward. The report was based and modelled on the CQC guidelines and assessments.

### Impact

**42**  
**patients**

efficiently discharged  
from hospital over

**8 weeks**

Improved patient confidence through creating the best possible conditions for their safe return home and their recovery, future independence and long-term care needs

**15-hour**

discharge turn-around  
from patient referral

Re-enablement for patients, providing a bridge from hospital to home

**100% shift fill rate**  
maintaining continuity  
of care for patients

A reduced number of patient readmissions to acute hospital settings



"The service makes people feel better and get better quicker. The staff looked after me well, they were like family and I felt welcomed and valued. It was a home from home with a friendly and happy atmosphere".

***Patient***

"It was a positive experience working with Acacium Group. They were excellent at accepting and taking on feedback from the Quality Always Assurance Team and their responsiveness to feedback quickly built our trust and respect".

***Derby and Derbyshire ICB***

**Contact us**

For more information about our service or to discuss how we can support you, get in touch:

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