



Providing Partnership Services in Bedfordshire,
Essex and Luton

SEPT services at Biggleswade Hospital

Professor Patrick Geoghegan OBE

Chief Executive



Providing Partnership Services in Bedfordshire,
Essex and Luton

Our Vision & Values

‘our vision
providing services that are
in tune with you’

and values
optimistic respectful empathising
involving empowering accountable

‘stronger together’



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Richard Winter

Executive Director Integrated Services
Bedfordshire and Luton

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Biggleswade Community Hospital

Background

- Biggleswade Community Hospital site is owned by NHS Bedfordshire.
- SEPT has been given access to the use of 1 building on the site to provide in patient adult rehabilitation services and a base for other community care staff serving the locality.
- All other building on the site are used by non-SEPT services, e.g. GP out-of-hours.

Services

- SEPT is commissioned to provide four **community-based** rehabilitation and enablement teams across Bedfordshire – one of these is at Biggleswade.
- SEPT also provide **short-term residential** adult physical rehabilitation services from two sites in Bedfordshire– one of these is at Biggleswade.
- The BiggleswadeCommunity Hospital has 29 beds and is currently caring for 6 patients.



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Why are only 6 beds currently occupied at Biggleswade?

Current pattern of service utilisation

- The new community service commissioned by the PCT is achieving its objectives.
- Referrals from hospitals and GPs to the community-based rehabilitation teams have increased significantly, while referrals to the residential services have decreased.
- Community R & E activity has increased by; 25% on average
- Rapid Intervention activity has also increased by 23%
- Previously Biggleswade Hospital had an average occupancy of 74.10%, owing to the alternative model of care now being offered occupancy has reduced
- This Reflects patients' choice, as most people prefer to receive care in their own home whenever possible.



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Why are there no male beds currently open at Biggleswade?

- There has always been low demand for male beds at Biggleswade, even before the community services were developed.
- In December the male ward at Biggleswade Community Hospital closed owing to an outbreak of noro-virus
- Demand for male community beds across the local health economy in Bedfordshire has continued to be low and sufficient capacity existed in other units to accommodate all male referrals.
- The female ward remained open throughout, but demand continued to fall.
- During this period all Male patients have been offered a clinically appropriate choice of inpatient bed or community rehabilitation package at home.
- No patient has gone without a high quality service





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The Care Quality Commission carried out an unannounced visit in October = fully complaint.

However, they did informally raise patient safety concerns i.e. if inpatient services are required an isolated, small inpatient service on Biggleswade site was not the best solution.

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What Patients are Saying about the new services provided.....

"In my opinion there isn't anything you lovely people could have done any better the service care and kindness in my home was simply excellent and I will never forget each and every one of you" Score: 10/10

I am writing to thank all the staff of the support team for all the help and encouragement they have given me since I returned home, without their help I am sure I wouldn't have made the progress I have made. I am aware that I will not regain 100% on my dislocated shoulder but I am learning to cope. Once again very many thanks. RN. 22-06-12 Score: 10/10

"I can't praise the team who looked after my husband enough. Thank you and keep up the good work."

"Very good, gave Dad lots of confidence" Score: 10/10

"Speed and response very good. Support and understanding. All in mums home. Good rapport with Mum."

"Everybody has been brilliant at looking after my dad at home!" Score: 10/10

"Thank you for all the support we had at a lonely and difficult time. I don't know how we would manage without you. Even knowing there is someone at the end of the phone is reassuring. Thank you." Score: 10/10

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